



# Minutes of the 4EF Meeting

7pm on Tuesday 10<sup>th</sup> February 2026

St John's Community Centre, Glengall Grove, Cubitt Town, London E14 3NE

<b>Present</b>	
Residents:	Candida (Samuda), Jenny (Samuda), Maggie (St Johns), Tracy (Barkantine), Peter (Kingsbridge), Jill (St Johns), Daniel (Barkantine), Pam (Kingsbridge), Kim (St Johns)
Advisor:	Mike Tyrrell
Riverside:	Andrea Thorn (Director of Homes & Communities) James Clarke Andrew Phillips (Housing Services Manager) Ema Masanja (Customer Engagement Officer)
Apologies:	Arthur, Lesley, Jackie
<b>1</b>	<b>Introductions and apologies</b>
1.1	After noting the apologies, everyone present introduced themselves.
1.2	AT thanked everyone for changing the meeting time.
<b>2</b>	<b>Responses From the last meeting with AT</b>
2.1	EM circulated a paper ahead of the meeting setting out the responses from Riverside on the issues raised at the last meeting with AT.
2.2	<p><b>Communications &amp; Resident Engagement Comms</b></p> <p><b>Issues Raised:</b> Are Riverside actually undertaking lift comms with residents to advise them that engineers are coming out and estimated times? AT advised that they go out to residents by email. The problem is ensuring that they have up to date email addresses. AT agreed that Riverside need to work on how to improve how to get the information out to residents and to look at WhatsApp groups that exist.</p> <p><b>Riverside Response:</b> We also have functionality to send SMS and post updates on digital noticeboards, although we don't currently do this consistently. This is something that the incident comms officer role could pick up once they're in post (currently my team still manages the lift outage comms on a rota basis whilst also doing their 'day jobs'). Posting updates in block WhatsApp groups is something I'm very keen to explore – it will, of course, depend on whether customers are happy to share info from us in them. Do colleagues in any particular teams gather details of block WhatsApp groups? If not, we can look at a campaign asking customers if they have a block group/chat and if they'd agree to post updates from us.</p> <p><b>Plain English</b></p> <p><b>Issue:</b> Can Officers be trained in plain English, as the minutes from the St Johns Leaseholder meetings show that Riverside are asked one</p>

	<p>question and Officers choose to answer a different question, meaning that actions remain outstanding for months.</p> <p><b>Riverside Response:</b> Comments are noted. Residents have feedback that they want straightforward responses to the outstanding actions. The Leasehold and Tenancy Team attend monthly meetings and take actions back to relevant teams and will follow up before monthly meetings.</p>	
2.3	<p><b>Repairs, Maintenance &amp; Major Works</b></p> <p><b>Alpha Grove Major Works</b></p> <p><b>Issue:</b> TW gave a really poor example of how not to do major works with the window renew on the houses where she lives. The example demonstrated a lack of care for residents, especially the elderly; failure to listen to residents in planning; and a lack of communications. AT agreed that this was unacceptable and she will make a case study of this so that it turns into a learning piece.</p> <p><b>Riverside Response:</b> Met with Lynsey Beckley and Stephanie Allen in November and gave them the details and requested a case review on the end to end process for the window replacement with recommendations for improvement to both communication and customer experience.</p> <p><b>Kelson House</b></p> <p><b>Issue:</b> The main issue for Kelson residents is the lift failures and stacks. When will Riverside deal with both issues? AT responded that the plan for the lifts is as reported earlier and she will get Stephanie Allen to respond on the soil stacks replacement.</p> <p><b>Riverside Response:</b> Lifts are currently going through tender pricing stage, S20 process is in place, comms to residents has been done through Andrea but once contractor is identified letters will go to all residents. It will then require BSR approval (timescale out of our hands for a decision). The soil stacks will also require S20, tendering and BSR application and is currently being researched into the best way to deliver this. It will require a full programme to be published so that a comms plan can be drafted to residents. Due to the timescales and work required before getting on site it is unlikely to be delivered this financial year.</p> <p><b>Talia House</b></p> <p><b>Issue:</b> Money is wasted by the lack of communication on works. For example at Talia House where the scaffolding has been up for ages with no visible sign of works. The scaffolding costs must now outweigh the repair costs.</p> <p><b>Riverside Response:</b> The scaffolding is no longer at Talia House. These works were carried out via our maintenance team.</p>	

