

# Concorde Close – Home Group CCRA Meeting Minutes

## September 2019

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Monday 16<sup>th</sup> September, 18:30, Hounslow Community Centre

### Attendees

- Dan Smith (DS) – CCRA
  - Fran Smith (FS) – CCRA
  - Anthony Malek (AM) – Home Group
  - Robert Morritt – 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 (29 July 19)

CH noted that there were few outstanding actions required from the previous meeting in July, however updates were provided on Home Group's GIS model and the resumption of Coffee Mornings.

- AM confirmed that the colleague leading on the Graphical Interface Model is leaving the company however it was expected that the Model would be complete by the end of the year. This would then be used predominantly in one to one meetings with those customers who have requested a permanent move in order to help identify possible new homes.
- It was agreed that coffee mornings remain in abeyance until there is greater clarity regarding the four scenarios and possible regeneration. Home Group may arrange a one off coffee morning to introduce Yasser to customers in his new role as Regeneration Maintenance Surveyor.

#### Item 2 – Home Group Update & Ongoing Engagement

CH advised that Home Group were undertaking the necessary surveys, studies and investigations on each of the four scenarios presented to customers, neighbours and members in July. However, while initially Home Group had hoped to return with more information after the summer, this involves significant and expensive external works which cannot be rushed hand have therefore caused delay. This includes intrusive work in void properties and should be completed this autumn.

Home Group are meeting with architects and are discussing a four floor option to address the concerns of neighbours, but this brings with it significant new challenges in terms of the footprint of the building and distances to the neighbouring properties.

FS noted that local MP Ruth Cadbury had been canvassing and noted that the application was refused because of its proximity to neighbours but that she was largely uninformed on the reasons for refusal.

RM advised that Home Group has confirmed that the road at Concorde Close is adopted by the Council and that due to restriction from TfL and Hounslow Council, Home Group cannot undertake works on the road and cannot bring the development footprint forward away from the neighbours, as TfL require access to the tube line. Home Group will request written confirmation of this from both parties.

FS asked whether the design of any new building would be the same as previously?

- RM suggested that the design was likely to be more 'mews-like' and in keeping with the surrounding buildings.

RM addressed the maintenance concerns that were raised at the previous meeting and shared with the CCRA the Work in Progress (WIP) document that identifies all those issues on the estate that have been reported to Home Group and logged. RM noted that he would raise any issues internally that are most overdue.

- FS & DS noted that there were issues that have been reported that are not logged on the WIP including lighting at the bin stores and the recent TV outage. Home Group requested that FS & DS provide a full list of all repairs that have been requested but not logged and will investigate why this has occurred and work with the CCRA to ensure all repairs are logged and addressed.

AM shared a series of letters with FS and DS that will be issued to customers and neighbours in October updating on Home Group's commitment to fully implement all findings from the Secure by Design report, updating on the status of the road and the various scenarios discussed in July. This also included a flyer with before and after images of the works to be done and already done on the estate.

A second series of letters will be issued in November requesting information regarding adult children occupancy and car ownership.

RM advised that the Secure by Design report did not include any reference to additional CCTV and that Home Group policy requires the consent of the whole estate as additional CCTV would incur an additional cost to each household. Home Group would be happy to provide additional CCTV should consent be secured from all households, however there has never been a request from the police for CCTV footage from the Home Group or Council camera. As such, it was agreed with the CCRA that they are limited in their ability as a deterrent and there may be more value in waiting to see if the implementation of the Secure by Design works make a material difference.

RM confirmed that the security doors are currently being fabricated and will be installed by early October.

FS advised of ongoing ASB issues around a number of properties and the need to engage further with these properties and provide additional support where possible.

Home Group and CCRA agreed the need for customers to play a role in communications with politicians, in particular ward members, Hounslow Mayor and local MP Ruth Cadbury. These communications would welcome the improvements on the estate but make the case for regeneration

regardless and emphasise that this is the only way to meet the long term needs of the customers on the estate.

Home Group will assist the CCRA to draft pro-forma letters for customers to sign and send to elected members, allowing customers to stay engaged and to articulate their voice and have it heard.

### **Item 3 – CCRA Update**

Included within the above

### **Item 4 – Next Steps**

FS & DS to feedback on the WIP and any outstanding items.

FS & DS to feedback on letters and input into any FAQs customers would find helpful to be answered on updated website.

Home Group to ensure WIP is updated and actioned along with ALL Secure by Design recommendations.

Home Group to draft pro-forma letters for customers.

Home Group will continue to update CCRA on progress of scenarios testing and will inform all customers and neighbours as soon as they have the necessary information.

Next meeting 11<sup>th</sup> November 2019.

### **Item 5 – AOB**

N/A

**19:45 – Meeting Ends**

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