

**Minutes of a meeting of the Kedge House, Starboard Way and
Winch House Resident Steering Group
held on 6th June 2019 at the Barkantine Hall at 7pm**

Residents Present:

Keeley Vincent – Kedge House	Rosemary Blake – Kedge House
Anthony Rae – Kedge House	Trina Morgan – Kedge House
Theresa Rowlands – Kedge House	Gemma Finch – Kedge House
Marie Batchelor – Kedge House	Michelle Canaway – Starboard Way
Toni Catania – Kedge House	Ashley Canaway – Starboard Way
Maureen Clayton – Kedge House	Lubo Kostadinov – Starboard Way
Leanne Ward – Kedge House	Amanda Chang – Starboard Way

Others Present:

Leila Arefani – One Housing
Alison White – One Housing
Mynul Islam – One Housing
Paul Handley – One Housing
Ray Coyle – Independent Resident Adviser – Open Communities
Mike Tyrrell – Resident’s Advocate

1 Welcome & Introduction

1.1 MB welcomed everyone to the meeting and introduced Ray Coyle.

2 Apologies

2.1 Apologies were received on behalf of:
• Rosemary Blake – Kedge House

3 Minutes of the Meeting held on 2nd May 2019

3.1 The minutes of the meeting were agreed as a true and accurate record after noting the corrections to the spellings of Leila Arefani and Lubo Kostadinov.

4 Matters Arising

Membership of the Resident Steering Group

4.1 LK agreed to stand for membership and under the terms of reference of the RSG it was agreed that he would be co-opted. OHG had argued that all changes of membership should go to an open meeting. This was deemed impractical by the RSG. It was however decided that this decision is to be reported in the newsletter so that all residents are aware of the co-option.

LA - LK was mentioned in the newsletter and was TR not. AW will contact TR for a statement to be included in the next newsletter.

AW

ITLA Interviews

4.2 The meeting was advised that the interviews were scheduled for Thursday 16th May 2019 but MT has a funeral that he must attend and he apologised for this. It was agreed that they should go ahead on Thursday 23rd May 2019.

LA rearranged the interviews which took place on 23rd May 2019

4.3 As LW could not make the interviews, it was agreed that TM would replace her on the panel.

LA can confirm that the interviews took place and Ray Coyle from Open Communities were appointed,

Newsletters

4.4 LA circulated different formats of the newsletter. It was agreed to go with the more simple word version except it should have a red heading and not orange.

LA – Can confirm that this was taken on board and delivered on 21st May 2019

4.5 LA was asked to look at the OHG logo being on the back page, so as to not put residents off from reading it.

LA – Can confirm that this was taken on board and produced by MT as the Residents advocate and delivered on 21st May 2019

4.6 It was agreed that it should go out within the next few weeks with the bios so far provided. The RSG did not want to comment any further.

AW – Can confirm that this was delivered on 21st May 2019

Report on the “Starting the Conversation” Questionnaire

4.7 LA reported that the final report on the surveys should be ready and printed and distributed to all residents by the next meeting. Residents were concerned at this is being delayed by a month and that they want the report definitely to be presented at the next meeting.

AW - Report content is complete and Word copies are available for RSG to view. Design and print will take approx. 2 weeks so we aim to deliver reports to residents mid June

4.8 LA was asked about the 2 void properties, as residents were concerned that:

- If they are re-let, were the new residents briefed about the

LA - There are no void properties. One was being used as a temp decant and now has a permanent resident. The other is with allocations.

conversation going on about the future of the blocks

- They could be used as temporary accommodation until a decision was made as this could mean that the blocks were easier to be decanted if the residents vote for a redevelopment option and therefore this could aid the swifter re-provision of new homes on the site.

LA was asked to update the RSG on these points at the next meeting.

4.9 Concern was raised that the response did not answer the issues that residents had raised. PH agreed to undertake that new residents will be informed that there is a consultation going on the future of the blocks at their sign up.

