



Minutes of the 4EF Meeting

With Jehan Weerasinghe, OH MD

24.10.2023 7pm

St John's Community Centre

Present

Residents: Candida (chair), Arthur (mins), Jenny, , Jill, Pam, Peter, , Eliza, Maggie, Jackie, Tracey, David, Glen (12)

Advisor: Mike

OH Jehan Weerasinghe, Chris Hageman (Regeneration Director)

Apologies: Ahmed, Kim, Maureen Daniel Lesley

1. **Introduction** - the chair outlined the history purpose of the 4EF. Regen has been paused at the moment pending a financial review.
2. **Jehan** – the role of CEO doesn't exist anymore and as MD, Jehan will be working with the Riverside CEO. Jehan has worked in housing for 21 years some in East London. Wants to work with residents about the vision for their regeneration. Viability is being worked on as there are implications following developments in the housing sector. He is committed to the current regeneration projects.
3. Residents don't always want regeneration but need a proper maintenance cycle and decent repairs service. What is it systemically going wrong with the repairs programme and responsive services?
4. The proportion of repairs that need to be redone or done poorly is too high and is very wasteful.
5. What should the approach of working with residents and steering groups actually look like – some residents do not think this has been very successful so far (esp Kingsbridge has issues with this)
6. So far residents have felt they have had regeneration has been done to them, some projects do not feel they have been listened to.
7. New viability assessments – these were done and published but will be changing now due to circumstances, making the numbers add up. What new land values will be claimed following regeneration? What are the numbers of return tenancies? Leaseholders – can they come back? Glen will put some points in an email to respond to with some figures. This information has been collected on door knocks. How is the right to return going to be monitored? It will be interesting to see when development has taken place. OH is looking at having leaseholder returns but dealing with mortgages – this is a fairly new thing.

Services

8. Front line services have been changed to the call centre which has been very frustrating for residents. It has been going downhill and there is no sign of any improvement yet. The local offices have not not been functioning properly. Residents are very keen on local services.

9. There is no rolling maintenance programme (eg gutter clearance) and this inevitably leads to bigger problems.
10. At stock transfer Residents voted for local, resident centred housing. This has never delivered and residents feel they were lied to and sold out.
11. The OH Board will not exist soon and London will have places on the R'side Board.
12. Jehan/R'side has no plans to merger again but can't guarantee, of course, that it won't happen in the future.
13. Residents on Kingsbridge want to know concrete answers about what is going to happen and when (especially in the short term.)
14. Residents want a turnaround of focus in OH so that it is providing the service residents want.
15. The regeneration report is now likely to be the end of the year. KSW and AS are far enough under way but can Kingsbridge and Samuda have a chance to look at what they can do, and what the residents really want.
16. The KSW and AS steering groups have insisted the architects design what residnets want which is often different from the architect's preference eg hotel corridors vs deck access, open plan vs separate kitchens.
17. Byng st / Bellamy has now been granted planning and has to go to the GLA. It is now being boarded up. There is about 30% extra social housing.
18. New R'side CEO – recruitment has started and Carol is retiring in the Summer. This should not change the priorities of R'side/OH as that is set by the Board.
19. How does responsibilities of previous CEO and new MD post differ – not much at the moment.
20. Some members attended training from / about the Ombudsman service at the Town Hall. OH was not represented at the Town Hall event while most other HAs were.
21. Report on the Ombudsman service on the next agenda and following up on the Local Plan consultation.
22. Next Meeting Jan 23rd.