

KSW Resident Steering Group.

Minutes

Meeting Date - 4th November 2021 – 6.30pm - via Zoom

Present	Initial	Present	Initial
Residents		Others	
Trina Morgan - Kedge	TM	Ray Coyle – Open Communities - ITA	RC
Roy Williams - Kedge	RW	Mynul Islam – One Housing	MI
Amanda Chang	AC	Mike Tyrrell – Resident Advocate	MT
Marie Batchelor - Kedge	MB	Kieran Butler	KB
Leanne Ward - Kedge	LW	Harriet Dyke	HD
		Richard Harvey	RH
		Odysseas Tzaferis	OT

1 Welcome

1.1 RC welcomed all to the virtual meeting.

2 Apologies

2.1 Apologies from

- Keeley Vincent
- Tony Rae
- Leila Arefani
- Emma Leigh-Price
- Paul Handley

3 Minutes of meeting held on 14th October 2021

3.1 Minutes were accepted as a true record of the meeting

4 Matters Arising.

4.1 The Kedge Hedge

MI said that the regeneration team are talking to the relevant people at One Housing to see if they will agree to a fence and that the large wooden planters will be there as a substitute if the fence does not materialise. RC said he had

contacted a named person at One Housing to try to add weight to having a fence – to see if it would have any impact, coming from an independent organisation.

MI said that Kim Riches From One Housing would like another visit onsite to discuss the fence and asked **LW** when was the best day/time to visit. **LW** said any Tuesday would be suitable – and was concerned about the time it will take to order and deliver the planters if One Housing decide it will not be a fence. **MI** also raised concern that the bushes in the planters could well be pulled out in the same way as the bushes already provided. He added that a fence is what the team want but that it is not their decision to make.

4.2 The Priority Bidding delay

MI said that meetings are continuing with London Borough of Tower Hamlets (LBTH) on this and that it has emerged that the system has not been down all this time but that the problem has been with One Housing. One Housing have a new staff member who has come from Swan Housing and who knows the system well and is working full time to fix the problem and train staff to use the updated system. .

MI added that LBTH had upgraded their Northgate software in the summer but no one at One Housing's Lettings Team has been provided with training/support to be able to operate the upgraded system. **MI** added that the regeneration team are waiting for some training which should be in the next week or two on how to use the updated system.

RC asked that, once the team had received training on the updated system, if tenants would not have to go through LBTH and that One Housing would administer it. **MI** said this was the case but that it takes around three hours to get one tenant registered on the list but that the whole team (Mynul, Emma, Leila and Paul) would go through the training so that they could sign tenants up as quicky as possible.

MT said that tenants across the borough have had similar problems and that they are getting timed out because the process takes so long. **MI** said that One Housing had tried to pre-empt these problems by making the regeneration audit questionnaire with residents mirror the form used by LBTH. This should help in speeding up the process. **RC** asked when the team would be receiving the training. **MI** said it would be this coming week or the following week (week commencing 8th and 15th Nov).

MT asked if it was Andrea O'Callaghan from Swan Housing who will be arranging the training. **MI** confirmed this to be the case. **MT** said he had experience of working with Andrea on similar ~~IT~~ **LBTH lettings** issues and that it was a positive move that she was on board. **RC** said that the drop-in flat at 4 Winch House would be ideal to sign people up, as would the two exhibition sessions on the 16th and 20th November.

5 Update from PRP (architects)

- 5.1 **KB** ran through the exhibition boards which will form the basis of the consultation sessions on 16th and 20th November. The planning application is time-lined for summer/autumn next year. **KB** said that the key principles agreed at the options appraisal and ballot phase are still in place but that tweaks may be required around layout and design. The current revised plan has increased the number of homes on site from 272 to 275
- 5.2 **KB** said that the open spaces, dog walking area and allotment space are still in place. **RH** gave some detail on the tweaks and said they were looking at trying to ensure a single stage move for tenants. He added that there will be two-storey homes at ground floor level with kitchen/dining areas on ground floor and living accommodation upstairs. He added that there will be no flats on the ground floor because of the flood risks on the island.
- 5.3 **RH** added that the design of the building would ensure that those tenants with gardens would have garden space in the new blocks whether that be at ground

level or roof-top gardens. He added that the heights of the blocks are being tweaked to fall into line with LBTHs planning requirements.

