



CONCORDE CLOSE
RESIDENTS ASSOCIATION

"An amplified voice for residents' concerns, united we can make a difference"
**Meeting Minutes| Concorde Close Issues | 20th Feb 2019 | Start: 7pm | Coffee Republic,
Hounslow High street**

Meeting Minutes

1. Introduction

- Meeting rules
- Attendees to sign a register
- Committee introductions
- Last meeting overview 28.01.19 (Meeting with Home Group Regeneration team)
- Accounts

2. Overview of CCRA key achievements

- **November 2018** - CCRA spoke at the Hounslow central public forum meeting where ward councillors were present as well as Home Group. This meeting put Home Group under scrutiny to ensure that residents would be informed and consulted throughout the planning process.
- **December 2018 – January 2019** - Winter craft workshop carried out with young people which benefitted intergenerational volunteers from Concorde close. The workshops were funded by London Borough of Hounslow's small grant.
- **2016 onwards** - ASB (Anti-social behaviour) The CCRA have been in contact with the local police and community support team on a regular basis to keep them informed on all crime related activity on Concorde close we were working in conjunction with our NHW coordinator to feed information to Home Group and the police.
- **Summer 2018 - New contractors assigned for Maintenance** - Petition to have contractors' contracts revoked – Due to poor workmanship the CCRA formulated a petition backed by all residents to have ROALCO & Mears contracts terminated. New contractor for MPS to commence in April 2019. MPS is a division of the company MITIE. Home Group have stated that they would carry out an improved service going forward. Matt Wondrak the maintenance manager has stated that he is confident that they will meet the expectations.
- **July 2018 – Feb 2018** – Improvement works on Concorde close such as fencing with pin lock gate to limit access to non-residents. Additional communal snag works being carried out based on site expectations carried out by Home Group maintenance management & the CCRA.



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3. CCRA Future goals

- **Improvement works to improve safety** – Try and apply pressure on Home Group fitting security doors in the interim period of Home Group seeking planning for the development.
- **Support Home Group Regeneration** – By working with Home group to try and achieve a positive outcome to improve the lives of tenants of Concorde close.
- **Community initiative / workshops** – feedback forms, what community initiatives would you like to see?
- **LBH CCTV**
Contact Hounslow Central Ward councillors (Cllr Pritam Grewal, Cllr Amjer Grewal, Cllr Nisar Malik)

4. Questions for residents

1. Regeneration going forward – How would you like to be consulted? What questions would you like the CCRA to put forward to Home Group?

- *Residents that attended stated that they wish Home Group to update them on the status of the process via post as they are happy with the current design however if Home Group need to make small alterations to the design to ensure that the planning is granted then they would like to be consulted in a more personal setting, residents have mentioned that going forward this time they want to have more personal 121 meeting with Home Group in their Homes.*
- *Following the decision of the of the Planning Permission rejected, one resident mentioned that they would like to know as a resident the transparent communication which would now takes place between the residents and Home Group with regards to the next step to the Regeneration process. The last meeting with the Cllrs, it was a surprise to find out that the original planning consisted of 12 floors, which was eventually halved into 6 floors. Neither the CCRA or the residents were aware of the initial plan. Furthermore, were certain comments omitted from the document that proposed the initial planning, if so why?? (This is directed to the HOME Regen group)*
- *How would the allocation of moving residents into their temporary/permanent (those moving away from CC) Homes be allocated - i.e how would this be regulated using a fair process.*



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2. Communal space improvement - What do you think of the improvements to date? Do you feel that security doors are needed?

Residents still feel more can be done about the access to the stairwells as residents still feel at risk and vulnerable from anti-social individuals accessing these areas such as drug dealers, drug users, rough sleepers, prostitutes, crime opportunists.

3. Anti-social behaviour - Do you feel the increase of rough sleepers is impacting the crime levels within our neighbourhood?

Residents feel that there is a big impact on the neighbourhood such as increased vehicle crime, theft, anti-social activities such as drugs. We discussed the impact statement that the local police would like local residents to provide and it was agreed that rather than having laws in place to remove the individuals there should be more to support then individuals for a long term solution to get them off the streets permanently. More policing not only on the high street but in residential hot spots for crime.

4. Do you feel that the CCRA are good representations for residents? Do you think we are engaging with residents enough and keeping you all adequately informed? Do you have any suggestions for improvements?

Residents appreciate and are happy with what the CCRA have achieved and the work that is being carried out to improve tenants living environment. No further comments on improvements.

5. AOB

A residents 14-year-old Granddaughter read and presented a letter stating how she felt about her Grandmothers safety based on her observations when visiting Concorde close. This letter has since been emailed to Home Group management for their reference.