

**KSW Resident Steering Group.**

**Minutes**

**Meeting Date – 7<sup>th</sup> March 2024 – 6.00pm – 4 Winch House & zoom**

<b>Residents</b>	<b>Initial</b>	<b>Others</b>	<b>Initial</b>
Sachna Ali -Winch	SA	Mike Tyrell (via zoom) – Residents Advocate	MT
Theresa Rowlands – Kedge	TR	Soundous Serroukh – OHG (via zoom)	SS
Leanne Ward	LW	Ray Coyle – Open Communities (via zoom) CHAIR	RC
Lubo Kostadinova - Starboard (via zoom)	LK	Murselin Islam – Open Communities (Minutes)	MI
Fatima – Kedge	F	Leila Arefani - OHG	LA
Maureen Clayton - Kedge	MC	Tommy Coyle – Open Communities	TC
Amanda Chang – Starboard (via zoom)	AC	Mynul Islam – OHG (via zoom)	MIs

**1 Welcome**

1.1 RC welcomed all to the meeting.

**2 Apologies – none**

**3 Minutes of the last meeting – Feb 24**

3.1 Minutes were accepted as a true record of the meeting.

**4 Matters Arising**

4.1 (4.4) OHG to ensure all the residents who have moved away from the blocks and are returning, receive the minutes – Completed.

4.2 (5.4) Emergency moves related to repairs requires council’s approval, MT said that LBTHs approval is not required as stated in the original stock transfer document. MT to email the appropriate clause to LA – Completed. **CHECK FOR CLARITY**

4.3 (5.6) Information on time frame for residents to make decision on returning to new development or not, the next newsletter will inform all residents about this

**ACTION – next newsletter to address this issue**

4.4 (5.7) Ensuring residents understand that any delay in making a decision after the initial six months (of moving out) will enable OHG to reclaim any differences in rents for any period (after initial six months), RC also requested to be sent a blank copy of the form that residents sign – OHG is ensuring the information is communicated with residents by signing a disclaimer and has sent a copy of the form to RC. **Completed**

4.5 (5.8) A newsletter to be sent to all residents just after the April design consultation event with all relevant updates and content will be discussed nearer to the time – **To be discussed further.**

4.6 (6.1) Compensation for missed appointment – OHG said it will pay £10 per missed appointment re repairs and maintenance. TR said this is never enough to cover the times taken off from work, especially unpaid leave. RC said maintenance and repair issues are putting Regeneration Team in a difficult position and it would be beneficial to all if both Repair and Regeneration teams can work more closely together.

## **5. OHG Update by LA**

5.1 General voids/decant update – LA said there are 23 void properties on the estate - 8 at Winch House (No 5 is now officially void), 14 at Kedge House and 1 at Starboard Way. A total of 10 adult children have moved out. There are total 16 guardians in place across the three blocks.

5.2 Project timescales — A report has been submitted to Riverside management by the Regeneration Team and Mount Anvil (Joint Venture Partner) seeking approval to spend funds by re-starting the design consultation. This will need two levels of approval, one with Development and Investment Panel (due tomorrow) and then Group Board (in two weeks' time). If everything is approved as expected Mount Anvil will attend RSG meeting in April before the consultation kicks off by mid-April.

5.3 Team Update – LA said that, due to the recent merger, the organisation has gone through a re-structure and as a result, LA and SS will be leaving the organisation by the end of March. MIs will be staying on. Jessica Carruth or Paula Huzjak will be taking over from Leila. Residents thanked LA and SS for all their effort in the project and wished them success in the future.

## **6. AOB with OHG present**

6.1 Fatima on behalf of Husnara, 17 Kedge said repairs has been not effective re the leak which has made the property inhabitable. The situation has been going on for over 4 months. LA said the regeneration team is doing its best to get the repairs team to do the work (including finding out where exactly the leak coming from); and also looking at the option for emergency decant. If the route for emergency decant is taken, the resident will not have any say on where the property will be within the borough. If Husnara wants to have options she will have to continue to bid but this will take time.

6.2 Fatima said there are already so many people in emergency accommodation and the quality of the emergency accommodations are a major concern due to impact on physical and mental health. LA said the Regeneration Team have requested OHG Allocations team to ask LBTH to increase Husnara's priority to band 1A. Even if the priority band 1A is given, bidding is still required. Fatima said they would like to make one move rather than two moves. LA said the move can be temporary until

the right property is found. Temporary accommodation does not necessarily mean that it will be a hotel or a hostel. MIs said No 11 Starboard Way is a three-bedroom property and could be an option within the estate, but this still needs to be clarified by LBTH as well as allocation team of OHG. MIs will find out from LBTH, allocation team (OHG) and the voids team (OHG). MIs said 11 Starboard is a 3-bed property and will need entire redecoration which may take a bit of time. By moving to 11 Starboard Way, Husnara will not lose any rights at all including Landlord Offer rights, and her position on the housing list. MIs will speak to voids team to see whether it is possible to arrange a viewing at 11 Starboard Way.

**ACTION OHG to contact LBTH re potentially moving Husnara to 11 Starboard on a temporary basis and arranging a possible viewing of the flat**

- 6.3 RC asked for clarification on re-location cost if there is a temporary move and then a permanent move. MIs said moving costs (temporary) due to repair issues would be met by repair service while permanent move cost plus the home loss payment will be met by regeneration.

**ACTION - RC will speak to Husnara to explain the current situation and options available.**

- 6.4 MC said there is a fresh leakage from the roof and its affecting her flat. There is mould everywhere and recently she has been notified the rent is increasing by £14 a week. The condition of the flat is affecting her health badly. Mould is growing around the ceiling and affecting the window frames. MIs advised MC to report the current situation (and get a job reference number) and he will contact Robert Buckland to find out the survey results.

**MIs to contact Robert Buckland for information on the leak**

- 6.5 RC asked if someone from the repairs team could attend a special meeting with the residents of Kedge House who are affected by the specific issue of damp and leaks. Residents can also go through OHGs formal complaints process then maybe take it up with the Housing Ombudsman if there are still problems. RC then added that impact of the poor condition of Kedge House on the health of residents has been made clear by information provided to him from residents who have moved away being able to throw away their respiratory support devices. MT requested MC to copy him into any emails so that he can raise the issue with the CEO.
- 6.6 MC also reported that Fire Marshalls are not checking the bin chute rooms.

**ACTION - OHG to follow up.**

- 6.7 LW asked whether OHG will pick up the difference in council tax payments while decanted. AC said this was raised in the past and OHG said they do not need to as it is not mentioned in the Offer Document. RC said resident have been told they will be no worse off as a result of the regeneration and that he would be surprised if OHG did not pick up the difference.

**ACTION – OHG to feed back on paying any uplift in council tax charges for temporarily decanted tenants**

7. **AOB without OHG - None**
8. **Date of next meeting –4<sup>th</sup> April 6pm at 4 Winch House.**

