

Home Group – Concorde Close Residents Association (CCRA) Meeting (June 19) Minutes

Monday 3rd June 2019, 18:30, Hounslow Community Centre

Attendees

- Fran Smith (FS) – CCRA
 - Dan Smith (DS) – CCRA
 - Emma Murgatroyd (EM) – Home Group
 - Anthony Malek (AM) – Home Group
 - Matt Angus (MA) – Home Group
 - Clarke Heron (CH) – Field Consulting
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18:30 – Introduction – CH introduced MA, who will be replacing Tom Ruse on the project going forward.

Item 1 – CH opened picking up on key actions or updates from the minutes of the previous meeting (11/03/19):

1. Building Survey

CH / EM confirmed that the building survey had been carried out, however the outcome was that additional survey work would be required. This would include further surveys on the void properties in particular as these properties would be suitable for more detailed surveys without disturbing existing customers.

DS asked whether this was for the purposes of demolition or for presentation to the Council.

- EM advised that it was for multiple purposes and would be used to guide Home Group in future course of action regarding Concorde Close, be that ongoing maintenance or potential future planning applications.

2. Home Group Stock

AM advised that Home Group had developed a graphical interface model of their stock locations. Home Group staff had undergone training on the software in May and AM will be in touch with his colleagues this month to determine how Home Group present this to customers at an information session.

3. GLA Engagement

EM confirmed that she met with the GLA Housing Officers shortly after the previous meeting with the CCRA in March. EM advised that Home Group has signed up to become a Strategic Partner of the GLA and that the GLA were keen to work with Home Group and would fund the affordable element of the scheme and would provide further assistance where appropriate.

FS asked whether regeneration ballots as proposed by the Mayor of London, Sadiq Khan, would be required at Concorde Close, or whether the CCRA petition would be enough.

- EM advised that the ballot would not apply to Concorde Close as there is a threshold of 150 units to require a ballot, which Concorde Close does not meet. However, the petition from customers will be very helpful in demonstrating to members the support that exists among customers for the regeneration. It was agreed that there was some confusion at committee from members as to who were customers and who were neighbours, which the petition should help to clarify. It was also agreed that CCRA and HG would determine whether any of those who had signed the petition had moved away from the estate permanently since signing.

4. Coffee Mornings

In March it was agreed that due to low attendance and until a more significant update was available on the proposals for the estate, that Coffee Mornings would be paused. It was agreed that Coffee Mornings will be reconstituted from September onwards.

Item 2 – Home Group Update / Ongoing Engagement

CH / EM advised that the deadline to appeal the original refusal is 10th June, as such the appeal option has been dismissed by Home Group. This decision was not taken lightly and was the result of engagement with officers, members and legal Counsel. The key rationale behind this was the potential length of the appeal process, which could last up to two years and could be detrimental to the possibility to engage with officers and members around changes to the refused scheme.

DS asked what the other options are and whether there would be changes to the planning application or whether the same application could be re-submitted? DS noted that the key concern of neighbours was height and asked whether compromises could be made.

- CH advised that changes would be required, and that the same application couldn't be submitted as it would need to address the reasons for refusal and the concerns of members and neighbours.
- EM noted that Home Group need to explore all the other options that were raised in order to address the concerns of members and better understand and demonstrate what could be delivered on the estate, this would include the potential refurbishment option members raised at committee.

CH advised that Home Group would convene a meeting in July to outline the potential options and the process Home Group would undertake to analyse and explore each option. Home Group would then present the options and findings (including the pros and cons of each and allowing an opportunity for feedback) to customers, neighbours and members after the summer holidays.

- FS welcomed the ongoing engagement with customers and neighbours and the range of options to be put before the customers.
- FS confirmed that customers were happy to engage with Home Group alongside neighbours.

FS / DS advised that local members had enquired about information on the regeneration and that the relationship with neighbours has been tense at times and at others non-existent.

- CH advised that Home Group would now seek to engage with members directly and that members and neighbours would be invited to community events, beginning with the first meeting in July.

FS welcomed the estate day in July, however noted that it would be helpful to move it to a Saturday in order to get more of the customers involved. As such, AM will look into logistics of moving Estate / Community day to either Saturday 27th July or Saturday 3rd August and will confirm with CCRA. AM confirmed it would likely be held between 12-3pm and that there would be information available at the Estate day regarding the Secure by Design engagement.

- DS / FS noted that no plans were in place for a street party as there was an expectation the planning application would be approved, however was keen to combine the estate day and community day into a more community focussed event, which can facilitate more informal conversations with customers.
- FS noted a preference to include a children's boxing performance for example and the CCRA would apply to the Council to close the road for the duration.

AM confirmed that Home Group were targeting the end of June to distribute the first newsletter, with the next in September and the third in December.

AM asked what (if any) experience the CCRA have had with the new contractor MPS, who have replaced Roalco.

- FS / DS confirmed they have had little engagement with them but queried whether their vehicles would have Home Group Branding.
 - AM / EM confirmed that they should have Home Group branding.

DS advised that despite No34 being vacant that the former resident's son has been seen around the property.

- AM advised that the locks have been changed and the property alarmed so there would be no way of them gaining entry to the flat without Home Group being made aware.

FS / DS confirmed that they are happy with current vacant property procedures which are working well and that there was no need for guardian scheme at the moment.

- EM advised that this could be kept under review.

Item 3 – CCRA Update

FS noted that customers have no outstanding questions beyond the next steps for the regeneration that were addressed under item 2 and are happy with the direction of travel at the moment.

The publication of minutes of each of the meetings between the CCRA and Home Group has helped keep the customers informed and answers many of the questions they would otherwise ask.

CCRA noted that there has been an improvement in maintenance around the estate and that the camera installed by the Council has made a difference in the level of anti-social behaviour experienced on the site. FS asked that Home Group put up more CCTV cameras and that the current camera is not good enough quality to be used by local law enforcement.

- AM advised that Home Group are currently exploring options regarding new cameras and customers should receive a letter in due course.

FS advised there were ongoing concerns regarding lighting and access to block one.

- EM advised that the Regeneration Team is happy to escalate any issues to the wider team.

Item 4 – Next Steps

AM advised that the newsletter will be issued around the end of June.

CH advised that Home Group will invite customers to the first community meeting in mid-July on the options for the estate. This will outline the process and options on the table for the estate going forward.

This would be followed by the next regular meeting with the CCRA around the week commencing 22nd or 29th July.

Item 5 – AOB

NONE

19:15 – ENDS
