



Minutes of the 4EF Meeting

7pm on Tuesday 17th June 2025

Strafford Friendship Club, 40 Strafford Street, Millwall, London E14 8LT

Present		
Residents:	Candida (chair), Jenny, Maggie, Tracy, Daniel, Jackie	
Advisor:	Mike Tyrrell	
Riverside:	Stephanie Allen (Head of Assets – Strategy & Delivery – Housing London)	
Apologies:	Paul Handley (Head of Regeneration), Pam, Arthur, Jill, Eliza, Kim, Peter, Lesley	
1	Introductions and apologies	
1.1	After noting the apologies. Stephanie Allen introduced herself and explained the role she is now doing.	
2	Samuda - Outcome of the Maintenance Review	
2.1	<p>When was this done?</p> <ul style="list-style-type: none"> In late 2024 there was a report prepared from Ridge on 5 specific blocks: Ballin; Dagmar, Talia, Hedley and Kelson on the external fabric of the blocks. The survey did not take into account any of the findings of the 2017 Stock Condition Survey undertaken by Hunters. Ridge were asked to look at the external fabric of the building such as roofs, guttering, windows, doors, M&E items such as incoming mains, lift maintenance; as well as some compliance areas such as man-safe systems, soil & vent pipes. The report was reviewed and then assessed against Riverside's current national focus within the Planned Investment – Building Safety elements, Fabric of the building and potential for SHDF grant funded works – Riverside's priority with investment this year is to invest to minimise Damp & mould. A report was put forward internally to DIAP – Development Investment Improvement Panel – requesting approval for the 10 year programme of works identified by Ridge and some local knowledge from colleagues in the business. 	
2.2	<p>Findings of the survey</p> <ul style="list-style-type: none"> A ten year programme on the five blocks has been produced. A report was considered by DIAP and a programme for year one (2025/6) has been approved. <ul style="list-style-type: none"> Ballin Court: Reglazing Windows (1 year of 3), Roof covering, Cyclical Gully work, Man safe replacement – if required, Annual M&E works 	SA

	<ul style="list-style-type: none"> ○ Dagmar Court: Reglazing Windows (1 year of 3), Roof covering, Cyclical Gully work, Man safe replacement – if required, Annual M&E works ○ Hedley House: Reglazing Windows (1 year of 3), Roof covering, Cyclical Gully work, Man safe replacement – if required, Annual M&E works ○ Kelson House: Reglazing Windows (1 year of 10) post meeting note this is checked and no works required, Roof covering post meeting note this is checked ok and no works required, Cyclical Gully work, Man safe replacement if required, Annual M&E works, FRA works, Lightning protection ○ Talia House: Reglazing Windows (1 year of 3), Roof covering, Cyclical Gully work, Man safe replacement – if required, Annual M&E works ● Action – SA was asked to check on the Kelson Windows as they were only renewed 5 years ago. Post meeting note – SA confirmed that the windows at Kelson do not need replacing (again). ● £3.6 million has been allocated for year one ● Gutter clearance programme has been identified for the estate. ● In addition, concrete repairs under Hedley House that was picked up by Savills has been flagged ● Action – SA was asked to check the concrete repairs under Reef as the garage area of the two blocks are linked. Post meeting note – SA confirmed that with regard to the carpark undercroft the extent will be determined following a structural survey by a third party. SA will commission the survey through the Planned Investment Team. ● The programme includes lift works and the specification for Kelson House lift renewal is complete and once priced it will be subject to Building Regulatory approval from LBTH before works commence. ● SA confirmed that the other Samuda blocks are also being surveyed and any underspends on the other blocks will be spent on issues arising from this survey. For example Riverside have a programme to check the roofs at Pinnacle, Halyard, Yarrow and Reef House and once findings are known we will establish if the works can be delivered on this year’s programme they will (cost dependant). Where major expenditure is identified over and above the works already known, if they cannot be delivered within the current budget allocations they will be put ● forward for funding in the coming financial years. ● SA confirmed that the damp and mould team is a separate pot. 	
2.3	<p>What is going to happen on regeneration as a result?</p> <ul style="list-style-type: none"> ● PH has been asked today to prepare a report on an options appraisal regenerating the Samuda estate for the September 2025 DIAP on a timetable and costings for a regeneration consultation with residents. ● PH confirmed that if approved this would probably take two years of consultation and like the other projects it will be a full options 	

