

# **Minutes of a meeting of the Resident Steering Group for Alice Shepherd House & Oak House held on 29<sup>th</sup> April 2019 at the St Johns Community Centre**

## **Residents Present:**

Ashley Lowther – Alice Shepherd House  
Jane McGregor – Alice Shepherd House  
Nadia Mahmood – Alice Shepherd House  
Cynthia Owusu – Alice Shepherd House  
Sharon Holmes – Oak House  
Noel Redmond – Alice Shepherd House  
Laura Tracey – Alice Shepherd House

## **St Johns TRA Committee Members Present:**

Maggie Phillips – TRA Chair  
Jill Skeels – TRA Vice Chair  
Jackie Campbell – TRA Secretary  
Maureen Mallett – TRA Committee Member

## **Others Present:**

Lee Page – Independent Resident Adviser – TPAS  
Mike Tyrrell – Residents Advocate  
Leila Arafani – One Housing Group  
Bob Forrest – Hunters

## **Apologies:**

Darren Brown – Alice Shepherd House  
Alison White – One Housing Group

## **1 Welcome & Introduction**

- 1.1 MT welcomed everyone to the meeting. MT introduced Lee Page from TPAS who has been appointed as the Independent Resident Adviser. The apologies that were given are noted above.

## **2 Minutes of the Meeting held on 25<sup>th</sup> March 2019**

- 2.1 The minutes of the meeting held on 25<sup>th</sup> March 2019 were agreed as a true and accurate record.

## **3 Matters Arising**

### **3.1 Matters Arising**

- 3.1.1 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 have provided the written responses to the report as requested.**

## **3.2 Update on The “Starting the Conversation” Questionnaire**

- 3.2.1** 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 will give an update further down the agenda.**
- 3.2.2** 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 asked Hunters to attend the RSG meeting to explain technical aspects of Stock Condition Survey.**
- 3.2.3** MT introduced Bob Forrest from Hunters who undertook the Stock Condition Survey. MT explained the background to the Stock Condition Survey.
- 3.2.4** BF explained the work that Hunters undertook which was to advise OHG what it would cost to maintain the blocks over the next 30 years. In addition more detailed surveys were undertaken on additional elements in the tall blocks, which included Alice Shepherd House.
- 3.2.5** JS asked BF why then had Hunters chosen Alice Shepherd House and Oak House to be consulted with. LA explained that Hunters did not do that, that was a decision made by OHG after taking into consideration the works to be done, the rental income over 30 years and feedback from residents at the two drop in sessions that were held during 2018, such as noise, walkway issues, dampness and ASB. LA explained that per property Alice Shepherd House was the most expensive to maintain on the Estate, and that taking into account rental income against the cost of maintaining it over 30 years, Oak House was the second most expensive block. As the two blocks were close to each other OHG decided to consult with residents.
- 3.2.6** MT reminded LA that the big issue for residents as to why they wanted a report on the Stock Condition Survey, was that they wanted to be sure that there would be no reason why the blocks could not be refurbished. In response BF reported that the additional surveys on Alice Shepherd House show that it was structurally sound and as such there is no reason why the residents could not proceed with drawing up of options to refurbish the block.

**3.2.7** Residents on the RSG wanted the same reassurances on Oak House. They were concerned that the varying damp issues are not accounted for in the survey, especially given that they understand one of the properties is a long term vacancy as the tenants have been temporarily decanted to find the source of the dampness. SH reported that despite works, the dampness is returning to her home. Therefore, OHG were requested to confirm what further surveys are required at Oak and a timetable for implementing them, and as to why the vacant property was not given to Hunters to survey. **LA**

**3.2.7** In addition, it was requested the OHG share with the RSG the Asbestos Registers for each block. **LA brought a copy of the Asbestos Registers for each of the block to the meeting.**

**3.2.8** MT agreed to circulate the special reports on Alice Shepherd House that are on the 4EF website to all the RSG Members. **MT circulated these reports by email on 25<sup>th</sup> March 2019.**

### **3.3 Code of Conduct**

**3.3.1** 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. **MT enclosed the revised Code of Conduct with this agenda pack.**

### **3.4 Resident Charter Queries**

**3.4.1** 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 added the question and submitted it to OHG on 11<sup>th</sup> April 2019.**

### **3.5 Newsletter**

**3.5.1** 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 has spoken to RSG member who so far has been unable to attend meetings and she has confirmed her intention to attend future meetings. However she is not available on 29 April due to childcare responsibilities. She has noted future meetings and will prioritise them in her calendar. If she attends on Tuesday 28 May**

