

Minutes of a meeting of the Resident Steering Group for Alice Shepherd House & Oak House held on 25th February 2019 at the St Johns Community Centre

Residents Present:

Jane McGregor – Alice Shepherd House
Noel Redmond – Alice Shepherd House
Ashley Lowther – Alice Shepherd House
Sharon Holmes – Oak House
Trish Nyamunama – Alice Shepherd House
Nadia Mahmood – Alice Shepherd House

St Johns TRA Committee Members Present:

Jill Skeels – Vice Chair

Others Present:

Mike Tyrrell – Independent Resident Adviser – 4 Estates Forum
Leila Arafani – One Housing Group
Alison White – One Housing Group

Apologies:

Maggie Phillips – TRA Chair
Laura Tracey – Alice Shepherd House
Darren Brown – Alice Shepherd House
Salma Ahmed – Alice Shepherd House
Sulfa Begum – Alice Shepherd House
Shanaz Chowdhury – Oak House
Jackie Campbell – TRA Secretary
Maureen Mallett – TRA Committee Member

1 Welcome & Introduction

1.1 MT introduced himself and welcomed everyone to the meeting. Everyone present introduced themselves.

1.2 Concern was raised that only 6 members were present and it was agreed that a register of attendance would be kept as a log for consideration at each meeting. **MT**

2 Minutes of the Meeting held on 28th January 2019.

2.1 The minutes of the meeting held on 15th January 2019 were agreed as a true and accurate record.

3 Matters Arising

Model Terms of Reference

Item 4.3

**MT forwarded the
Page 1 of 7**

Following these amendments, MT is to circulate the amended document to Members and forward it to OHG.

agreed Terms of Reference to OHG 29.01.2019

Item 4.4

AW to arrange for the code of conduct to be signed by all members of the Resident Steering Group.

AW brought copies of the Code of Conduct for members to sign to the meeting.

Resident Charter Queries

Item 5.2

After some discussion it was agreed that MT should forward these questions to OHG.

MT forwarded the agreed questions to OHG 29.01.2019

Item 5.3.1

If new homes are built on the site of the Samuda Community Centre and former Samuda Housing Office, would this RSG have an input into design?

LA advised that any such proposal would have to be discussed with this RSG and Samuda residents.

Item 5.3.2

If new homes are built on the site of the Samuda Community Centre and former Samuda Housing Office, what would be in the input from residents of the Samuda Estate?

LA advised that any such proposal would have to be discussed with this RSG and Samuda residents.

Item 5.3.3

What is the legislation in respect to the right of light for the residents of Oak House?

LA explained that any development has to take into account the angle of the sun so that the existing light to a home is not

Item 5.3.4

Will OHG undertake not to build on the Alice Shepherd House car park if that was the wish of residents?

LA confirmed that OHG would abide by any resident ballot.

Item 5.3.5

Would OHG be bidding for the £75,000 grant available from the Greater London Authority for new build homes as part of the conversation?

LA confirmed that of residents voted for a scheme that included new additional homes then OHG would apply for grant.

Brief for Independent Tenant & Residents Advisor and the appointment process

Item 7.2

It was agreed to sign off the brief for issue to companies providing an Independent Tenant & Residents Advisor service with only one amendment, that the interviews should be an hour long, allowing 40 minutes for questions. MT to advise OHG of the decision.

MT advised OHG of the decision on 29.01.2019

7.3**Item 7.3**

The RSG agreed that the four representatives on the interview panel will be:

- Mike Tyrrell
- Nadia Mahmood
- Jane McGregor
- Sharon Holmes

In addition the interviews could only proceed if three of them are present.

LA is to circulate some dates for the panel to consider to convene.

Item 7.4

OHG had suggested the following be invited to bid for the work in the email that Leila Arefani had sent to all members of RSG on 22 July 2019:

- Communities First
- PPCR Associates
- TPAS

The members of the Resident Steering Group agreed for these to be invited to bid, and the following:

- Open Communities
- George Cochrane Associates

LA advised that four bids had been received.

The “Starting the Conversation” Questionnaire**Item 8.2**

It was agreed that the questionnaire should go ahead on the following basis:

- All questionnaire should be signed by the resident
- The resident should be sent a copy of the questionnaire they signed
- Residents can have an interpreter if requested.
- Residents can have the advocate present if requested.
- MT should carry out a sampling test of 10% of the questionnaires
- The findings should be reported in full to the

LA confirmed that OHG were happy with the suggestions and the questionnaire is going ahead on this basis.