4.10 With regard to the query on whether voids could be used as temporary accommodation until a decision was PH advised that this would not be acceptable to LBTH as part of the rules for OHG being a member of the Common Housing Register. PH was asked to raise this with LBTH for a written response. **PH**

Architects Brief

4.11 It was agreed that once OHG make this decision, the draft brief should go out as the RSG are keen to start work with architects to draw up options. LA to copy in the RSG to the invitations to tender. **LA emailed RSG 24/05/19 explaining decision to appoint individual experts and will provide update at the meeting**

Any Other Business with One Housing Group Present

4.12 Last month OHG were asked why one of their chutes was taken out of action, leaving the only chute to be used in a chute room and on the 2nd floor it is not very clean. This has not been responded to. **LA The bin chutes in the corridors were decommissioned following advice from the fire safety team as they kept blocking and a blocked chute presents a serious fire hazard. We are following up with the maintenance team to see if any solutions can be found**

4.13 Residents present explained that they did not like using the chute in the separate room as it has been used by intruders in the past for sleeping, as a toilet and other things! It was suggested that each **LA**

chute room be locked and keys issued to the residents. LA agreed to look at this suggestion.

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| 4.14 | Residents were concerned that the issue they raised of there being are cracks on all the floors between the link bridges and the stair and lift towers of Kedge House has not been responded to. | LA advised that Rhys and Alison investigated this with Bob Buckland, Surveyor but were unable to find the issue. If any resident can explain the issue or meet us to show where the problem is, we will follow this up. | |
| 4.15 | MT advised that he was surprised as you can see the cracks on the entrances to each of the link bridges that connect the lift tower to the homes on virtually every landing. AW to raise with RJ after arranging to meet KV on site to see where the cracks are. | | AW |
| 4.16 | 32 Kedge House – Someone came to look at the window and cupboard issues five weeks ago and there has been no follow up. | LA was advised that this action had been completed. The resident advised that she had not been contacted and LA agreed to take this up again. | LA |
| 4.17 | 2 nd Floor Kedge House – The caretaking is poor and the excrement in the chute room has been there for some time. | LA was advised that this action had been completed. Residents that it was outstanding. | LA |
| 4.18 | 37 Kedge House – Roof leak remains unresolved. | LA was advised that this action had been completed. The resident advised that she had not been contacted and LA agreed to take this up again. | LA |
| 4.19 | Starboard Way -The caretakers are not washing the communal walkways as set out in the cleaning schedule. | Christopher Gunton, Head of Contract Services has shared this feedback with the caretakers (we were temporarily without a full team of supervisors but filled all | |

vacant posts last week). Please let us (RJ, AW or LA) know if walkways are not being cleaned and we will follow up swiftly.

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| 4.20 | Given that the caretaking issues continue across all three blocks, a lack of knowledge of caretakers duties, a lack of action to empty the bins in the children’s playgrounds and remove debris thrown from flats on to the grassed areas, OHG agreed to organise for the Supervisor to hold a walk around for the residents and it will be advertised to all the members of the RSG | LA | |
| 4.21 | 11 Kedge House – The bathroom window around the vent is cracked following the bad winds a few weeks ago. | LA reported that OHG are following this up with the resident | LA |
| 4.22 | 20 Kedge House – The stains from the leaks in the communal hot water system have not been attended to. | LA reported that OHG are following this up with Switch2 to ensure the communal areas are made good now that works are complete | LA |
| 4.23 | Starboard Way – The renewal of the gas pipes has damaged the aesthetics of the block and no warning was given to residents. In some properties the gas meters have been installed in rooms used as bedrooms. | LA reported that OHG acknowledge communication could have been better here. The works were completed by an external company in response to an emergency. As the landlord, we accept we could have been more proactive in communicating the impact of that emergency with the residents affected. | |
| 4.24 | 6 Starboard Way – Has a lone occupant of a 4 bedroomed property who is hardly there. His family moved out shortly after he moved in. Why aren’t OHG taking action to recover the property. | LA reported that the property is a void, available for let. Allocations are currently in the process of hosting viewings. | |
| 4.25 | 30 Kedge House – It was reported that the tenancy at this property needs to be investigated as well as the “tenant” visits to collect letters etc but never stays there. | | LA |

4.26 Kedge House – Water leakage from overflows is penetrating behind the brick skin on the first two floors. Is this damaging the structure? **LA reported that OHG Rhys and Alison investigated this with Bob the surveyor but could not find the issue. If anyone has more information about the issue, please let us know and we arrange for Bob to inspect and advise. MT to advise.** **MT**

4.27 Kedge House Concierge – Residents want an explanation of the role of the concierge, why the airlock system is not used, whether the CCTV is working and why the concierge exercises in the park in the block when on duty? **LA reported that OHG have a new estate services supervisor (Uvane Riley) who is investigating - update pending** **LA**

4.28 LA to ensure that Rhys Jones gives an update on these outstanding issues to all RSG Members by Friday 10th May 2019. **LA reported on the responses at the meeting. Residents present were not happy that the responses were not timely nor were they accurate.**