- 5.4 **RC** asked about the size of the first block (block C) – which will replace Winch House. **RH** said it would be twelve floors at the highest point and would step down. There will be 74 flats in block C and it will be the same height as block A which will be adjacent to the leisure centre.
- 5.5 **MT** asked where he might be moved to if he were a tenant on the ground floor of Starboard with a garden. **RH** said there would be an option for a ground floor maisonette but the garden would be smaller than the current gardens. There would also be an option for a top floor penthouse flat with the same size garden as the ground floor. **MT** asked if there would be enough ground floor maisonettes in block C to meet the needs of tenants with gardens. **RH** said there would not be but that some residents may have to have the roof top gardens instead.
- 5.6 **RC** asked if there would be enough ground floor maisonettes across all blocks to cater for those residents with gardens. **RH** said there would be but that this may mean a two stage move. **MT** added that a double move is not necessarily a bad thing if it protects residents and gives them what they want. **MT** added that there are residents on the estate who have specific locations they want to move to or have specific views that they want to retain and that this may result in a double move for some.
- 5.7 **KB** ran through some of the potential options which will be on show at the two exhibition days this month. **MT** asked how residents feel about the communal roof top gardens and how they might be a good idea in theory but that they could provide housing management problems. **RH** said that there would be private gardens at the very top of the blocks. There will then be a drop down 'shoulder' which would have gardens and flats overlooking them. He added that only people living in the blocks will have access to the gardens, with a two stage fob access to the roof top gardens

- 5.8 **RH** added that restrictors can be put in place to limit and control the times of access to the roof top gardens if there are ASB issues. He added that the benefits of the roof top gardens are increased amenity space as well as the best views.
- 5.9 **KB** then ran through some of the internal floor layout plans of the blocks. **RH** said that all blocks will have the same type of lobby area regardless of tenure and there will be a double fob entrance from street to individual flats.
- 5.10 **RH** said they are planning for letter boxes on individual flat front doors but that they are proposing a large parcel storage delivery so that there are not lots of deliveries throughout the day. **MT** asked if the refuse storage areas will be disability friendly. **RH** said that all refuse storage areas will have low level access but that there may still be a problem with the actual bins used. **MT** said there was a general problem with large bins and people with disabilities accessing them. **MT** said the best system he has seen is the underground refuse system in place at New Union Wharf.
- 5.11 **RH** said they could look at underground refuse system for the blocks but that the problem would be access points. **RC** said that this might be worth looking at via a site visit. **RH** said that LBTH do not use the underground refuse lorries and that this would be a problem.
- 5.12 **KB** then went through potential floor layouts of the upper floors highlighting the dual aspect nature of them. He added that all homes will be at least as big as current homes as set out in the Offer to residents. All new homes will have private outdoor space (balcony) of at least 5 sq. metres.
- 5.13 **MT** asked about the kitchen windows in the flats. **RH** said that they were not on show here as they are still working on the graphics for the exhibition days. Room dimensions will also be in place for the exhibition days. **MB** asked about the separate toilet and bathroom which her current flat has and that this has been agreed as part of the Offer. **RH** said he was not aware that this was agreed but that they can revisit this and incorporate it if it is what is wanted.

Commented [Ma1]: This is not true, as that is how LBTH empty the URS. I wonder what Richard said.

5.14 **MI** touched on the role of a Joint Venture partner and **MT** outlined that this would be with an organisation who will build the homes but will also have the expertise in selling the private sector flats.

5.15 **KB** said there would be a questionnaire for resident to complete at the exhibition days as well as the opportunity to comment online. **RC** asked if the exhibition boards at the two sessions could be displayed on the walls in No 4 Winch. **MI** said that this will be done. **KB** said that the boards will also be available online for those who cannot attend the exhibition sessions.

6 Update from One Housing

6.1 **MI** confirmed that the two exhibition days will go ahead on the 16th and 20th of this month. One Housing are looking at a marquee outside Kedge House rather than using the Barkantine hall. He said they had used this method at other regeneration sites and feedback was good.

6.2 **MI** said that the ill fated Kedge ~~Hedge hedge~~ will be collected by the end of the week. He also said that there are around 6 to 10 people who want to move out of LBTH permanently.

6.3 **MI** said that they are working on a site visit to New Union Wharf but that the 2 bed flats which were due to be ready by the end of October are not ready yet. **MI** added that the reason for looking at New Union Wharf is that it is the most recent and that PRP were involved in the design.