2.4	<p><b>Safety &amp; Compliance</b></p> <p><b>Ebikes</b></p> <p><b>Issue:</b> TW has been reporting that a neighbouring property has 4 Deliveroo ebikes in the property with a lack of action. Even the window replacement contractors reported on this when they were in the property. When will Riverside take action given the concerns across London about ebike fires? AT will raise this with the housing team.</p> <p><b>Riverside Response:</b> We have developed a new letter to guide residents about safe use, storage and charging of e bikes in their homes. These are strictly prohibited in communal areas and Property Managers will arrange removal of any e-bikes stored in communal areas during their inspections. This enquiry has been confirmed as being to do with a house rather than in a communal area. Housing to send letter to residents in houses on Tiller Road to ensure they are safely storing and charging e-bikes in their houses. Template letter shared by Jo Garrick.</p> <p><b>Parkguard</b></p> <p><b>Issue:</b> Why do Riverside use Parkguard for this role? AT assumed that the procurement tender allows Riverside to call upon Parkguard for a variety of functions.</p> <p><b>Riverside Response:</b> Park Guard are under a procured framework for this service which is due to end in April 2026, when the service will be re tendered.</p> <p><b>Playpark Security</b></p> <p><b>Issue:</b> TW asked why are the small play parks not being locked as the one at the Northern end of Alpha Grove is attracting ASB?</p> <p><b>Riverside Response:</b> The Estates team manage the access to the playground near Bosun Close. Michelle Turner has confirmed that it is opened by the caretaker of Phoenix Heights at 8am and closed by the concierge at 6pm during the week and on weekends it's opened and closed by the concierge at Phoenix Heights at these times too.</p>	
2.5	<p><b>Regeneration &amp; Estate Management</b></p> <p><b>Alice Shepherd House Lifts</b></p> <p><b>Issues:</b> MP asked about what is being done specifically for the Alice Shepherd House lifts that are frequently breaking down, as residents are concerned it is being maintained badly because of the regeneration scheme?</p> <p><b>Riverside Response:</b> The Regeneration programme sits separately to our compliance team, and has no impact on the ongoing maintenance of the lifts. Lifts now have an increased servicing frequency, along with LOLER insurance inspections; all identified defects are processed as urgent works, no works are held due to ongoing regeneration schemes.</p>	

2.6	<p><b>Estate Inspections</b></p> <p><b>Issues:</b> When will TRAs be invited to take part in Estate Inspections as promised at the previous meetings? MP and JS have been trying to get invited to the St Johns Estate Inspections all to no avail.</p> <p><b>Riverside Response:</b> Estate inspections are specific to each block and the entirety of the inspections across the Isle of Dogs take several weeks to complete. Suggested approach: quarterly walkabout with Housing Officer, TRAs and Property Managers.</p> <p><b>Photocopying</b></p> <p><b>Issues:</b> Will Riverside rethink the refusal to photocopy minutes, posters and agendas for Resident meetings? This is proving difficult for voluntary organisations who are working hard on residents behalf.</p> <p><b>Riverside Response:</b> The printing of Resident Association documents was limited to a very small number of groups on the Island and was being completed by a local member of staff in the legacy One Housing Resident Engagement team. As groups have been made aware, this team no longer exists in the new structure. Housing Officers have been reintroduced in London, and it is felt that their priority should be to ensuring services are delivered and supporting residents. In addition, constituted Residents Associations, who have a bank account, are given £500 per annum to cover meeting expenses including the purchase of printing hardware and materials.</p>	
3	<p><b>Addressing London's issues</b></p>	
3.1	<p>CR thanked AT for coming to give the 4EF an update on how Riverside are addressing London's issues; and asked her to also address the following four main issues that we are concerned about:</p> <ol style="list-style-type: none"> <li>1. Riverside are not in any place to make sustainable improvements as they are just too big and need to be regionalised.</li> <li>2. Riverside just do not get Resident Involvement , the example on Major Works that Tracy gave last time you attended really illustrates that.</li> <li>3. Where are the key performance indicators to show improvements?</li> <li>4. With regard to Communications, New Technology should make it easier ..... if the contact details for residents were up to date. Riverside need resident input into how comms should be undertaken and send out comms in all three formats, paper, text and emails.</li> </ol>	
3.2	<p><b>Riverside are not in any place to make sustainable improvements as they are just too big and need to be regionalised</b></p> <p>AT responded that Riverside is a regional organisation through Officers dedicated to areas like London. AT acknowledged that Riverside are delivering a fractured service; an issue not unique to London. The new Corporate Plan aims to address this, with the first major change being</p>	<p><b>AT</b></p> <p><b>4EF</b></p>