Any Other Business without One Housing Group Present

4.29 Residents asked when the more detailed surveys are being undertaken. LA to advise. **LA advised that in order to prepare for the architects to draw up the different options, Topographical Surveys, Site and property sizes surveys and structural surveys to check on the buildings for extensions have all been commissioned.**

5 Attendance Log

5.1 The attendance log was noted and it was agreed to remove Rita Cooper from the attendance log.

5.2 It was further agreed that RC contact Husnara Choudhury as she has now failed to attend three meetings. **RC**

6 ITLA Interviews

- 6.1 The meeting was advised that the interviews were held on Thursday 23rd May 2019. The panel unanimously appointed Ray Coyle from Open Communities. Ray explained that he was delighted to be appointed and was looking forward to meeting as many residents as possible.
- 6.2 RC advised that he would be issuing a newsletter out to all residents introducing the Open Communities. **RC**
- 6.3 RC advised that he can be contacted on 0800 0731051.
- 7 Report on the “Starting the Conversation” Questionnaire**
- 7.1 AW circulated the draft wording of the responses to the questionnaires that will be published in booklet form so that residents can see that they have been listened to and to inform the architects when appointed.
- 7.2 RC asked for copies of the questionnaires to be provided to Open Communities. **AW**
- 7.3 AW reported that the responses will be issued to residents in the form of an A5 booklet. MT asked that it be posted in an envelope with a covering letter personally addressed to each tenant as there would be more chance that it would be read. Residents concurred with this. MT further requested that the covering letter also reference RC. **LA**
- 8 Resident Charter Questions**
- 8.1 LA circulated the responses to the questions asked so far that will eventually form the Resident Charter and the offer made to residents at the time of the ballot. Some questions have not had a full response as that will depend on the outcome of the options process.
- 8.2 PH advised that as some responses are too technical and at the moment it is not resident friendly. Until that happens OHG would like to share the responses with the RSG only.
- 8.3 It was agreed that RC should convene an extraordinary meeting for residents only to go through the responses. **RC**
- 9 Architects Brief**
- 9.1 LA explained that OHG had decided that the option to consider the GLA recommendation that in order to streamline developing proposals, landlords should consider appointing architects who lead a team of other specialist services that are required when

developing proposals would not give OHG and the residents control of the process.

- 9.2 Therefore, the brief went out to the architects and out of the 8 that went out, 5 have been returned.
- 9.3 It was agreed that RC and MT work with OHG to shortlist the returns down to 3 or 4 architects.
- 9.4 It was agreed that the interview panel would comprise RC, MT and:
- Marie Batchelor
 - Gemma Finch
 - Michelle Canaway
 - Leanne Ward or Trina Morgan depending on availability.

10 Draft Project Plan

- 10.1 PH attended the next meeting did a presentation on a draft Project Plan. PH showed a plan that went through an options appraisal in 9 months if everything went smoothly. He then went through what happened at the Camden project which took 13 months instead of 9 despite not having any leaseholders. He explained that they had:
- 2 open Public Meetings
 - 5 exhibitions
 - 18 RSG Meetings over 10 months
 - 5 days of drop ins events
 - 96% of residents engaged with the options appraisal process, which means that they had at least two meaningful discussions at home or in an office with a member of the team.
- 10.2 PH explained that they have yet to have a ballot. KV asked why they can not have an early ballot as has happened on Teviot. PH explained that they would want to work up a scheme through an options appraisal before a vote.
- 10.3 Resident present made it clear that they would like a swift options appraisal process so that residents know what the future of their homes are as soon as possible.

11 Any Other Business with One Housing Group Present

- 11.1 Kedge House – LW reported that there was incident in a first floor flat at Kedge and the pace was full of smoke and no alarms went off. Can OHG investigate. **LA**

12 Any Other Business without One Housing Group Present

- 12.1 RSG members were concerned at how can OHG be trusted when the responses to the queries residents raised were poor and **RC**

whether OHG will be able to manage any new homes they will build. RC to raise this issue with OHG.

13 Date of the Next Meeting

13.1 The next meeting will be held on Thursday 4th July 2019 at 7pm.

13.2 The Resident Steering Group meetings for the rest of 2019 are as follows:

- Thursday 1st August 2019
- Thursday 5th September 2019
- Thursday 2nd October 2019
- Thursday 7th November 2019
- Thursday 5th December 2019

14 Meeting Close

14.1 There was no further business and the meeting closed at 8.50pm.