



Minutes of the 4EF Meeting

7pm 14th September 2022
Strafford Street Friendship Club

Present: Candida (Chair), Maureen, Maggie, Jill, Peter, Jenny, Arthur (notes)
OH: Paul Handley, Richard Hill
Advisor: Mike,
Apologies: Ahmed, Daniel, Eliza, Glen, Jackie, Julius, Kim, Lesley, Pam, (Danny, Deidre,)

1. Introduction from the chair:

- Samuda is larger than the other regen projects but OH seems to have allocated less resources.
- What is this new approach OH has to Regeneration and why has it changed?

RH:

2. OH regen teams have learnt from their other projects and consequently have refined some of the processes along the way to try to make it more effective.
3. The consultations have taken a long time – maybe this could be speeded up without harming the quality of the consultation.
4. The Samuda Project is aiming for a slightly quicker timeline as residents feedback has indicated this.
5. There will be masterplanning at the beginning, but this will only involve Samuda South, not the whole estate.
6. Residents will be consulted about the initial masterplanning and that will inform the options being balloted on.
7. If this isn't working, OH will look at it again.

8. Discussion:

9. Getting the developer on board before the vote is an improvement.
10. Residents are feeling excluded by the approach so far. The Steering Group (RSG) have not been given the skills or knowledge to understand the processes they are being expected to engage in.

- a) "Resident led" starts with a blank piece of paper then you can ask what they want to put on it, not saying "this is what we are going to do" which is how it has been presented so far.
 - b) The RSG needs to be steering OH, the architects and consultants into considering what the residents want – not the other way around. Residents need to be listened to and responded to. The Project Manager on Samuda is telling residents what OH is going to do.
 - c) OH believe this is not a significant change of approach - this is only the setting up stage and OH has not started consulting yet. If it feels like residents are being excluded, then this will be addressed.
11. The 4 blocks currently being regenerated on Samuda are dividing the estate in half and that will be a mistake as the public realm and community expectations will not be as cohesive.
- a) Masterplanning the whole estate is important but jumping to regenerating the whole estate is a big leap with serious resourcing implications. The blocks in the plan now are the start, and it may or may not open up to other blocks on the estate.
 - b) By not engaging with residents over the whole estate some will feel excluded and will not understand why.
 - c) The GLA grant will need a ballot of the whole estate – it is not clear yet how this is going to be handled.
12. The 'vision' document does need to be done early in the process.
13. The other 3 steering groups are all very different, and their approaches have been very different – there has been no "best" approach that fits all groups.
14. River views being protected has been a big issue on other projects and will be on Samuda.
15. OH's perceived poor service and maintenance makes it hard for the steering group to build a trusting relationship with OH. The other regen teams have had to work hard at sorting out service problems so they could move forward with residents.
16. Why were Quatro brought in to advise without residents knowing anything about it? Quatro was brought in as specialists to support OH in consulting with the residents successfully. Their role is now complete.
17. OH has not gone in with an idea of where they want to get to – it really has been and will be an open process – we all need to be happy at the end.
- a) The steering group will take its own time to get to ballot.
18. Residents were being told by OH staff Kelson was coming down and so no repairs were going to be done. Hopefully this has been corrected.

- a) Some decisions on investment in the buildings do need to be made – but OH believes it is important that investment continues so the blocks do not get run down.
- 19. Samuda has not been offered an advocate like the other regen projects. – If the residents want this, they can make the case. It is not actually in the GLA best practice guidelines to have an advocate as well as an ITLA.
- 20. The RSG is welcome to suggest ideas, changes, and expectations for OH to consider that will help them be more engaged and work more effectively.
- 21. OH needs to be very careful when dealing with resident's homes as they are often one of the most important bits of their lives.

FINANCE - What impact will rent caps and building costs have on OH policy?

- 22. OH building costs were £300m? to cover the fire safety implications following Grenfell.
- 23. The proposed rent cap will be either 3%, 5% or 7%. OH's preference is for 5% though inflation is running at 12%. It will be decided by the G'ment.
- 24. This will obviously have implications for services. Savings will be needed so cuts may be made to some back-office work. OH will not be wanting to cut front line services too much.
- 25. OH has made a commitment to keeping its regeneration projects going including all the IOD schemes.
- 26. Build cost inflation (BCI) maybe up to 20%.
- 27. There was concern that the quality of maintenance, cleaning and horticulture are not as good as they should be.
 - a) All scheduled and rolling maintenance programmes should carry on as usual to the agreed standards.
 - b) Mike will send RH the minutes of the ST Johns TRA and Leaseholders meeting showing the backlog of maintenance work and the lack of responses. RH will examine them and respond to Mike.
- 28. Some of the low-rise blocks on Samuda have asbestos so can this be dealt with appropriately in any development work.
- 29. Can residents have an input into the capital works programme? RH sees no reason they shouldn't have.
- 30. The OH IT system does not seem very reliable these days and residents are told "the computers are down". RH is not aware of this. The call centre is quite unpopular with a lot of residents as it stops them from talking to managers and staff who can actually get

something done. RH – the call centre's role is to free up those same staff so they can get on with what they need to do.

31. A dedicated phone line for the elderly was requested. This could be considered.

The MERGER

32. Most services are going to be staying the same except there will be a single finance team and unified IT team.

33. OH/Riverside are committing £3m to dealing with damp and mould, and £2.5m on individual grants to families and community support.

34. OH consulted with residents about the merger through the Area Panels – these should have been feeding back to residents through the engagement team!