	appraisal for the whole estate, including looking at refurbishment options as well as redevelopment options.	
3	Kingsbridge - Outcome of the Maintenance Review	
3.1	<p>When was this done?</p> <ul style="list-style-type: none"> • Report was completed in December. • Concentrated on energy efficiency as Montrose and Montcalm will not meet the EPCC requirements that are coming into play in 2030, which will mean that any homes falling vacant on the estate would not be able to be legally re-let, including private lets from non resident leaseholders. 	
3.2	<p>Findings of the survey</p> <ul style="list-style-type: none"> • PH has priced up the work to bring those two blocks up to modern energy efficiency standards only. • PH advised that the option of Internal insulation will not work as it would reduce the internal size of the homes that are already well below modern day standards. and has to be external. The only option is to overclad the block, which would be expensive and require access to all homes due to the need to look at re-plumbing the homes as the plumbing pipes are external on the communal balconies the walls of which will also need to be overclad. 	
3.3	<p>What is going to happen to regeneration as a result?</p> <ul style="list-style-type: none"> • PH pressing for a report to DIAP for a decision on the way forward. • In response to questions why would Riverside spend money on this when there has been a regeneration ballot on Kingsbridge, PH explained that the issue is viability. Due to the small footprint of the Kingsbridge Estate, no redevelopment scheme would be viable. • Riverside would have to weigh up the cost to the organisation of a loss making regeneration scheme against the cost of not letting the properties whilst they sit there empty, losing rent. 	
4	Communicating this information to residents	
4.1	PH confirmed that residents on Samuda will be advised of the situation on regeneration as soon as a decision is made by DIAP.	
4.2	SA advised that residents of the blocks on Samuda where the Year One works are to start will be advised prior to works starting refurbishment works.	
4.3	PH advised that Paula is drafting a letter to Kingsbridge residents, saying nothing will happen until at least spring 2026.	
5	Asset Management Issues on St Johns	
5.1	SA confirmed that Riverside are looking at the condition and of all roofs on the Island and from that a programme of works will be adopted. Post meeting note – SA confirmed that this survey for the entire estate will not be delivered this year – priority is the Samuda estate (due to approved	

	<p>funding) and 2 Point blocks – although caveat to the 2 point blocks (Bowsprit and Knighthead are subject to Building Regulatory approval and initial programme looks like it will be forced into next financial year – all approvals / design / appointment of contractors will be delivered this year with a view to start asap in April 2026.) Remaining estates will be prioritised based on insight work into repairs raised by residents and local knowledge, plus any regen programmes etc. Appreciate the update on Bowsprit onwards was not raised at the meeting but wanted to give you an update.</p>	
5.2	<p>MP asked about the situation the issue that is continually being raised at the St Johns TRA meetings on gutter clearance. MP gave SA a copy of the recent minutes showing a poor response on the issue from Riverside where only 8 blocks are in the programme, and not the 29 blocks on St Johns.</p> <p>Action – SA agreed to speak to the team concerned (headed by Gwen Bates) and to get confirmation for MP that all the blocks are now included and the frequency of the programme.</p>	SA
5.3	<p>MP then pointed out a long standing issue regarding the window renewal at Rugless House which has been raised in every meeting since January 2024. The 2017 Stock Condition survey showed that the Rugless House windows and doors should be renewed in 2022/23. At the March 2023 St Johns TRA meeting it was reported that a new Stock Condition Survey will be undertaken in April 2023 and this will be shared with residents in May 2023. Nothing has been shared. Since January 2024 residents have been asking when will this be shared and when will these works be undertaken? MP explained finally at the June 2025 meeting it was reported that Keystones carried out a stock condition survey in 2020 with a recommendation that the windows would be re-inspected in 2029/30. This response was unacceptable as residents do not believe that a stock condition survey was undertaken in 2020, just three years after the previous one. Can Riverside provide a copy of the Stock Condition Survey? Can Riverside explain why a survey in 2017 states windows should be renewed in 2022/23, and in 2020 it states they should be re-inspected in 2029/30? PH explained that Keystones is not an organisation that undertook a stock condition survey, it is simply a database on which the organisation records stock condition data and that probably an Officer simply reviewed the windows at Rugless House in 2020 and recommended reviewing them in 2029/30.</p> <p>Action – SA to review the situation and confirm to MP what the position is for Rugless House window renewal.</p>	SA
6	Lift programme	
6.1	<p>SA confirmed that there is a lift renewal programme.</p> <p>Action – SA to provide MT with a copy of the programme for 4EF Members. In a post meeting note, SA confirmed that the following comprehensive lift programme across the Island:</p>	SA