6.4 **MI** added that there is a very short time frame between completion of the flats with everything fitted (kitchens bathrooms etc) and the letting of the flats and that the aim is to fit into that process. **MI** suggested that it would be good to ensure the new Joint Venture Partner could guarantee these visits as part of the procurement process.

6.5 **RC** asked when the Joint Venture Partner will be appointed. **MI** said it should be in January or February. **RC** asked about figures on the one to ones with

tenants and when One Housing will be moving on to talk to leaseholders. **MI** said there are a very few tenants still to be processed and as soon as this is done they will start arranging sessions with leaseholders.

- 6.6 **AC** said her mum has not completed the one to one yet. **MI** said that he would contact **AC** directly to discuss.

ACTION – MI to contact AC

7 Questions from RSG

- 7.1 **MB** asked about the separate toilet and bathroom which her current flat has and that this has been agreed as part of the Offer. **RH** said he was not aware that this was agreed but that they can revisit this and incorporate it if it is what is wanted.

- 7.2 **LW** asked about the tenure of the block and will there be blocks that current residents will not have access to. **RH** said that residents will be able to move into the block which will be where Kedge House is now but it will mean two moves. He added that the blocks to the south of the site – where Starboard is now – will be private sector flats and will be the last to be completed.

- 7.3 **TM** asked about the structure of Kedge House and whether it would be able to withstand the drilling and building of the first block replacing Winch House. **MI** said there will be assessment tests carried out to ensure Kedge House can withstand the effects of building the first new block.

ACTION – MI to check this with One Housing and feedback

- 7.4 **MT** said that Winch House has been built on 'raft' foundations and that any new-build has to comply with building regulations and so has to be on 'pile' foundations. **MB** said this was touched on at last months meeting and was an action point. **MI** said this point was related more to the decanting of the block in Bow. **MI** added that Kedge House has had strengthening work carried out in the early 1990s whereas Claire House in Bow had not. **MT** confirmed that there was no strengthening at Clair-Clare House and the only work carried out on it was having cladding added.

7.5 **MB** said that she is aware of problems with the bin storage at New Union Wharf. People are just opening the door to the bin room and throwing their rubbish in – without lifting the lid on the bins. **MB** added that we should ensure we go see the earlier bin rooms on our site visit. **MT** asked **MB** if the bin situation and New Union Wharf led to a rodent problem. **MB** said that she was not aware of a rodent problem but there are problems with the water and sewerage.

8 Any Other Business with One Housing present.

8.1 **TM** asked for an update from **MI** on her preferred move to Thurrock. **MI** said that there was no response from Thurrock council and that they would effectively be doing One Housing a favour in responding and that there was no incentive for them to respond. **MI** said he will follow up and report back

ACTION – MI to chase Thurrock council on behalf of TM

8.2 **MT** asked if Riverside had any stock in Thurrock. **MI** said he is trying to get an updated stock list from Riverside but not having much luck. He will pursue this and added that if the merger with Riverside goes ahead as planned, One Housing would be a subsidiary of Riverside early next year and that this should help in getting information on stock and geography.

ACTION – MI to secure a Riverside stock list.

8.3 **RC** asked that, once the merger has happened, any information on Riverside stock could be displayed in No 4 Winch. **MI** agreed.

8.4 **RW** asked if he had missed any update on the bidding process given that he joined the meeting slightly late. **MI** reiterated what was said before about the software and training issues between LBTH and One Housing.

9 Any Other Business without One Housing Group Present

9.1 There was a general consensus that now that One Housing has carried the ballot on the promises outlined in the Offer to residents, they are now taking

tenants for granted. There is a growing lack of trust in terms of One Housing delivering on what has been agreed.

- 9.2 The fact that PRP are unaware of the separate bathroom and WC is worrying for residents. **MT** highlighted that on page 24 of the Offer to residents it clearly states that all flats with 2 bedrooms or more will have a separate bathroom and WC.
- 9.3 **MT** voiced concern that it looks like kitchens in the flats will not have windows. This is hard to define as the PRP drawings are 'a work in progress'. Residents would like clarity on this at the exhibition sessions on 16th and 20th.
- 9.4 **AC** will not be able to attend the exhibition sessions and would like the display boards emailed to her.

ACTION – PRP or MI to email exhibition boards to AC

10 Date of next Meeting

- 10.1 Thursday 2nd December 2021 – 6.30pm – via zoom