



## Minutes of the JV Meeting

22.11.17

Attended by Richard Hill CEO OHG

Present

Residents: Maggie (chair), Ahmed, , Jackie, Pam, Tracy, Arthur, Jill, Glen

4EF advisor: Mike Tyrell

OHG: Leila Arefani , Richard Hill,

Apologies: Candida, Danny, Maureen, Sue, (Eliza)

A. RH updated the 4EF on his views after nearly 3 months in post:

### **General Overview:**

There is quite a lot of recruitment going on to bring some new ideas into the organisation. They are looking at the corporate plan and this will be developed over the next 6 months. OH will be concentrating on services and estate management.

### **B. The IOD Estates and Development**

1. The 2014 masterplan isn't relevant anymore. OH will longer use the term Project Stone as it is confusing (whether it refers to the original proposal or any new plans). There is no longer any assumption that everything will be knocked down as originally outlined in the proposal.
2. OH is not going to do anything on any of the estates without engaging with residents, but there is some need for modernisation so they will be looking at different options eg some renewal where needed, infill, refurbishment, public spaces, - the quality of life needs improving.
3. Argent may still be interested and want to be involved in the conversation even though it may not involve lots of knocking down.
4. What does the programme look like from Richards point of view? - the SCS is useful and should inform the work. He has no particular pre conceived ideas. He is not being driven by housing number targets from the GLA or the Borough, though they would like to consider providing new affordable housing. This would need to be viable.
5. Project Stone was a standard redevelopment plan but they would like proceed from the point of view of what the Island actually needs. This might include properties for more elderly residents and this is one of OH strengths. This attracts funding and TH has a shortage of supported provision.
6. OH's priority would be to provide more affordable housing. Private rental sector housing might be a part of the overall mix. This is an area where Argent bring some expertise.
7. Green spaces on the estates should not be included for development as they are important amenities. They should be preserved but moving some of them may be considered an improvement if they are not well used or particularly attractive.
8. Ballots - listening and engaging with residents should result in a welcome scheme. No consultation will happen for a while yet, but some community engagement but this will not be a formal consultation process.

9. There is no commitment from OH that there should be a resident vote to safeguard being developed against their will but there will be a rigorous consultation and engagement process to establish residents' needs and preferences.

#### **C. Estate Management Issues**

1. The changes of staff are causing a lot of instability in OH from the residents point of view. This is a now a priority for OH.
2. Parity of Service Charges – can OH look at making service charges equable in the same kinds of properties?

#### **D. One Future**

1. "The Change Programme" – this is the process of organising the modernisation of OH, becoming more customer focussed and streamlining departments so they work together more successfully. eg centralising the IT.
2. OH Strategy will be changing because the housing market has changed and OH is looking at moving its emphasis from building and development to being more customer orientated.
3. Communication - within departments and with residents. CRM (Customer Relationship Management) will involve a centralised IT system which coordinates work and information which should make a significant difference to residents' perception of their service.
4. The culture of OH is still needing some work – it is looking at its ability to listen to its residents' feedback and asking the right questions will be central to this as well as feedback from its front line staff.

#### **E. The Island Area Board**

1. The Island Board will now be more open and would like residents to come to observe and be more involved. RH suggests that a couple of 4EF members attend to observe and see what happens.  
The Island Board minutes will be made available to residents when requested.
2. There was still some concern that the Board members were appointed and paid by OH and were not elected or accountable to the residents.

#### **F. Residents' Trust of OH**

1. If OH say they are going to do something they will actually do it. They will try to be as open as possible as part of the change strategy, and residents will be asked for their considered views.
2. OH hope that these aims will make a positive impact on OH residents perception of their landlord.

#### **G. JV AOB**

1. SCS - some of the intrusive work is still going on and this won't be available until January/February. Feedback to the estates will be delayed until then so residents get the whole picture.  
Hunters have been held up by asbestos information.
2. There is a separate survey being done about decent homes standard. This seems to be duplicating SCS.

3. RH will attend another 4EF meeting in a few months (eg March) after the SCS and when the community engagement process is under way to see how this process might proceed.

#### **H. Resident AOB**

1. Resident engagement is mainly about how to engage with residents on each estate. Is it also about developing and looking at the options or is this going to be a different heading?
2. Residents need to be clear at what point consultation will start and that we have been notified officially. It needs to be explicit when resident engagement becomes consultation. We can ask OH to provide us with this in writing so there is no ambiguity.
3. Maggie is interested in attending the next Island Board. Who else?

Next meeting: Chris Worby's feedback on the SCS, and the brief for resident engagement.