

Resident Steering Group Meeting

Wednesday 13 November 2019

6.30 pm 2 Tadlow

Attendees:

RSG members - 4	Iain Glover (Soundings)
Liz Bishop (RBK)	Cllr. Emily Davey (ward councillor)
Nina Burich (RBK)	Cllr Olly Wehring (ward councillor)
Louise Rawsthorne (RBK)	Cllr David Ryder-Mills (ward councillor)
Malcolm Wood (Countryside)	

Apologies:

RSG members - 3	John Lindsley (RBK)
Janet Edwards (PPRC)	Lurline Cumberbatch (PPCR)

1. **Welcome and Introduction**
 - 1.1. Welcome
 - 1.2. Apologies given
 - 1.3. Staffing update - Lou Rawsthorne is the new Director for CRE regeneration programme. New staff members and leavers were reported.
2. **Minutes**
 - 2.1. Accuracy agreed
3. **Actions and Matters Arising**
 - 3.1. Update on the actions provided
 - 3.2. Phasing visualisation will be a tool going forward and is currently under development.
 - 3.3. Sustainability workshop feedback will be provided in the meeting (item 7).
 - 3.4. PPCR update (6.2 last minutes): confirmed that 100% of households on the estate is in the contract. 6.3 translation query: confirmed that where it has been offered it has been declined and no take up yet. Cllr Davey stated that there are some people who need it.
 - 3.5. Accessible visits to Acton Gardens are being arranged and Cllr Davey asked that all referrals are followed up. RBK officer confirmed that all residents identified as having a disability on verification forms will be informed about the accessible trips and officers are calling residents identified. RBK officer has also begun home visits to Ely Court and verification forms are being returned. RSG member suggested Kingston carers group and KCIL be informed to see if they can identify residents. **Action 32: RBK** RSG member said other disabilities are less visible and needs to be taken into consideration
 - 3.6. Cllr Wehring asked about the decant officer's job title and how this was conveyed to residents. **Action 33: RBK** check job title, how this role is described to residents and consider a change
 - 3.7. Landlord Offer (5.4) - residents asked about the Landlord Offer document and its progress. The team advised on the range of briefings and events that have been happening to engage and consult on the landlord offer. It was

confirmed that further events will be arranged and a draft document will not be available in advance of publication.

- 3.8. RSG member asked about the time that residents would have to read the offer and it was confirmed that it is 6 weeks: the offer is published 3 weeks before the ballot opens for 3 weeks so there is a total of 6 weeks. RSG member stated that if residents don't like the Landlord offer then they will vote no. Cllr Davey reiterated how important it is for residents to get involved early if they have questions. RBK officer added that we have been taking residents' views on style and presentation of content (including accessibility). It was confirmed that a series of drop-ins will take place on December 4, 7, 11 14 and will provide opportunities to talk to residents about a range of topics in the Landlord offer.
- 3.9. RSG member raised her concern that RSG comments at the meeting give the impression that residents are worried, that this is not necessarily representative, and that this needs to be considered in the work they do at RSG. Cllr Davey said leaseholders need support and targeting.
- 3.10. RSG member asked about sessions during purdah. It was confirmed that sessions are officer led and represented only until the election is over.
- 3.11. RSG member said that residents had suggested their voting views at CRERA AGM and Cllr Ryder-Mills said there weren't many votes either way.
- 3.12. RSG member expressed that he felt upset that he wasn't getting a draft of the Landlord offer. His feelings were noted.
- 3.13. Cllr Ryder-Mills asked for some clarification about the sessions, and RBK officer confirmed that we are continually taking feedback by noting areas that residents aren't clear about and suggestions on how to make it clearer. Cllr Davey stated the importance of plain English for the document and RBK officer confirmed it is a significant part of the work being doing. RSG member suggested ongoing information once the document is published and it was confirmed that once published we will have a whole programme of engagement and communication activities taking place. RSG member has reviewed some other documents and recommended the documents and language used by Lambeth and felt that using 'key guarantees' and divided by tenure was convincing Peter. **ACTION 34:** RSG member to share the link
- 3.14. RSG member asked about the ballot date and RBK officer confirmed that the date will not be released during purdah

4. Programme Stream Updates

- 4.1. RBK officer confirmed that updates on the LL offer and ballot timeline have been covered (above)
- 4.2. RP residents have been invited to specific consultation sessions (which have almost concluded) and RBK officer has also conducted 121 visits and Decant policy for RPs is being drafted. Cllr Davey asked about different RPs on the estates and it was confirmed there are shared owners and assured tenants.

5. PPCR Update

- 5.1. RBK officer presented the PPCR report and sent PPCR's apologies that they are unable to attend this meeting. Key updates in their report were provided

on PPCRs reach over September: numbers engaged, types of engagement they have undertaken, and issues raised.

