

LAMBETH RESIDENTS STEERING GROUP MEETING 16th OCTOBER 2018

PRESENT: Helen Rose, Roy Lavercombe, Matty Phelps, Sally Corbett, Jackie Boorman, Stevie Mckenzie, Georgina Osborne, Esther Muiruri, Waleria Lopes, Leon Leslie, B. Befekadu, S. Ghebremeskal.

Source Partnership: Carol Squires, Nazia Hussain

1.0 Introductions

Action

The meeting commenced with introductions, no apologies were received.

2.0 Minutes of Previous Meetings

SM queried question 4.0. Who was eligible to vote had not been clarified in her case and other households with adult children and those between 16-18 years old who are listed on the tenancy but not joint tenants. CS will email the Electoral Reform Service (ERS) to confirm.

CS

3.0 Reviewing the Residents Charter

3.1 Rehousing

- Section 6 refers to the phasing process of each block on the estate.
- Residents would like to be pre-allocated a property and given a greater choice in this matter. Also concern for the residents in the last phase of the process as they may not be given as much choice as residents in first phase.
- Regarding rehousing adult children need clarity on where will they be rehoused? Preferably would like rehousing with a separate tenancy on the estate.
- Residents with disability or family members with disabilities want personalised disabled bays near their homes with ease access.

3.2 Rents and Charges

- Residents want an annual review of all service charges. Ensuring value for money and a cap on the annual rise.
- Charges should be itemised and include all cost e.g. Lift insurance, CCTV, fob entry ground maintenance.
- Heating Charges want proof of costs to residents compared to the cost of heating now.

3.3 Home loss and Disturbance Compensation

- Residents want the documentation to clearly state that Home loss is reviewed by Government annually
- Should include reimbursement for tenant improvements such flooring, built in wardrobes.
- Residents who are unable to take large furniture would like replacements or adaptations where possible.
- Where reimbursement for resident improvements is considered there should be an independent valuation of these improvements

3.4 Moving

Action

Regarding timescales residents would like 2-4 weeks window for move as time off will be needed for those who have previous and /or work commitments also longer in exceptional circumstances

3.5 Design Development

Residents want involvement in the design of the layout of rooms especially regarding placement of sockets, radiators, position of T.Vs and blank walls. Cs advised that these issues would be part of detailed design post-ballot

3.6 Community Involvement

The group felt that not enough training has been provided to date and that training had been offered direct to just one member. Steering group members would like more opportunities for training in technical and design skills

4.0 Reviewing Offer Document

- Page 2: Residents would like the explanation on what happens if estate votes NO, to be of similar sized paragraph as the explanation of the yes vote. It should include that all repairs and daily maintenance of flats will be carried out as normal; also that overcrowded households have the option to move via the transfer system.
- It was felt that pictures, photos and illustration need to be clearer, larger and improved upon especially more detail of heights, sizes and labelling where appropriate.
- The offer document needs to include stacking plans, so residents can see the position of each flat in block.
- Page 4: residents disagree with the point that there is a high number of tenants on the estate that are in their 50s and 60s.
- Page 5: Possibility of parking being managed by the TRA?
- Page 8: Instead of SOME one -two bedroom flats not being dual aspect, resident think this should be 50% as residents were told during the design consultations.
- Page 10: Regarding management of estate there needs to be more explanation of the role of the "new" housing officer, including assurances that they will get the same level of service as the private residents on the estate.
- Page 11: In the aerial view of the estate want a clear labelling of play space, private and communal areas.
- Community Space possible to relocate to bottom of tower block with the TRA managing the daily running of the centre?
- The Offer Document regarding service charges must include costs for each tenant, including a cap on yearly increase.

5.0 Timetable

CS advised that the Offer Document to be issued by Riverside at the end of October. Ballot process is proposed to commence early November with resident given a 3-week period to vote. Some residents present felt that this is rushed.

6.0 Any Other Business

Time constraints did not allow for any other business to be raised, a couple of residents raised personal issues after the formal end of the meeting which will be referred to Riverside

Action

CS

7.0 Future Meeting Arrangements

- Tuesday 30th October 2018
- Tuesday 4 December 2018

The meeting closed at 8pm