	<p>the appointment of an Assistant Director of Operations for London and Heads of Service in London covering:</p> <ul style="list-style-type: none"> <li>• Assets</li> <li>• Building Safety</li> <li>• Leaseholders</li> </ul> <p>Mica Joseph started on 26 January 2026 as the Assistant Director of Operations for London and was shocked at the standard of cleaning, especially grime in communal areas she observed and is taking that matter up.</p> <p>The turnover of staff in London is now lower than in the rest of the country.</p> <p>AT confirmed that complaints, repairs, and service charges were areas constantly raised as issues, and Riverside need to simplify processes due to fragmentation. Mica will be what is working, and what needs to change as part of her programme of work.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>AT to share the critical areas that make up the programme.</b></li> <li>• <b>AT requested that the 4EF advise Andrea what does not work</b></li> </ul>	
3.3	<p><b>Riverside just do not get Resident Involvement, the example on Major Works that Tracy gave last time you attended really illustrates that.</b></p> <p>AT stated that the example given by Tracy has been thoroughly investigated and is being used by Riverside to drive improvements. The Poor communication with residents was highlighted by Andrea. In such schemes residents need clear information. It is being recommended that in future major works schemes that there is clear information for residents on works and contacts and it commences with a managed pilot for first properties and increased Riverside presence. The full set of recommendations will go through one of Riverside's Customer Groups before implementation. Once agreed the recommendations will be formally tracked to ensure implementation.</p> <p>MT asked whether any lessons learned can be immediately put in to practice such as starting with a public meeting and letters going out to residents. MT gave the recent example of renewing the FEDs in Argyle House where residents were cold called by the Contractors leading many, including himself to believe that they were fraudsters trying to gain access to people's homes.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>JC stated that he would ensure the schemes under his control would have direct comms with residents before commencement and he would raise this with the Fire Safety team.</b></li> <li>• <b>AT would ensure the 4EF see the recommendations from the review</b></li> </ul>	<p><b>JC</b></p> <p><b>AT</b></p>

TW advised that there are still outstanding issues from the Alpha Grove window replacement scheme such as the glazed panels being replaced with closed panels in the doors without any consultation and residents still not being able to rehang their net curtains.

3.4

**Where are the key performance indicators to show improvements?**

**EM**

EM advised that he had circulated a document prior to the meeting on Tenant Satisfaction Measures (TSMs). TSMs were implemented by the Regulator of Social Housing and have been compulsory for all social landlords since April 2023. EM explained that TSMs assesses landlord performance based on the tenant’s viewpoint across 22 indicators; • 12 directly from customer feedback surveys, and 10 derived from operational data maintained in our systems.

Riverside’s approach is through monthly perception survey via IFF Research:

- Captures TSM responses + additional measures.
- Customers selected at random by phone or email and asked for feedback as feedback drives improvement plans and decision-making.

Riverside’s Five Key Themes are:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and meaningful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

**London Success Measures** 

Customers	May-25	Aug-25	Sept-25	Oct-25	Nov-25	Dec-25
Overall satisfaction (P) (H)	43.5%	39.2%	38.7%	43.4%	48.8%	50.7% 
Listening to views & acting upon them (P) (H)	34.7%	32.0%	31.5%	35.5%	39.8%	42.0% 
Keep customers informed about things that matter to them (P)	56.1%	55.5%	53.9%	53.5%	51.0%	53.4% 
Value for money of Service Charges (P)	33.3%	36.9%	38.0%	39.2%	41.4%	44.0% 
Complaint handling (T) (H) (R12M)	11.4%	8.5%	8.8%	7.7%	8.6%	8.3% 
% of complaints resolved in milestones (single month)	Low Volume	22%	28%	40%	55%	41% 
<b>Homes</b>						
Repairs satisfaction (P) (H)	53.5%	46.2%	47.9%	52.1%	55.8%	59.9% 
Repairs fixed first time (H)	81.6%	86.6%	88.6%	90.3%	89.4%	90.5% 

This is all well and good, however the question was about KPIs. AT confirmed that Riverside do collect KPIs and that they can be provided to TRAs.

