

At a meeting of the Central Hounslow Area Forum held on Thursday, 30 August 2018 at 7:30 pm in Committee Rooms 1 & 2, Civic Centre, Lampton Road, Hounslow.

**Present:**

Councillor Ajmer Grewal (Chair)

Councillor Karen Smith (Vice-Chair)

Councillors Bandna Chopra, Pritam Grewal, Nisar Malik and Jagdish Sharma

**Apologies for Absence**

Councillor Tom Bruce.

**1. Confirmation of Chair**

Members unanimously confirmed Cllr Ajmer Grewal as Chair of the Central Hounslow Area Forum as confirmed by Borough Council on 22 May 2018.

**2. Confirmation of Vice-Chair and appointments of the Area Forum for the Municipal Year**

Members unanimously confirmed Cllr Karen Smith as Vice-Chair of the Central Hounslow Area Forum and as Community Champion.  
No other appointments were made.

**3. Area Forum Terms of Reference**

The Area Forum Terms of Reference as confirmed by Borough Council on 22 May 2018 were noted by the Central Hounslow Area Forum.

**4. Apologies for Absence, Declarations of Interest and any other Communications from Members**

Apologies were received from Cllr Tom Bruce for absence and Cllr Nisar Malik for lateness.

**5. Police Reports**

Please see the reports (agenda item 5).

The reports were presented by PC Chris Kendall, who had been drafted in at short notice following Sgt Huntley's deployment on duty. He apologised for lack of local knowledge as he was ward officer for Cranford. Members noted the report and expressed concerns on matters including drug dealing in Beaversfield Park and drug dealing and anti-social behaviour (ASB) in Kingsley Road, the High Street, School Road and the surrounding area. PC Kendall made reference to the Borough's Controlled Drinking Zone (CDZ). The question was raised as to whether the CDZ had been replaced by a Public Space Protection Order (PSPO), something which PC Kendall was unaware of. He stated that any PSPO could not be enforced unless there were signs advising of its existence. It was agreed that checks would be made to ascertain the situation.

For the record the PSPO was agreed by Cabinet at their meeting on 12 December 2017 and implemented from 22 December 2017, replacing the CDZ which had already expired.

**6. Minutes of the meeting held on 22 February 2018**

The minutes of the meeting held on 22 February 2018 were agreed to be an accurate record.

**7. Matters Arising**

There were no matters arising from the minutes.

**8. LIP AF Briefing Note Final**

Please see the report (agenda item 8)

The report was presented by Harris Vallianatos and Gareth James, who advised that the current report was an early draft version, the final version of which was to be presented to Cabinet before March 2019. Following questions from Members Mr Vallianatos advised that there would be an eight week public consultation from early November 2018, ending around Christmas. Mr James stated that the report was the basis of an extremely important policy area which would determine the Borough's transport strategy for the next 20 years. He urged Members to encourage residents to take part in the consultation as public input was vital.

**9. Open Forum for Questions from the Public (Maximum of 30 Minutes)**

Please see the presentation included as part of 'Open Forum' in the agenda (item 9).

The attached presentation was shown at the meeting as PowerPoint slides.

Cllr Nisar Malik arrived at the beginning of Open Forum.

The meeting was addressed by Concorde Close Residents' Association Chair Fran Smith and Vice-Chair Yasmin Mulbocus and two representatives of Home Group Housing Association, Lead Development Manager Emma Murgatroyd and Development Manager Tom Ruse. A large number of Concorde Close residents attended.

Ms Smith spoke to the slides as they were shown. In response Mr Ruse advised that he was working on the regeneration of the estate and Home Group (HG) were looking at options not only from their own housing stock but also speaking to estate agents to find what properties were available. No announcements had been made to date as HG wished to speak to every household to ascertain each individual specific need. No planning application had yet been submitted and Mr Ruse assured residents that HG would work with them. Members asked when residents could expect to be informed and Mr Ruse advised that HG intended to submit planning application in autumn 2018, then hold one to one meetings with residents into early 2019.

