

**Minutes of a meeting of the residents of
Kedge House, Starboard Way and Winch House
held on 17th January 2019 at the Dockland Sailing Centre at 7pm**

Residents Present:

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| Marc Hann – Kedge House | Gemma Finch – Kedge House |
| Tony Rae – Kedge House | Rita Cooper – Starboard Way |
| Keeley Vincent – Kedge House | Michelle Canaway – Starboard Way |
| Theresa Rowlands – Kedge House | Asad Mirza – Kedge House |
| Trina Morgan – Kedge House | Husnara Choudhury – Kedge House |
| Marie Batchelor – Kedge House | Roy Williams – Kedge House |
| Toni Catania – Kedge House | Sandra Thomas – Kedge House |
| Rosemary Blake – Kedge House | Lupy Kostadinov – Starboard Way |
| Kirsty Kent – Kedge House | Leonardo Silva – Starboard Way |
| Mark Kent – Kedge House | |

Others Present:

Paul Handley - Head of Regeneration – OHG
Mike Tyrrell – Independent Resident Adviser – 4 Estates Forum

Apologies:

Shishu Miah – Kedge House

1 Welcome & Opening the meeting

1.1 PH introduced himself and all those present introduced themselves.

2 What has happened so far?

- 2.1 MT explained that at the last meet meeting he had organised for residents, residents asked for three actions:
- Residents said that they didn't want to form a resident steering group; instead residents want all 72 households in the area to be part of that group.
 - A questionnaire to be issued out to all residents.
 - The questions that residents had prepared for OHG to be added to the ones that MT had already drafted.
- 2.2 With regard to the Resident Steering Group MT had met with OHG after the meeting and discussed what residents had wanted. OHG are prepared to go ahead on that basis but wanted the opportunity to discuss this first with residents.
- 2.3 MT had drafted the questionnaire. OHG have drafted an alternative and PH will speak about it further down the agenda.

2.4 MT circulated the list of the questions he suggests that residents ask in the process, which includes the questions that residents from the block had drafted in November 2018.

3 One Housing Group's Suggested Approach to the Resident Steering Group

3.1 PH explained that OHG agree that all 72 households have to be involved in making decisions about what may or may not happen to this part of the estate. However, he wanted to draw to residents attention the problems with treating all 72 households as one big steering group.

3.2 PH gave a number of examples:

- Editing and commenting on documents – It is taking Alice Shepherd House and Oak House three and half weeks for 13 people to edit and agree a document. How much more complicated it would be to do that with 72 people.
- Meeting arrangements – Steering Groups usually meet twice a month, once with OHG and once with residents only. Arranging a meeting twice a month for 13 people is quite easy. You don't need a massive room, you can arrange everything with phone calls, you can work around peoples availability and you can be certain that everyone knows about the meeting. But arranging a meeting twice a month for up to 72 people is much more complicated.
- Consultation Fatigue - If you bombard people with too much information or ask them to come to too many meetings and events then people will start to get bored or frustrated and they'll stop coming or stop paying attention. Those who commit to serve on a Resident Steering Group, are more likely to stay the course.
- Developing Regeneration Options – This is a piece of work that takes a couple of months or so, over 3, 4 or 5 meetings. Imagine how much more difficult that is if you have a different group of people at each meeting. The people at meeting one might have a lot of questions, which you then answer. But then at meeting 2 you may have to answer the same questions again for a new set of people. So again, it means that everything takes a lot more time.
- Checking Documents – The Resident Steering Group will check documents to make sure they are clear and understandable and address things that the residents want to see. For example, OHG will be doing a project newsletter; usually about 4 times a year and the steering group get to see it before it goes to residents to check that it's understandable and contains the information that residents want to see. If every household affected by the project is on the steering group OHG obviously wouldn't be

able to do that; there's no point sending a newsletter to everyone to get feedback before sending it again to everyone in a different version. So that means that OHG lose that safety net of being able to preview things with the steering group. And without that there is a much greater chance that OHG are going to send something out that either confuses people or annoys them because it's not covering what they want to hear about.

3.3 PG stated that if he had to summarise as to why he believes that a 72-person steering group is the wrong way forward, it is that it would take much, much more time to do the project; and that as one of the other clear messages that came of the Barkantine TRA meeting in November was that residents didn't want this project to drag on and on for any longer than it had to.

3.4 After some debate on the presentation from PH it was agreed to set up a Resident Steering Group at the next meeting, and in the meantime all residents were to be asked whether they want to join.

4 Possible Survey to be delivered to Residents By One Housing Group

4.1 MT explained that the questionnaire he had drafted based on the suggestions that residents had made at the last meeting had not been issued as the survey that OHG was about to undertake may confuse the issue.

4.2 PH explained that the survey would be completed through pre-arranged one to ones with residents either in their own homes or at one of OHG's offices. The questions were more open ended than the questionnaire MT had drafted and the aim was to find out what residents like and don't like about their home, block, estate and area. This information will then be able to be used when the residents work with their architect on drawing up options for the future of their blocks.

4.3 It was agreed that the survey should be completed by the time of the next meeting and that at the same time as the survey was being undertaken residents would be asked whether they would be interested in volunteering for the Resident Steering Group.

5 The Role and Responsibilities of a Residents Advocate

5.1 PH explained that MT would act as the Independent Resident Adviser for the group until they have made their own appointment and after that it is proposed that MT act as an advocate to residents. In this role MT would be able to support residents,

advise residents, represent residents by acting as a resident by proxy.

- 5.2 The members of the RSG discussed the proposal and agreed that they would want MT to act in this role and that this should be an item of business at the first meeting of the Resident Steering Group.

6 Next Steps

- 6.1 It was agreed that the next meeting will discuss:
- The appointment of the Resident Steering Group
 - The appointment of the Advocate
 - The brief for the Independent Resident Adviser
 - A Timetable for the next steps
- 6.2 PH explained the next steps that the Resident Steering Group will be undertaking in the first few months of 2019. These included:
- Agreeing the Terms of Reference of the Resident Steering Group
 - Appointing the architect to work with the Resident Steering Group on the early design work
 - Overseeing the resident engagement work undertaken by the regeneration team which will include one to ones, drop in surgeries and a questionnaire of residents views on what they like and dislike about their homes to inform the kind of works that need to be considered in plans for any refurbishment works or new build homes.

7 Any Other Business

- 7.1 A number of those present took the opportunity to ask MT a number of the questions in relation to their rights should a decision be made to refurbish or demolish the blocks. MT referred them to the paper setting out these and other questions for Resident Steering Groups to ask at the appropriate time during the consultation
- 7.2 There was no further business and the meeting closed at 8.20pm.

8 Date of the Next Meeting

- 8.1 The next meeting will be on Thursday 21st February 2019 at 7pm at the Docklands Sailing Centre.