



## 4 Estates Forum

### Minutes of the meeting

27.09.17

Attended by Richard Hill CEO OHG

Present: Ahmed, Jackie, Maureen, Jill, Danny, Tracey, Eliza, Arthur, Glen, Pam,  
OHG: Richard Hill, Chris, Leila,  
Apologies: Candida, Sue,

The meeting followed a walk around the 4 Estates during the afternoon.

- 1 Introductions
- 2 Richard Hill discussed his impressions and the outlook he brings to OH
- 3 *Points RH made including comments from the residents*
  - a. He is still learning about the organisation at the moment.
  - b. There are a some keen and enthusiastic staff and OH has been an innovative HA.
  - c. OH may not have been as focussed on residents as much as the they could be. They have not modernised enough eg the IT systems are out of date which effects the repairs and maintenance. The style of OH is a bit old fashioned, and is not engaging with residents as much as other HAs - changing this is going to take time.
  - d. He knew OH had problems when he came but also recognises that it has a lot of potential.
  - e. He wants to repair the relationship with the LA and with residents, but also needs to go through a proper process to see how this should be done. During the next 6 months he will be addressing some of the problems, but during that time he will be building an understanding about what needs changing.
  - f. Some big changes are being made to the executive team. Some key posts left by OH's experienced, core directors need filling.
  - g. The IOD is high up on his list of priorities because it has the largest concentration of OH stock, and because of the development issues, trust needs to be developed with the residents. Trust is a key priority.
- 4 *Res: KPI's and satisfaction surveys are not seen by residents as representing the service we receive. The Island Board scrutinises these and oversaw a very poor service. OH's high satisfaction rates are not reflected by comments and complaints from residents.*
  - a. RH is not prepared to take things at face value and wants to explore what the situation is from different points of view.
  - b. He wants to communicate to staff that OH need to be open and transparent - they will not be secretive anymore.
  - c. He sees groups like the 4EF in an advisory role to OH to help it improve.
  - d. He will try to make Island Board more transparent.

- 5 *Res: Is Project Stone still on the table?*
- a. RH explained that Project Stone is not a current, viable document and needs to be put aside for the time being.
  - b. However there are some issues on the Island that do need addressing eg overcrowding and sustainability, so there may need to be regeneration.
  - c. In this context RH can't envisage a partnership where residents are not a major player - a 2 way process, doing it from the ground up. There cannot be any regeneration that the residents do not buy into.
  - d. Argent is still a possibility but this is unclear.
  - e. Even if Argent is the best partner, it may not resonate with the resident perspective.
  - f. The challenges faced by OH here:  
The stock transfer history presents its own problem,  
TH is the most changing LA in London,  
The IOD is where OH has its densest stock so it is the most important to the group.
  - g. RH will take a personal interest in this project - he will set up an internal Project group to work with him.
- 6 *Res: What is OH position on large scale development and being resident led? Who will decide which blocks get demolished – OH or residents?*
- a. RH - Redevelopment was probably the preference up to the last few months. This is not the corporate objective at the moment and RH will be much more open to other options.
  - b. OH's core objective is not as a property developer, but as a landlord for its existing tenants and in providing more social housing - if some private development is needed to enable that, it will be consider
  - c. We need some clarity in the process going forward, eg what the SCS tells us,
- 7 *Res: There is a real sense of community on the IOD and this should be recognised as a priority rather than the potential for development.*
- a. OH is not looking to do development to improve our balance sheet. They're not looking to build a balance sheet from the IOD to develop elsewhere. They want to provide social and affordable housing on the island in partnership with the residents.
  - b. The London Mayor has £3bn to spend on supporting affordable housing but while this is attractive and will be helpful, it will not drive OH's agenda.
- 8 *Res: Who is influencing/ pressuring RH as the new CEO? The culture of OH staff is a big challenge.*
- a. RH believes that while OH is the landlord they are the residents' homes – OH just make them. The residents keep OH in business, we are the customers.
  - b. There is a lot of internal support in OH for the changes he wants to make.
  - c. Many staff are receptive to being more customer focussed but sometimes culture takes a while to change.
  - d. Communication and IT is a problem that will be addressed. There are a large number of IT systems within OH and they don't always work together.
  - e. A large staff turnover has been a problem - some of this may have internal causes, but it is also a competitive market for staff at the moment.
- 9 *Res: If there is a decision to demolish do you have a view on a vote?  
RH is still gathering information.*

10 **The Way Forward:**

- a. SCS – this is still in a difficult format to read but this is now being addressed and the comparisons of costs will be made more appropriate. This should be ready by the end of October. Income and service charges will be in a separate document.
- b. Consultation - agreed we will have a longer conversation about the consultation after the SCS has been presented to residents and the issues raised by it have been identified.
- c. RH made it clear that the consultation process should be separate from looking at what we are being consulted about,
- d. Residents are very wary of any mention of consultation as this has been used to undermine us in the past on Kingsbridge.
- e. RH will come back to us on the area boards, trust and relationship building.
- f. The Consultation agreement is on hold until after SCS
- g. Richard will come to the 4EF again at the November or December meeting.

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**AOB**

Labour Party has come out in favour of voting before any redevelopment.

TH has agreed to requiring publishing of all option survey results

The next 4EF residents meeting will discuss the Neighbourhood Plan