**Actions**

- **EM to provide TRAs with KPI updates along with TSMs**

3.5	<p><b>With regard to Communications, New Technology should make it easier ..... if the contact details for residents were up to date. Riverside need resident input into how comms should be undertaken and send out comms in all three formats, paper, text and emails.</b></p> <p>AT stated that Riverside acknowledge this and are working on improving resident contact details.</p>	
<b>4</b>	<b>Major Works</b>	
4.1	James Clarke gave an outline of the major works being undertaken until 2028/9. Riverside are having to concentrate on the must do works on fire safety, building safety and lifts before looking at other works that residents would like to be done.	
4.2	Riverside are spending £48 million on the former OHG stock.	
4.3	The lifts at Kelson House and the Barkantine point blocks are being renewed and Riverside are working through the new approvals processes to get them installed as soon as possible.	
4.4	<p>JC spoke about the necessity to deal with works required in the underground garages on Samuda which include:</p> <ul style="list-style-type: none"> <li>• Removing the combustible materials – leaves, tyres etc</li> <li>• drainage repairs.</li> <li>• Steam cleaning to remove the salt and then do the concrete repairs</li> </ul>	
4.5	<p>JC went through other examples of major works that are in the pipeline such as:</p> <ul style="list-style-type: none"> <li>• Reef House – Roof Renewal</li> <li>• Talia House – Roof Renewal</li> <li>• Halyard House – Roof Renewal</li> <li>• Kelson House – Soil and vent pipes Renewal without residents having to move</li> <li>• Forecastle Court – Main entrance door renewal</li> <li>• Mizen Court – Main entrance door renewal</li> <li>• Thorne House – Lift renewal</li> </ul> <p>JC offered to provide a list of all the projects that they will be undertaking to each of the TRAs.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>MT to provide JC with the list of TRA contacts</b></li> <li>• <b>JC to provide a list of the Major Works to each TRA</b></li> <li>• <b>JC to provide a list of Major Works to MT for circulation to the 4EF.</b></li> </ul>	<p><b>MT</b></p> <p><b>JC</b></p>

4.6	JC gets what happened at Forecastle Close and will ensure that the issues TW has raised are responded and the recommendations of the review are implemented.	
<b>5</b>	<b>Other Issues Raised by residents</b>	
5.1	<p><b>Housing Office</b></p> <p>The Housing Office in Castalia Square is not being opened at the advertised times. AT explained that it was not her directorate but would pass on the concern.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>AT to pass on the concerns to the appropriate Director for a Response.</b></li> </ul>	<b>AT</b>
5.2	<p><b>TRAs</b></p> <p>Are TRAs going to be given respect by Riverside as issues raised are not being responded to, leaving Housing Officers to take the brunt from their colleagues who ignore their requests for information. AT explained that since the merger, there have been no structural changes in how work is done with TRAs. EM will support TRAs who are not getting responses and requested copies of minutes from TRAs so he can monitor where issues are not being responded to.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>TRAs to pass minutes on to EM.</b></li> </ul>	<b>EM</b>
5.3	<p><b>Standing Orders</b></p> <p>The ending of Standing Orders is causing an issue. AT advised that Riverside will not accept rent payments on standing orders with their new bank account from April 2026 which is a 7 year contract.</p>	
5.4	<p><b>Housing Officers Attending TRAs</b></p> <p>The Samuda TRA have difficulty in getting the Housing Officers to attend meetings because of the way patches are arranged. AP advised that they will provide a Housing Officer to attend any TRA meeting and if issues are raised regarding a block that they do not cover they will ensure it goes to the correct officer.</p>	
5.5	<p><b>Jobs Fair</b></p> <p>With the vacancies in the Riverside in-house repairs team, could Riverside hold a jobs fair?</p> <p><b>Actions</b></p> <p><b>AT to pass this on to the repairs team.</b></p>	<b>AT</b>
5.6	<p><b>Resident WhatsApp groups</b></p> <p>Why don't Riverside us Resident Whatsapp Groups to disseminate information? Riverside responded that as in 2.2 above, posting updates</p>	<b>4EF</b>

	<p>in block WhatsApp groups is something they are very keen to explore – it will, of course, depend on whether customers are happy to share info from us in them. Do 4EF members want to share details of block WhatsApp groups?</p> <p><b>Actions</b>  <b>4EF Members to contact Riverside through EM if they can identify them.</b></p>	
5.7	<p><b>Samuda Parking</b></p> <p>The changes to parking on Samuda has resulted in street parking issues on St Johns after 5.30pm. AP advised that Riverside have no influence over street parking.</p>	
<b>6</b>	<b>Any Other Business</b>	
6.1	The Chair thanked the Riverside officers for coming and looked forward to hearing about progress at the next meeting with AT in 5 to 6 months.	