**she will be asked for permission to share her personal statement in next newsletter, also to sign the code of conduct.**

- 3.5.2** It was requested that the newsletters should have a two week circulation time for residents to feedback. **No draft newsletter to share at this time.**

### **3.6 Any Other Business Without OHG Being Present**

- 3.6.1** 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 to follow up if necessary at meeting.**

## **4 Attendance**

- 4.1** The attendance log was noted and it was agreed that AW will speak to Alia Begum as she has missed three consecutive meetings to encourage her to attend the next meeting as otherwise her membership will be revoked. **AW**
- 4.2** Concern was raised over the date of the next meeting being in half term. It was therefore agreed to move the date of the meeting to Monday 3<sup>rd</sup> June 2019 at 7pm.

## **5 Code of Conduct**

- 5.1** MT had arranged for all those present to complete the revised code of conduct including the TRA observers. The completed declarations were given to LP.
- 5.2** AW was asked to contact those who were not present for them to complete the Code of Conduct prior to the next meeting. **AW**

## **6 Independent Tenant & Residents Advisor Interviews**

- 6.1** LA reported back on the interviews that were held on 3<sup>rd</sup> April 2019. The interviews were undertaken by JMc, SH and NM on behalf of the RSG alongside MT, LA and AW.
- 6.2** LA advised that four companies were interviewed and that the panel unanimously agreed to appoint TPAS with LP acting as the named Independent Tenant Advisor (ITA).

- 6.3** LP introduced himself and explained that the role is of an Independent Resident Adviser is unique to each project and will be shaped by the residents on the RSG.
- 6.4** LP will be circulating a newsletter introducing himself to all the residents of both blocks to members of the RSG for comment prior to distribution. **LP**
- 7 Starting the Conversation Questionnaire Report**
- 7.1** LA gave an update on the home visits being undertaken on the questionnaire.
- 63 surveys are complete
  - 53 from Alice Shepherd House
  - 10 from Oak House
  - An additional 2 residents (from Alice Shepherd House) refused
  - 2 properties omitted from survey because they are empty.
- OHG have therefore made contact with a total of 65 households out of a possible 82 = 79% response rate.
- 7.2** AW Is collating a report on the surveys which will be reported to the next meeting of the RSG before it is circulated wider. **AW**
- 8 Newsletter**
- 8.1** As the OHG newsletter was delayed, MT tabled a draft newsletter from the TRA for discussion to give an update on the work of the RSG.
- 8.2** It was agreed that a newsletters was needed and that they should respond to the basic issues residents are asking. MT agreed to redraft the newsletter with LP and circulate it for comments. **MT**
- 9 Date of Next Meeting**
- 9.1** It was noted that the next meeting would be held at the St Johns Community Centre at 7pm on Monday 3<sup>rd</sup> June 2019.
- 10 Any Other Business With OHG Present**
- 10.1** LA advised that OHG have arranged for some of the surveys that need to be completed to aid the architects whom the RSG will be working with to develop option. These include the topographical surveys that are required and the drainage surveys. RSG members from Alice Shepherd House asked whether this could include surveys on the internal water services in the block. As an example NH advised that the main stop valve in her property is not **LA**

working. LA agreed to look into this request for an internal water services survey.

**10.2** LA circulated the draft architects brief for comment. LA explained that there were two options: **LP**

- Appointing an architect and then appointing separately all the other consultants that are required to develop the options
- Taking up the GLA suggestion of appointing a team of consultants lead by one architect to speed up the process

LP was asked to review the brief on behalf of the RSG for the next meeting which is to include the pros and cons of the options that have been outlined.

**10.3** Residents raised concerns that the car park at Alice Shepherd House is being used for business purposes and parking for One Direct vehicles. LA agreed to ask Rhys Jones to investigate it. **LA**

## **11 Any Other Business Without OHG Being Present**

**11.1** Residents want an update from OHG on the responses to the resident charter questions that need to be answered. Residents present understood that some of the responses can only be dealt with once options have been developed but others could be. It is the basic key questions that need to be responded to because other residents in the block are asking RSG members about this. OHG to be asked to commence responding to the questions. **LA**

**11.2** AL took the asbestos report for Alice Shepherd House and SH for Oak House. MT to circulate the pdf versions by email to members of the RSG once he gets them from LA. **MT**

**11.3** NH reported that work is being undertaken to remove asbestos. Could OHG explain why, when best practice is simply to encapsulate it? AL to investigate and report back. **LA**

## **12 Meeting Close**

**12.1** The meeting closed at 9pm.