



Minutes of the 4EF Meeting

7pm on Thursday 19th June 2025

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

Present		
Residents:	Candida (chair), Jenny, Maggie, Tracy, Daniel, Jackie, Pam, Peter, Jill	
Advisor:	Mike Tyrrell	
Riverside:	Andrea Thorn (Director of Homes & Communities) Andy Phillips (Housing Manager)	
Apologies:	Arthur, Eliza, Kim, Lesley	
1	Introductions and apologies	
1.1	After noting the apologies. Andrea Thorn introduced herself and explained the role she is now doing. Andy Phillips introduced himself.	
2	Programme for addressing London's issues	
2.1	AT introduced herself and explained that she been freed up from her normal duties to concentrate on London – an interim Director of Homes & Communities, Anne-Britt Karunaratne is covering her substantive job to allow AT the time to make a difference in London to bring services in London up to the National Riverside standards.	
2.2	AT was extremely disappointed to find that some staff feel so disempowered that they've lost their drive which can appear to customers like we just don't care. AT explained that this is not the Riverside way and she is on a six month project to change culture.	
2.3	Riverside acknowledge that the service is poor and alongside the culture change, they have restructured to introduce Housing Officers and Leaseholder Officers, and this week introduced DRS, the Riverside IT system to manage contact with residents. For example on repairs an operative can book follow on works whilst on site, and the system will advise residents when an operative is about to arrive.	
2.4	On the Repairs front, Riverside have inherited a huge repairs backlog which is coming down under Phil Pemberton, following recruiting new operatives to the many DLO vacancies that there were, and through employing new contractors, such as Axis.	
2.5	AT went on to say that there were issues with regards to damp and mould and a new team has been appointed.	
2.6	Residents present relayed a number of incidents regarding service issues they or their TRA members have experienced; and also spoke about disappointed and disillusioned they have become. AT is not the first person to come to one of the 4EF meetings to state how appalled	AP

	they are with the service and how they are going to improve it. AT recognised the issues that residents raised and acknowledged that she is going to have to ensure that the improvements are made before residents can trust Riverside, given the history residents outlined.	
2.7	AT explained that with regards to the complaints service, they have invested £200k in a temporary team to take over many outstanding complaints and the Complaints team will now from henceforth only deal with new complaints. MT highlighted a long outstanding complaint at Alice Shepherd House that is raised monthly at the St Johns TRA meeting. Action AP agreed to take the case up.	
3	Local Housing Offices and Neighbourhood Housing Officers	
3.1	Whilst residents welcomed the reintroduction of Housing Officers, residents were extremely concerned that the new Riverside structure was introduced without any resident consultation; and combined with not opening the Castalia Square Office, the existence of which is enshrined in the Transfer Agreement that Riverside are now obliged to.	
3.2	Residents believed that the Riverside structure will not work in London, as the stock is so physically different to the rest of the Country; and the sheer number of leaseholders is far greater proportionally than elsewhere. To have three Officers (Housing Officer for tenants, Leasehold Officer for leaseholders, and Property Managers for communal areas) will simply fail. So far at TRA meetings it is clear the Housing Officers are raising issues with the relevant teams but are not getting responses. TW gave an underoccupation case as an example. Residents are surprised that there is no regional structure with the buck remaining with a permanent senior person for London whom everyone reports into rather than the silo working that is going on a present.	
3.3	Residents want Housing Officers to be based in the local offices as per the transfer agreement so that for at least one day a week you know when your officer will be there to see them face to face. This is how it has been traditionally done and it worked. This does not conflict with the feet on the street approach because at least one day a week back office work needs to be done, and if residents can access their office on that day, that would be a great improvement in service. Action AP agreed to review raise the office opening with the Riverside team who are responsible for the service.	AP
3.4	Residents want to know what are the 3 quick wins that AT would identify. AT responded: <ul style="list-style-type: none"> • Complaints • Repairs • Service charges for both tenants and leaseholders, especially the costs of associated with managed agents and insurance. 	
3.5	Residents also want to know how Riverside will measure success. AT explained that as well as the usual range of KPIs they have a KPI called	

	the “net easy score” and at the moment it is -55 for the former One Housing Stock and +13 for the rest of Riverside.	
3.6	Residents were disappointed that the support for TRAs had gone downhill after Rohul Miah moved on. Why can't TRAs get minutes, meeting poster and Agendas printed by Riverside. To be told that they get a grant for that, is ridiculous as the grant covers a variety of costs, For Riverside to simply get the Housing Officers to do that would be at minimal cost and time. Action AT to raise with the appropriate team.	AT
3.7	Action AP agreed to get TRA representatives once again invited to estate inspections.	AP
3.8	Action AT agreed to share the KPIs with the 4EF and review whether London needs a different approach after a number of months, and will come to a 4EF meeting in the Autumn to discuss the results.	AT
4	Communicating with residents about issues effecting their homes	
4.1	Residents were concerned that Riverside only want to communicate with residents via email. When not everyone has access to emails. The email letting residents know who their Housing Officers was an appalling way to communicate such news. What are Riverside doing to let everyone know that ASK no longer exists and the new contact details are. Why can Riverside have a paper newsletter going out advising residents of this? Action AT to raise with the appropriate team.	AT
5	Any Other Business	
5.1	The Chair thanked the Riverside officers for coming and looked forward to responses to the issues raised and to AT's return in the Autumn.	