Ms Mulbocus stated that Concorde Close residents had worked extremely hard to improve their area but had been the victims of crime including a stabbing and the estate suffered from drug dealing and prostitution. It was vital that any plans for regeneration be shared before they were put through to allow people to have substantive input. Following the tragedy at Grenfell Tower residents needed to know all about the company chosen for construction and their history. Some tenants had lived on the estate for forty years and all were anxious to have a clear timeframe for the future. Mr Ruse advised that a meeting would be held for residents on 3 September where designs would be shown. He confirmed that the meeting would be public

and Councillors were very welcome to attend.

Ms Smith asked the following questions, which had previously been submitted in writing. Written responses to these had been given by Home Group, which now follow the questions in blue typeface:

1. Where will residents be rehoused in the decanting programme of the Concorde close Regeneration? (Planning due to be submitted Autumn/Winter 2018)

There has been no definite confirmation in writing from Home Group or the London Borough of Hounslow as to where residents will be temporarily housed if they intend to return to the regenerated site or rehoused to another location if residents decide they do not want to be included in the regeneration.

- Many want to stay in the Hounslow Borough, will LBH be able to facilitate this?
- There are new developments in the area that would meet many residents' needs, can this be explored as priority housing options for the displaced residents?

We understand that the majority of residents want wherever possible to stay as close to Concorde Close as they can. We will do everything we can to facilitate this. Home Group are exploring a variety of rehousing options including working with local estate agents, working with Hounslow council or using our own stock.

Customers can have a wide variety of needs and we'll be continuing to work closely with our customers to understand what's needed so we can take that into account. A large amount of this work has already been done.

As planning permission has not been submitted yet and a planning decision will still be several months away, it is too early for Home Group to enter into leases on properties at this stage, which is why we've not been able to provide any solid confirmation as to where customers will move to. Once planning has been submitted, one to one meetings will be held with each household to best understand their requirements for the temporary move.

2. Due to health and noise pollution concerns, residents would prefer not to live on a building site during the demolition. Can LBH ensure that we are all moved out before work commences?

The CCRA have voiced residents' concerns and we have not had anything in writing stipulating that residents will all be moved out well before work commences. Home Group had initially given the impression that they wanted to work through the demolition process in phases which meant residents would be temporarily rehoused at different times. This means that there would be some residents subjected to health & noise concerns of living on a building site.

Home Group's preference is to move everyone away from the site during the whole construction period rather than splitting the development into phases. This will ensure a speedier construction programme and has also been suggested by our customers as their preferred way forward. However, there may be cause to phase the development and although unlikely, we cannot guarantee this will not be the case at this stage. We

will of course ensure all customers are fully aware of the construction programme several months in advance.

3. Residents ask to be consulted, notified in writing by the LBH of any meetings in relation to the planning & regeneration process of Concorde Close.

Although Home Group have been communicating to residents through design workshops & coffee mornings due to an early intervention from the CCRA and residents in July 2017 when news of the regeneration was first made known, key questions that affect the livelihoods, lifestyles and wellbeing of vulnerable families and elderly residents have yet to be addressed and this needs immediate attention. All communication and news must be put into writing to give residents peace of mind in order to minimise distress.

Between July 2017 and August of this year, Home Group has held 3 information sessions, 4 design workshops, 2 young persons' workshops, 5 coffee mornings and 2 site visits to another Home Group regenerated estate. We have also sent newsletters to customers in between engagement sessions to keep them updated on the progress of our proposals.

Housing need data has been collected directly from households with 40 of 43 all having fed this information back to Home Group and the new development has been designed with this in mind.

Last week we sent a letter to customers setting out in writing our 10 promises to all customers and on Monday 3rd September, we have a session where we will give our customers a preview to the development proposals ahead of the public exhibition. We hope these promises will form the basis of a meaningful conversation with customers and eventually form the backbone of our planning submission.

That isn't the end of the process by any means. We have far more customer engagement planned over the next stage of the process, for example in the one to one sessions that are coming up we hope to learn about anything else we need to be aware of for each household for the temporary move and their requirements for their new home. From hereon if there are other ways in which customers suggest we could better communicate with them we are of course open to it.