RSG

- The findings should be subject to cross check by residents before they are given to the architects, by asking them to prioritise the findings so that the architects are aware of what is most important to residents when drawing up options.
- The TRA issue a newsletter explaining the questionnaire before it is undertaken so that residents understand that issues they raise such as open balconies, open plan kitchens, walkways above bedrooms will highlight residents preferences for options that may be developed.

MT confirmed that the TRA issued the newsletter as requested.

4 Model Terms of Reference

4.1 As requested at the last meeting MT circulated the amended Terms of Reference that had taken on board the amendments that members of the RSG had agreed.

4.2 After some discussion it was agreed that a new clause should be added to state that the members of the RSG will see commercially sensitive information and that this information must be kept confidential.

MT

5 Code of Conduct

5.1 AW arranged for the code of conduct to be signed by all members of the Resident Steering Group who were present. It was agreed that OHG should retain the documentation.

6 Resident Charter Queries

6.1 LA acknowledged that the first queries for One Housing Group to respond to have been received from the RSG.

6.2 LA explained that some of the questions can be responded to quickly. Others depend on the options that are worked up. LA undertook to ensure that the document is a working document and updated as questions are responded to.

6.3 LA was asked whether OHG were going to be taken over by another landlord. LA advised that there were no such plans. MT advised that this could never be ruled out which is why a legally binding charter is so important to protect residents from the problems experienced following the creation of One Housing Group.

7 Newsletter

7.1 The members of the RSG reiterated that it was important that all residents are kept up to date with what is happening. OHG are producing a March Newsletter and it was agreed that OHG will circulate a draft for comments from the RSG Members. MT agreed to write some articles for the newsletter, **AW**
MT

7.2 AW advised that she was still awaiting responses from some of the Members. It was agreed that the newsletters should go out with the details of only those who had submitted forms.

8 Independent Tenant & Residents Advisor Responses

8.1 LA circulated the responses received from:

- Communities First
- PPCR Associates
- TPAS
- Open Communities

8.2 LA agreed to circulate proposed dates for interviews to the interview members: **LA**

- Mike Tyrrell
- Nadia Mahmood
- Jane McGregor
- Sharon Holmes

8.3 MT agreed to do the comparisons on the different costs quoted in the tenders. **MT**

9 Update on The “Starting the Conversation” Questionnaire

9.1 AW gave an update on the home visits being undertaken on the questionnaire. There are 7 home visits completed so far. The aim is to get at least a 75% response rate.

9.2 At the last meeting it was agreed that the resident should be sent a copy of the questionnaire they signed. AW said that some did not want this, so would it be ok to offer to copy the response so that residents could choose. This was agreed.

10 Future Meetings

10.1 It was agreed that the Resident Steering Group meetings for 2019 would be on the fourth Monday of the month, at the St Johns Community Centre at 7pm as follows:

- Monday 25th March 2019
- Monday 29th April 2019 – 5th Monday because of Easter –

MT's Birthday!

- Tuesday 28th May 2019 – Moved because of Bank Holiday
- Monday 24th June 2019
- Monday 22nd July 2019
- Tuesday 27th August 2019 – Moved because of Bank Holiday
- Monday 23rd September 2019
- Monday 28th October 2019
- Monday 25th November 2019
- Tuesday 17th December 2019 – Moved because of Christmas

11 Any Other Business With OHG Present

11.1 There was no other business whilst OHG Officers were present..

12 Any Other Business Without OHG Being Present

12.1 Members were concerned about the lack of leaseholder representation on the RSG. MT fears that it could be because most of the leaseholders are non resident. JS pointed out that OHG had bought out a number of leaseholders across the Island and they could have bought some in these blocks. It was therefore to agree to ask OHG: **LA**

- How many leaseholders there are in each block?
- How many non-resident leaseholders are there in each block?
- Have OHG bought any homes back in the blocks and if so how many?

12.2 Members were concerned that there are problems with the blocks that need addressing whilst a decision on their futures were made. They agreed to ask OHG whether they will be carrying out the works identified in the Stock Condition Survey?. **LA**

12.3 MT reported that OHG had raised concerns that the minutes could be breaking GDPR rules on data protection by listing the attendance and that to be open to other residents they are being made available on the 4EF website. Members present agreed that their names should be in the minutes. MT to seek permission from the other members. **MT**

12.4 Members of the RSG considered how they could talk to each other outside meetings. A Whats App group was considered and dismissed. MT suggested that the group simply share their emails details. All present agreed. MT to seek permission from the other members. **MT**

13 Meeting Close

13.1 The meeting closed at 8.50pm.