



# Minutes of the 4EF Meeting

Wednesday 4<sup>th</sup> December 2019

With Richard Hill CEO OHG

Present

Residents: Candida, Jill, Pam, Arthur, Ahmed, Deidre, Eliza, Jenny, Glen, Lesley, Roy, Maureen

Advisor: Mike

One Housing: Richard Hill, Paul Handley

Apologies: Kim, Maggie, Jackie, Heidi, (Danny, Juliet)

## 1. Apologies and Introductions

### **Richard's Introduction and Discussion**

2. Things have moved on since Richards last visit. The regenerations have been resident led and 2 steering groups have chosen their architects. Paul's team have been talking to residents to see what their priorities are and the process seems to be going ahead successfully.
3. Bellamy Close and Byng St – the ballot about regeneration has just finished. The offer document for this scheme is not binding on other schemes though some of the headline items will probably be common to most offers.
4. Kelson House – the H&S works resulting from the SCS are now underway. The more urgent works to do with H&S will not be recharged to leaseholders, but the 2<sup>nd</sup> phase that has more options /improvements may be.

OH will need to be clear what options will be recharged. It needs to be clear what things come under planned maintenance (not charged) and what is improvement (charged).

5. The new IT is now getting into place which is making a big difference.

The call centre is getting more successful and beginning to meet its targets.

OH is trying to get it's call abandonment rate down.

One thing that annoys residents is the way they are suddenly put on hold without warning so they don't know if they have been cut off.

6. Joint Venture – as we go forward on each area a JV may be considered depending on what residents have agreed for their regeneration. If it is considered it will be done in conversation with residents. In Camden residents were involved in selecting any JV developers. This could happen on the island if applicable.
7. When there is the 'right to return' residents do need a bit more certainty about how long it will take and what they will be coming back to.

The Offer document for Bellamy Close has not given residents any estimate of the time it

could take to return or the service charges if they do. This is being discussed with residents as it will depend on the level of services they will expect/require. The time scale will probably be a “best estimate”. It is unclear as yet how long it will take to decant everyone.

As the bosun close project is quite small it is difficult to do it in phases, but with larger sites like Kingsbridge there may be more flexibility.

8. The offer document is developed in conjunction with the residents and they need to be clear what they are voting for.
9. Are OH working to a timeline and pushing forward faster than the residents want? There is no predetermined timescale, the process should go at the residents’ pace but it does need to move forward. There will need to be clearer planning when the options appraisal gets started.
10. If the landlord doesn’t stick to its offer, what redress or comeback do the residents have? The GLA funding and LA planning permission is probably conditional on the ballot and offer.
11. Will residents have as much say in the ongoing management of their new properties as they do in its development? This is being addressed by the green paper. Residents perceive that their voice has actually got less effective.

The environmental standards document and Rhys’s projects have been positive.

Chris is doing the responsive repairs as well as the environmental services.

Richard is open to looking at ways to get better feedback from residents in the resident engagement structure.

12. OD is now part of the HA rather than separate. The management has changed and the rate of ‘fixed first time’ should be improving. Unless repairs are improved it is difficult to move on as this is what will always keep coming up.
13. OH’s surplus is down a bit because there were fewer private sales and a lot of fire safety works. There is a 30 year business plan that ensures its viability. Residents need to be confident that OH can keep to their plans for regeneration. The option appraisal process tests the financial viability of each of the options.
14. Leaks from properties/roofs from above – this is always a big concern and if there was a quick response it would be a good OH move.
15. Other areas for regeneration (eg Samuda) – maybe next year there will be more capacity for this. At the moment it would stretch resources too much.
16. There aren’t plans for another SCS, but to continue with the 20% of reviewing properties. Cladding, structure and fire proofing will still be the priority.
17. Extra-Care Units – this would be a good thing for the Island but there are no plans at the moment about where it might go. As there is a shortage of nursing care in TH, can this be considered.
18. Post Election plans – this is still open to speculation but OH is committed to resident led redevelopment and government plans for very high densities on the Island probably won’t be

acceptable to resident driven projects.

***Residents part of the meeting***

**Minutes of the last meeting** - agreed

**Advisors report** (previously distributed)

19. There is a Kedge Winch and Starboard Way (KW&SW) meeting tomorrow afternoon with some provisional drawings from the architects.
20. Following the Alice Shepherd Fire, there has been confusion about who should be providing emergency evacuation measures – OH or TH. Apparently this has now been confirmed that it is TH responsible. This needs to be clear in future.
21. When there are regeneration drop-in sessions there isn't an opportunity for residents to discuss and respond to other opinions for consideration. There needs to be follow up meetings to share these opinions and experiences. This will be raised at steering groups.

**AOB**

22. Where does the maintenance and improvements in management get discussed – what group? Possibly the Chairs group but this needs to be addressed in the engagement consultation.
23. AGM – this will be in February so TRAs can appoint their Estate reps in Jan.
24. 2 places on the 4EF from each estate are available for the steering groups.
25. Independent residents advisors should be bringing out a quarterly newsletter for their areas as well as Mikes one for the 4EF.
26. **Agenda** for next meeting:  
OHG financial situation and the Annual Report