

# Concorde Close – Home Group CCRA Meeting Minutes

## July 2019

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Monday 29<sup>th</sup> July, 18:30, Hounslow Community Centre

### Attendees

- Dan Smith (DS) – CCRA
  - Fran Smith (FS) – CCRA
  - Rose Ayree (RA) – CCRA
  - Anthony Malek (AM) – Home Group
  - Matt Angus (MA) – Home Group
  - Robert Morrirt – Home Group
  - Clarke Heron – Field Consulting
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### Minutes

**18:30** – CH opened meeting and thanked CCRA members for attending.

#### Item 1 – Review of Previous Minutes (3 June 19)

CH noted that there were few outstanding actions required from the previous meeting in June, however updates were provided on ongoing building survey works, Home Group Stock and the resumption of Coffee Mornings.

- It was confirmed that further building surveys will be required throughout the summer to inform the various scenarios being consulted upon. This would include a structural engineering survey for example, which would be needed to determine if Option 3 and the inclusion of a lightweight structure on the existing building frame is possible.  
FS noted that there were always concerns stemming from Grenfell regarding structural additions.
- AM confirmed that Home Group were finalising the Graphical Interface Model that would illustrate the type and location of Home Group stock across the country. It was noted that Home Group has larger units the further outside of Central London that you travel.  
Testing and uploading of all 55,000 Home Group units is ongoing, with only a further 2-3% required. MA confirmed that HG can look into specific areas already uploaded in the meantime.  
AM confirmed that the model would be demonstrated in one to one meetings with anyone who is seeking to leave the estate to determine possible alternative locations.
- It was confirmed that coffee mornings and the next meeting with the CCRA would resume following completion of the next meeting with customers and neighbours on scenarios.

## Item 2 – Home Group Update & Ongoing Engagement

Home Group provided an overview of the recent meetings with Councillors, customers and neighbours welcoming that the customers remain supportive of a regeneration and noting that there was little change in the position of neighbours who have exhibited little willingness to compromise.

FS agreed and advised that the CCRA are willing to apply pressure to the elected members, possibly by attending the Public Forum Meeting in September / October to express their support for the regeneration and to record their grievances with the handling of the previous application. CCRA want the way the Committee determines the application to be changed, with a completely independent or neutral panel in place of councillors.

- RM and CH advised that the current planning system is designed to be independent and neutral and while recognising that this is not always the case, this will not change.
- RM advised that there are longstanding issues within Hounslow Council and that Councillors were out manoeuvring both Home Group and customers. Therefore, Home Group need a common strategy with customers to ensure that neighbours cannot drive a wedge between Home Group and customers as they have done previously and at the consultation meeting in July.

There are clearly issues that need fixed on the estate and Home Group are committed to addressing these, but some of the issues raised are being used as a distraction by neighbours and members. RM stressed the need to be more disciplined and joined up in our approach and the Forum may not be the best approach to achieve this. Home Group will work closely with customers to devise a strategy of engagement (Including with local MP Ruth Cadbury) to bring pressure on members to support the scheme. This will be a more overt approach than previously as Home Group know what to expect from neighbours and members.

- FS agreed to put an appearance at the Public Forum on hold, commenting that the previous appearance at the Forum had inadvertently provided Councillors with more ammunition to use against Home Group.

DS noted that neighbours feel they are protected by their relationships with Councillors and FS felt that the priorities of Councillors are wrong, with a greater emphasis on begging than on serious ASB for example.

FS and DS updated on conversations they had with Cllr Pritam Grewal at the estate day, where he stated to FS that Home Group were being 'greedy', and that Councillors will stop the scheme going higher but will develop infill areas. While he spoke to DS about adding one storey in height on blocks A and C (nothing on Block B) and infill housing. It was agreed that this kind of contradiction is common and unhelpful.

RM noted that the most likely compromise would be a four storey development, which would go some way to meeting the concerns of neighbours and members, but MA noted that this will clearly depend on financial viability and that whatever option is undertaken will likely generate objections from one party or another.

DS asked what Home Group would do if the application was refused again and what the success rate of appeals is?

- RM advised that Home Group has an opportunity to submit another application within 12 months of the refusal, without the need for a planning fee. It was also noted that it was regrettable that the refused application was not appealable due to the way it was technically written and how the Council refused it. He stated that the new application will need to be appealable and if it is refused again the only option will be to appeal or not second time round. MA advised that appeal success rate was at best 50/50 and would lead to a considerable delay of possibly 18 months or more.

RM addressed a number of maintenance concerns highlighted by FS via email in advance of the meeting.

- Home Group has received a quote for new security gates / doors at stairway access points within the estate and hope to have these installed before the next newsletter is issued in October.
- It was confirmed that discussion of security gates referred to those at the stairwell access points within the estate and not an external gate on the road entrance to Concorde Close. Home Group are investigating if the road is adopted and who has responsibility for this.
- RM asked what the police response was like to ASB at Concorde Close and noted that CCTV would not solve all the issues on the estate.  
DS noted that police response times were poor and that CCRV has helped but that police could do more.

FS asked what further engagement will be held with neighbours?

- CH confirmed that neighbours will be consulted throughout, more so than previously, which is why they were informed of the process and scenarios at the same time as customers. It was noted that during individual discussions with neighbours there was a greater willingness to compromise than during the theatre of the wider meeting.
- RM noted that from the outside the neighbours looked more united than customers and we need to flip that and ensure a united front. Ideally Home Group aim to bring some neighbours to our cause with an acceptable compromise.

### **Item 3 – CCRA Update**

Most of the CCRA questions were addressed in the above discussion.

FS noted that Yasmin Mulbocus had sent an email with a number of questions, most of which were addressed in the previous discussion. Home Group has since responded to the email addressing the questions raised.

FS queried whether it would be advisable for the customers to take legal action against the Council?

- RM advised that this would not be helpful and that this would be a very expensive effort against a well resourced opponent and that energy and attention would be best utilised elsewhere.

FS asked whether housing Concorde Close residents elsewhere within Council stock had been discussed with the Council?

- It was confirmed that this has been raised but the Council has been non committal and that Home Group would be prepared to look into this as an option if there was a solid commitment from the Council, but this has not been forthcoming.



#### **Item 4 – Next Steps**

Home Group agreed to progress the various maintenance issues discussed, which will be a key element of future CCRA meetings to review progress as this will be key to building trust with customers and improving the relationship with Councillors.

Home Group will continue to work on the scenarios discussed with customers and neighbours over the summer and will report back in September / October.

Coffee mornings will resume in September / October.

The next meeting will be confirmed in due course and will likely take place after the next consultation with customers and neighbours.

#### **Item 5 – AOB**

N/A

**19:45** – Meeting Ends

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