	<ul style="list-style-type: none"> • Replacement of 2 lifts at Kelson House – S20 notification issued and subject to gateway application due to fire reg requirements (included in the monies mentioned in 2.2 above). • Replacement of Lift/s at Knighthead point • Replacement of lift/s at Topmast Point • Replacement of lift/s at Fairlead House • Replacement of lift/s at Crosstrees House • Replacement of lift/s at Keel Court • Replacement of lift/s at Keelson House • Replacement of lift/s at Stanliff House 	
6.2	On the Barkantine Estate, SA advised that Riverside have funding for 2 roofs on the point blocks – Bowsprit Point and Knighthead Point – subject to insurance works also. The Provisional programme indicates work will not commence until April 2026 due to building regulatory approval – the 3 gateways required expect to take the start date up to March 2026.	
6.3	<p>DL pointed out the issue with the lift issues on the point blocks on the Barkantine Estate, especially Bowsprit where neither of the lifts have been working for some weeks. DL said it was that bad that residents think that Riverside are running the blocks down ready to include them in a new regenerations scheme. MT pointed out that the 2018 lift survets showed that Bowsprit was in need to renewal sooner than the other 3 blocks:</p> <ul style="list-style-type: none"> • SA confirmed that the lift programme does not include the Barkantine blocks. • SA confirmed that new lifts will be installed on an “open protocol” basis. • PH confirmed that Riverside has no intention whatsoever to increase the number of regeneration areas on the Island. • SA confirmed that a lift renewal takes at least 6 months before works commence due to procurement and building regulation sign off issues. • SA said as evidence of Riverside’s commitment to maintain the blocks, two of the point blocks are in the programme for roof renewals. <p>Action – SA to review the situation as to whether Bowsprit needs to urgently be included in the lift renewal programme.</p>	
6.4	MP sought clarity on the list at Alice Shepherd House and how it was going to be maintained between now and 2029 when the block is to be demolished.	
7	Communicating with residents about maintenance	
7.1	<p>DL said that bad news needs to be communicated as well as good news, especially to stop the “rumour mill”. DL asked whether something can go out from Riverside to all residents of the 4 point blocks setting out how the lifts are to be maintained.</p> <p>Action – SA to take this request back to Riverside.</p>	SA
7.2	DL urged Riverside to use all forms of comms, texts, emails and old fashioned letters so that all those who do not have access to IT are in the loop.	
7.3	JF urged Riverside to make a simple arrangement to have lift out of order posters for residents.	

7.4	CR asked that the message be taken back on the need to be open and transparent with residents, as that is the respectful approach that Riverside should adopt.	
8	Any Other Business	
8.1	There were discussions on the repairs service and the need for a different approach; the housing offices, the call centre; the new Housing Officer role: embedding a “can do” culture; supporting under occupiers. It was agreed these issues need to be raised at the Thursday meeting.	
8.2	CR asked whether the investment programme will be shared with the 4EF Action – SA agreed to share with MT the details of the Isle of Dogs investment programme for this year. Post meeting note the works programme are now included in these minutes.	SA

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