

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

Residents Present:

Darren Brown – Alice Shepherd House
Ashley Lowther – Alice Shepherd House
Jane McGregor – Alice Shepherd House
Nadia Mahmood – Alice Shepherd House
Salma Ahmed – Alice Shepherd House
Sulfa Begum – Alice Shepherd House
Cynthia Owusu – Alice Shepherd House
Sharon Holmes – Oak House
Shanaz Chowdhury – Oak House

St Johns TRA Committee Members Present:

Jill Skeels – TRA Vice Chair
Jackie Campbell – TRA Secretary

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
Alia Begum – Alice Shepherd House
Trish Nyamunama – Alice Shepherd House
Noel Redmond – Alice Shepherd House
Laura Tracey – Alice Shepherd House
Maureen Mallett – TRA Committee Member

1 Welcome & Introduction

1.1 MT welcomed everyone to the meeting. The apologies that were given are noted above.

2 Minutes of the Meeting held on 25th February 2019.

2.1 The minutes of the meeting held on 25th February 2019 were agreed as a true and accurate record.

3 Matters Arising

3.1 Welcome & Introduction

3.1.1 Concern was raised that only 6 members were present and it was agreed that a register of

MT has added an attendance log to the agenda.

attendance would be kept as a log for consideration at each meeting.

3.2 Model Terms of Reference

3.2.1 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 has added this clause and the revised Terms of Reference were circulated and added to the 4EF website. MT was asked to double check the version as the version on the website was the old version.

3.3 Newsletter

3.3.1 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.

AW circulated a copy of the newsletter prior to the meeting prior to email. AW received two sets of comments to amend the draft, and 3 responses to say they were happy if everyone else is. AW circulated a paper copy and as there were no further amendments it was agreed to issue it.

3.4 Independent Tenant & Residents Advisor Responses

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

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

LA reported that the interviews had been agreed to be held on 3rd April 2019.

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

MT circulated the cost comparisons to the members of the interview panel on 7th March 2019. Residents were concerned that one of the applicants had been excluded on price and were concerned that whilst they have over priced other may have under priced. They wanted to proceed with all four bidders and to question them on how they justify the work proposed.

3.5 Any Other Business Without OHG Being Present

3.5.1 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:

- 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?

LA advised that there are very few resident leaseholders. Alice Shepherd House has only one resident leaseholder out of 9 and Oak House has only one resident leaseholder out of 3 that OHG know of. There are two leasehold properties in Alice Shepherd House and one in Oak House where it is unknown whether the leaseholder is resident or not. It was explained that sometimes leaseholders do not inform OHG they are subletting but we will update their records when we have this information.

One property has been bought back by OHG.

3.5.2 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 advised that the recommendations from the planned works will carry on. If a decision is made by residents to work on the block this will be reviewed so as to not waste money.

3.5.3 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 has asked other members for permission to have their attendance recorded on the minutes.

3.5.4 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

MT has asked other members for permission to share email details.

members.

- 3.6** The RSG asked that the Matters Arising report should be completed prior to the meeting so that members have ample time to consider the responses. **OHG**

4 Attendance

- 4.1** The attendance log was noted and it was agreed no action needs to be taken for non-attendance.

5 Update on The “Starting the Conversation” Questionnaire

- 5.1** AW gave an update on the home visits being undertaken on the questionnaire. The surveys have been taking between 20 minutes and a hour, depending on how much each resident has to say. There have been 25 surveys completed in Alice Shepherd House and 7 in Oak House, equating to 41% so far. The aim is to get at least a 75% response rate.

- 5.2** AW reported that from those she has seen so far, the response has been mixed. Residents very much value their community. Many love their homes but had a range of problems. The biggest issues in Alice Shepherd House were damp, windows and asbestos. In Oak House it is the strange layout. Residents were suspicious and some believe that OHG are going to do what they want anyway.

- 5.3** It was noted that AW will not be at the meeting on the 29th April as she has pre booked annual leave. LA will bring the report to the meeting. **LA**

- 5.4** Concern was raised on why these blocks were chosen for a “conversation”. If it was because of the Stock Condition Survey, then how will the refurbishment options be able to be considered if they were of such poor stock. It was therefore agreed that LA arrange for a colleague to come and explain the Stock Condition results from the two blocks. **LA**

- 5.5** In addition, it was requested the OHG share with the RSG the Asbestos Registers for each block. **LA**

- 5.6** MT agreed to circulate the special reports on Alice Shepherd House that are on the 4EF website to all the RSG Members. **MT**

6 Code of Conduct

- 6.1** MT apologised for not having the correct code of Conduct on the 4EF website he will therefore ensure that the updated form that

includes the GDPR clauses are circulated with the papers for the next meeting.

7 Resident Charter Queries

7.1 LA reported that they will be responded to gradually during the conversation. 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.

7.2 MT advised that the following questions had been added by the Kedge, Starboard and Winch Resident Steering Group:

- If a tenant is overcrowded what arrangements will OHG make to tackle overcrowding in any redevelopment or refurbishment option?
- What commitment will OHG for outdoor space on any new homes built as part of this project?
- If a home is adapted or a resident is awaiting adaptations, what commitment will OHG give to ensure that someone's new home will have the adaptations required before they move in?
- Will OHG give residents of a new build home the chance to choose between having a bath or a shower?

7.3 It was requested that a question be added to the list on whether OHG would move residents temporarily if the extent of the works would cause considerable disruption to the neighbours. **MT**

7.4 A question on Cash Incentive Payments to those who may want help with a deposit to buy an alternative home was asked to be put to OHG. MT advised that it was already included.

8 Newsletter

8.1 AW advised that one member is considering whether she is able to commit to the RSG due to family commitments and will let us know next month. It was agreed that the newsletters should go out with the details of only those who had submitted forms. **AW**

8.2 It was requested that the newsletters should have a two week circulation time for residents to feedback. **LA**

9 Independent Tenant & Residents Advisor Responses

9.1 MT and LA circulated some draft questions. It was agreed to use the questions that MT had drafted as the basis for the interviews.

10 Future Meetings

10.1 It was noted that the next meeting would be held at the St Johns Community Centre at 7pm on Monday 29th April 2019.

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 raised concerns that the OHG restructuring proposals that OHG are undertaking on a review which will mean the loss of jobs and closures of all the Housing Offices without the residents being consulted.

12.2 Members were concerned with the implications that this has for transparency and the knock on effects for the conversation at Alice Shepherd House and Oak House as this is essential. It was requested that LA report back on this at the next meeting. **LA**

12.3 MT asked that as there were more members were present at this meeting, did all those present agree for their names to be included in the minutes and share their details for discussions by email? This was agreed.

13 Meeting Close

13.1 The meeting closed at 8.35pm.