- 5.2. PPCR will attend RBK sessions and run some of their own once the LL document has been published to provide independent advice for residents
- 5.3. Cllr Davey queried a figure provided in the report and it was confirmed that it was households/homes. Chair asked about the extension of PPCR contract and it was confirmed that contract is extendable for a year in 3 month tranches.
- 5.4. Chair raised concerns that numbers of people going to Acton Gardens is low. Countryside rep confirmed just under 100 have been and 4 further visits are planned in Nov and Dec. Despite booking, some people don't turn up once booked. Community showroom has option to have a view of the estate. Cllr Ryder-Mills asked about maximum attendees per trip and Countryside rep explained that it is harder to provide the best quality trip if there are more than 12-14 attendees and therefore the preference is to arrange more trips to meet demand and that these can be provided in the evenings and weekends. Added activities and refreshments are provided to make the visit attractive. Cllr Davey suggested that parish rep and Sikh leader (via the local Gurdwara) on the estate could go with residents on the visit and advertise via schools.

6. Communication and Engagement Programmes

- 6.1. Soundings updated RSG on the communication and engagement plan and shift towards LL offer. Phoning residents has been welcomed and a successful form of communication with residents over the last couple of weeks, providing a general update on the programme and offering help. Soundings will be supplementing calls with door knocking, setting up some pop ups around the estate to provide information and sign up for the calls.
- 6.2. Drop-ins for residents will pick up on key information which residents have highlighted as important to them and supplemented with flyers, banners, posters, text message service. We will be using this engagement to inform and engage with residents. Specialist teams at the sessions and in Tadlow Hub will provide a one stop shop for questions and we will also offer home visits
- 6.3. RBK officer asked RSG about how we can encourage people to visit Tadlow Hub. Weather will be a challenge. If residents have issues with the council they may not want to engage with the council. Cllr Davey said it was important to consider the benefit of going to people rather than expecting them to come to the Tadlow Hub. She also suggested using the entrances and exits to the estate at key times to engage with residents. Cllr Ryder-Mills suggested walking and talking with residents or finding places they have to be.
- 6.4. Soundings rep said this will be part of the pop up strategy, waiting by the lifts etc and asking about when the best time to call and it was confirmed that it was important to have different avenues.
- 6.5. RBK officer updated on some of the work that has taken place after meeting RSG members to discuss targeted engagement. It was confirmed that we RBK have a database of all engagement, a translation poster has been created and distributed across the estate, and a poster promoting Tadlow Hub

is also going to be completed soon. RBK have also arranged accessible trips to Acton Gardens and social events following resident feedback

- 6.6. It was asked whether we are working and coordinating with PPCR and it was confirmed that we are coordinating work, sharing expertise but are not duplicating
- 6.7. Kingston Advocacy service are also working on the estate. This is not specifically on regeneration but using these services to signpost residents. Both this service and PPCR are using Piper Hall

7. Feedback from sustainability workshop

- 7.1. Countryside rep gave an update on the workshop and went through aspects of sustainability, social impact, energy, and the buildings fabric covered in the session noting the reduction in carbon and energy use between existing and new dwellings. It was highlighted that important themes such as central heat production, energy efficient buildings and using technology to best advantage with consideration to future developments were covered including innovative ideas such as using energy from the Hogsmill.
- 7.2. Useful feedback from RSG was provided and is being followed up, such as the maintenance of ventilation systems.
- 7.3. RSG member asked about properties being cooler in the summer and Countryside rep said that there are regulations around airtight buildings and the importance of ventilation systems and reductions to buildings overheating. Cllr Davey asked about the ventilation system and Malcolm said it will not be easy to block the system but it is important that residents do not turn off systems to keep the air moving and to avoid damp. Design of soil vent pipes was discussed and the importance of education for residents on waste disposal.

8. AOB

- 8.1. Date of next meeting, 16 December confirmed, RBK officer will email residents about whether they are able to attend at the earlier time of 6pm
ACTION 35: RBK
- 8.2. Cllr Wehring asked about whether the vicar from St Peter's Church could attend RSG. There was a discussion and debate about membership of RSG and the range of potential stakeholders this could involve and that the purpose of RSG being for residents living on the estate. RSG member said that St Peter's work with residents and are on the perimeter of the estate and other members highlighted there are a number of other representatives this could also include and perhaps they should be invited when the agenda is pertinent. There was disagreement among the group. **Action 36:** RBK to review ToR and get clarity for RSG
- 8.3. RSG member raised lack of engagement from other residents
- 8.4. RBK officer advised that they are contacting residents that are interested in joining the RSG and some that would like to start attending. It was agreed that they should be invited to RSG with a pre-meet with current members in order to welcome and brief potential new members.

Meeting closed 8.15pm

