



Meeting Notes

Tuesday 30th July at 7pm
in St John's Community Centre

Present: Tracy, Jill, Candida, Jenny, Eliza, Arthur, Mike, Pam

Riverside Attendees: Jehan Weerasinghe (MD OH), Phil Pemberton, Paul Handley

Apologies: Jackie, Maggie, Daniel, Lesley, Glen, (Maureen, Peter)

1. Phil's Introduction

- Phil has 8 years of experience at Riverside.
- Current role: Property Services Manager for OH.

2. Repairs Service Challenges

- 35 improvement plan items identified,
- OH not currently meeting best practice standards.
- IT systems for service repairs have fundamental issues. OH and Riverside are using different systems and this is causing inefficiencies.
- London's backlog issues, particularly around damp and mould.

3. Support and Changes

- Directors are supporting Phil to implement changes.
- Recruitment and retention are critical issues being addressed.
- Cheryl Baker is the new Assistant Director for Repairs.

4. Contractor Issues

- Contractors not meeting standards – This is being addressed.
- A stable system is expected to be in place within 2 years.
- A new operating structure will be introduced in the coming months.

5. New Culture and Priorities

- Focus on creating a more resident-friendly culture.

- A report on key priority maintenance is due in a few months, after which contractors will be appointed.
- Painting and gutter clearance are currently delayed.

6. Industry-Wide Challenges

- A 100% increase in repairs since pre-Covid, an issue affecting the entire industry.
- Riverside's finances are challenged by underestimated cladding costs, care-home expenses, and interest rate hikes.
- Currently managing 3 regeneration schemes which is a challenge

7. Safety and Maintenance

- Issues like gutter clearance need to be done safely and properly by competent contractors (rather than a man with a stick).
- The report on the condition of Samuda is delayed to ensure accuracy, with independent consultants involved.
- Kelson and other blocks face challenges due to the backlog of repairs.

8. Performance Disparities

- National Riverside repairs teams are performing better, with satisfaction levels being much lower in London.
- Tall buildings and leaseholder issues are adding to the complexity.
- Tenant satisfaction is at 37%.

9. Lift and Safety Issues

- Lift problems are a major concern.
- Alice Shepherd's report: Green slime coming out of electric sockets, and tenants were informed by an electrician that the block is coming down—there needs to be consistency about what info is being out.

10. Land Values in JV Contracts

- When joint venture contracts are made, land values depend on several factors such as social housing, amenities, and saleability.
- This information is not publicly available.

11. Staff Turnover and Training

- Staff turnover is high, and exit surveys as well as staff satisfaction surveys need to be conducted.
- Training is a known issue. Rebuilding a reputation as a good employer will take time.

12. Task and Finish Group

- An improvement plan is being monitored by a Task and Finish group.
- Stabilisation of repairs is a key target.

13. Out-of-Hours Services

- Out-of-hours services will only respond to real emergencies, not minor issues such as overflowing toilets!

14. Regional Management

- Regional teams are divided into North, Northeast, and South. Phil is managing the repairs etc in Riverside South
- Sharon now has a larger area of responsibility, including shared spaces.

16. Housing Officers

- There is consideration for reintroducing housing officers, though no job descriptions have been created yet.

17. Next Steps

- Next meeting: Laura Corben could discuss property management and what information can be shared with staff.
- Water pressure issues across the island were noted.
- Paul Dolan has been invited to a future meeting.

Next meeting:

7pm Tuesday 24th September – Mouny Anvil will be attending.