

Community Board Meeting
12 August 2020, 7–8 pm, Google Meet

	<p>Attendance:</p> <ul style="list-style-type: none"> 2 resident/community groups reps 2 Norbiton Ward Councillors 4 Joint Venture partnership reps (JV rep)
1.	Apologies - resident/community group rep and Ward Councillor
2.	<p>Minutes and Actions.</p> <ul style="list-style-type: none"> a. Minutes agreed by members and attendees b. Updates on previous actions: <ul style="list-style-type: none"> i. It was confirmed that there had been 3 applicants who had applied to join the community board (CB), with a possible 4th which is being confirmed with the applicant. A text will be sent on 13 and 24 August to promote the opportunity to apply ii. It was confirmed that the existing community space on CRE (halls and offices) is just under 500sqm and the new community centre will be around 1100sqm, which is larger than initially proposed following review of consultation and workshop feedback. It was noted that this is based on the current proposed double height space for part of the building and that the floor space could increase or decrease depending on the extent or reduction of the double height space. It was stated that the planning application will confirm usage classification and a range for the size to give flexibility when it comes to the detailed design stage after the planning application is submitted. It was noted by members that double height will give the ability of the new centre to provide a wider range of activities and sports to take place.
3.	<p>Local Lettings Plan: Documents (incl full EqIA) were sent to CB in advance to review and send any comments and have a follow up conversation.</p> <ul style="list-style-type: none"> a. No comments were emailed to the RBK officer and there were no further comments raised by members b. Community board asked to review draft letters and forms that will be sent to residents to ensure: <ul style="list-style-type: none"> i. They are clear and understandable ii. Readable and pitched at the right level iii. Tone of the letter is right (friendly/supportive, enough/not enough information) c. Members will be emailed the following letters and forms to review and send in comments. This will include: <ul style="list-style-type: none"> i. Letter 1: official notice a resident will get when the rehousing process starts for their phase

	<ul style="list-style-type: none"> ii. Form 1: housing need assessment iii. Form 2: rehousing checklist. Collects information about the moving process preferences and support needed iv. Letter 2: following the meeting with the rehousing officer, this letter will inform resident of the outcome of assessment, including any assessed housing size need, medical and OT assessment and confirming any preferences <p>d. Members were also asked to provide feedback on whether letter 1 and form 1 should be sent together or whether form 1 should be completed with the officer at the appointment only</p> <p>e. A moving support package will also be developed for residents which will provide information on practical tips (e.g. redirecting post) and support available (e.g. contact details for CAB/utilities). Members were asked to send ideas about the content of this package to the RBK officer</p> <p>f. It was suggested that local councillor contact details should be included in the pack as a source or support for residents</p> <p>g. It was confirmed that the housing need assessment form will include the option for residents to state if they have a preference for open plan or closed kitchen option</p> <p>h. Members agreed that reviewing the letters and forms was important for the CB as moving will be daunting for residents and important to get this right. Members would like the drafts shared with them so that they can review and comment. Final copies will also be shared with CB.</p> <p>i. Members were informed that this project does not have an urgent deadline and that it will go on the forward plan, but it won't be at the next meeting/s [Action: RBK]</p>
4.	<p>Consultation Guide: a hard copy of the consultation guide and feedback form have been sent to all residents in the consultation area. A briefing note has been shared with CB members.</p> <ul style="list-style-type: none"> a. There was a discussion among members with varying views that the document was both too detailed and not detailed enough, and that the document took a little time to orientate. b. One member said that they have sent in their comments, that some residents are confused and don't understand the document: surprised by the heights and enquiring what the interim plan for the community hall is c. It was confirmed that building heights have been presented at previous exhibitions and these boards are available online as well. The heights remain largely unchanged, with the exception of some amendments made in 2019 where some height was relocated from the edges to the centre and not to go above 13 storeys following feedback from the first exhibition d. It was confirmed that the meanwhile plans for the community centre have begun and a conversation took place this week with the current managers and will continue

	<ul style="list-style-type: none"> e. Members fed back that residents were interested in their homes and internal design. It was confirmed that this information is contained in the Landlord Offer and that this engagement is before the planning application and the specification of homes are consciously not included in this piece of consultation f. There was a comment that it was a little hard to find the online feedback form and it was confirmed that this will be reviewed and changes made to the website if possible. [ACTION: RBK] g. Members were told that actions have been put in place to support residents and make this consultation accessible. The team is available to support residents, answer questions, and will be making direct calls to over 300 residents as discussed at previous CB meetings. Community board members were encouraged to signpost to the regeneration team any residents with questions or queries or who need help [Action: Community Board] h. Members asked if it was possible to do social distanced conversations with residents. It was confirmed that we would need a corporate response and this would be explored [Action: RBK] i. The guide refers to extra architects drawings but not clear where these are [ACTION: RBK] j. A member asked if the timeframe for consultation was sufficient and it was confirmed that, as discussed with CB before, this would normally take place over a 3 day period (weekend day, weekday afternoon and evening) and it has been extended to 4 weeks. This is not a statutory consultation but part of the ongoing engagement with residents to get their feedback on the latest designs. The statutory consultation will follow submission and come from the local planning authority (LPA).
5.	<p>Resident Questions:</p> <ul style="list-style-type: none"> a. It was confirmed that no questions had been submitted in advance b. Residents fed back that there had been some issues with water and power failures on the estate but this is all sorted now c. Other questions from residents were around when they will move and the interim community hall plans, in which it was confirmed that discussions had commenced.
6.	<p>AOB:</p> <ul style="list-style-type: none"> a. Countryside thanked for their donation to the food pantry to help provide food for the local community in and around CRE b. Members were informed to encourage vulnerable residents to register with their water supplier to let them know so that they can be supported by the water supplier in the event of an emergency. Residents need to do this directly c. Members were informed that the library service is planning to hold a session on the CRE next week and provide packs for residents as part of

	<p>the summer reading challenge for children. The poster advertising the event will be sent to members for information [Action: RBK]</p> <p>d.</p> <p>e. The next meeting will start at the earlier time of 6 pm and be focused on the business plan. Hard copies will be delivered if possible.</p>
7.	Next Meeting/s: Thursday 10 Sept 6-8pm