Ms Smith advised that a letter had been received with ten commitments, HG had nonetheless been very vague about temporary housing. Nothing had changed for months and residents felt that HG had perhaps thought of everything except what mattered most to tenants. Ms Mulbocus added that residents came from a very wide range of backgrounds and included youth with tremendous potential that needed to be fully nurtured, which would be disrupted should they be scattered from people they knew and were sent to schools in different areas. Ms Murgatroyd agreed, stating that HG knew the local community to be a strong tight-knit one that the Housing Association did not want to break up. They were doing their best to redevelop in a single phase but couldn't guarantee, it was not their intention to displace anyone. Unfortunately it was not possible to give promises where everyone would go, as it may well be that no one area would suit every resident. This was why HG intended to speak to each household to ascertain their particular needs.

The Chair asked if a planning pre-application had been submitted for 20 September and it was confirmed that it had. There would be a consultation prior to the hearing and HG intended to speak to neighbours of the estate as well as residents of Concorde Close itself.

Responding to questions from Cllr Nisar Malik Ms Murgatroyd advised that HG had made a

written commitment that residents who wanted to come back after regeneration would be able to and that help would also be given to those who did not want to return. The move would cost residents nothing financially and HG would pay the statutory disturbance payments, help them with boxes and other assistance. Vulnerable residents would be offered help with packing. Cllr Malik asked if there might be a danger that any consultation may be somewhat academic if HG had already created the design they wanted and intended to stick to it; he asked if they were prepared to change their minds if residents made suggestions. If changes were to be made, what were the cost implications? Ms Murgatroyd advised that design workshops had been held and people invited along as the design progressed. There had been an outline plan to begin with and residents had been asked where they wished to live; their responses had been taken into account as work progressed. An engagement session had been attended by 81% of residents. Cllr Malik asked for feedback from the Residents' Association, which Ms Smith and Ms Mulbocus agreed. Cllr Pritam Grewal asked the residents to attend planning meetings and advised that they should submit questions if they wished.

Open Forum was then addressed by Ms Ann Burgess, a resident of Logan Close. She advised that she had never seen an estate manager, the caretaker was ineffective and bins weren't emptied. No drinking signs were routinely ignored but people didn't feel they could inform the police of street drinkers causing problems when there was so much serious crime including stabbing and even shooting. Ms Burgess wanted a housing officer to visit to witness the street's problems; there was litter everywhere and she had witnessed street sweepers standing outside smoking, ignoring the mess. Litter had become so bad that her house, which she owned and kept spotless, now had mice as a result of rubbish outside. An overgrown tree outside her house had blocked a drain with its roots; council workers had fenced the tree off six weeks previously but had done nothing to solve the issue. The matter had been reported by her late husband, who had died five weeks ago, two years before but nothing had ever been done. Inconsiderate drivers, not even from the road, regularly blocked her garage doors and made the street too narrow for emergency vehicles to access. Her husband had informed the police many times but again, nothing was ever done. The number of violent crimes, including a pensioner getting shot and a woman being shot in the nearby park, had made Mrs Burgess effectively a prisoner in her home at night, afraid to walk her dog. The police and council alike had, in Ms Burgess's opinion, forgotten that the road existed and she described it as akin to a warzone. Ms Burgess was applauded by Concorde Close residents who shared many of her concerns.

Cllrs Jagdish Sharma and Banda Chopra advised that they were ward Councillors for Hounslow West, which included Logan Close. They expressed sympathy for Ms Burgess but added that she had not contacted them so they had been unaware of issues until now. They urged Ms Burgess to write to them, attend ward surgeries, or if she preferred, they would visit. The Councillors shared their contact details and advised that they would speak to the Highways Department, Police and local Housing Associations and make every effort to address residents' concerns.

**10. Any other business the Chair wishes to take on the grounds of urgency.**

There was no urgent business.

**11. Protocol for Speaking**

**12. The date of the next scheduled meeting is 8 November 2018**

**The meeting finished at 9:00 pm.**

The minute taker at this meeting was Bill Lee