

**Community Board Meeting**  
**27 March 2024 5.30 pm, Queen Mary Hall**

	<p><b>Attendance:</b></p> <p><b>Community Board Members:</b>  <b>Lesley Charlton (Chair), Ayshwarya Madhureshan, Mike D’Souza, Jill Preston, Keith Thomas, Poorvi Mehta, Councillor Emily Davey, Councillor Susan Skipwith, Elaine Taylor (Minutes)</b></p> <p><b>Guests: Jane Ball (Head of Landlord Services), Semana Nota (Resident Engagement and Social Value Lead)</b></p>
1.	<p>Apologies were received from Malcolm Wood, Councillor Olly Wehring and Iiman Abdulle (clerk)</p>
2.	<p><b>Minutes and Actions</b></p> <ul style="list-style-type: none"> <li>a. Minutes were approved</li> <li>b. Action Log <ul style="list-style-type: none"> <li>CB-A-119 Safety concerns were referred to RBK Safer Communities team who have shared them with the Safer Neighbourhood Team</li> <li>CB-A-120 It was agreed that details of Community Board members would be shared with residents</li> <li>CB-A-122 Semana confirmed that the bench from Madingley had been taken away and a replacement will be installed at Childerley. A follow-up request from the Community Board was for an additional bench near Fordham to be provided. [ACTION]</li> </ul> </li> </ul>
3.	<p><b>Presentation:</b> Jane Ball gave an update on Housing Services on Cambridge Road Estate. This covered the following key points:</p> <ul style="list-style-type: none"> <li>a. Delivering for existing tenants and applicants <ul style="list-style-type: none"> <li>- Where it is cost-effective, RBK will make available properties in phases 3–5 as temporary accommodation to people it has a duty to house. By 31 March 2024, 22 flats will be available and residents will be moving in. A question was asked about the rehousing offer for temporary households. Jane confirmed that new temporary households would not receive the same rehousing offer as set out in the Landlord Offer.</li> <li>- Following a rigorous procurement exercise the housing repairs and maintenance contract will go live on 1 October 2024. The successful supplier will be announced in May.</li> <li>- A new IT system, NEC, will be implemented from 1 October 2024. Jane advised that this will give better access for residents to use digital channels for routine transactions such as reporting repairs, ASB or making changes to their tenancy.</li> <li>- RBK wants to know about any additional help/support needed by residents and is encouraging all tenants and leaseholders to update the information the Council holds about them.</li> </ul> </li> <li>b. Proposed changes to tenancies and management arrangements</li> </ul>

- Jane advised that from 1 April 2024 housing will be regulated and subject to greater scrutiny and accountability.
- RBK has set up a project ensuring it is prepared for the new homes that will come into management from Autumn 2024. Jane advised that existing secure tenants will still be secure tenants, but there will be some differences in their tenancy agreements. She also advised that the way service charges are set will change, that parking arrangements in the new neighbourhood will change, and the way heating is supplied and billed will be different to what residents are currently used to. She also explained that RBK is looking at different ways of providing information to residents on how their new homes work e.g. videos, paper manuals, and in-person demonstrations.

c. Resident Engagement opportunities

- Jane informed the Board that RBK is encouraging residents to be more involved in holding the council accountable for the services it delivers. This includes a Scrutiny Panel, Repairs Panel membership, and Housing and Estate Panel membership.
- Apprenticeships are available for people considering a career in Housing at Kingston.
- There will be opportunities to test the “How Your New Home Works” information produced for residents moving into the new neighbourhood.

d. Strategic Issues

- A tenant satisfaction survey has been running for the last year, and the results are a 65% satisfaction rate. An improvement plan is being developed to address areas where residents are less satisfied.
- RBK is keen to hear from residents and Board members on what the housing and estate management model for the new neighbourhood could look like from 2025 onwards.

**Questions/discussions**

A question was asked about the rehousing offer for temporary households. Jane confirmed that new temporary households would not receive the same rehousing offer as shown in the Landlord Offer.

A question was asked about the rehousing plan for residents in temporary housing in Fordham. Jane to confirm [ACTION]

A question was asked about comms regarding the temporary housing, it was suggested that this could be included in a newsletter. Jane to include in the spring newsletter [ACTION]. It was noted that this is a digital newsletter but is available in hard copy on request.

There was a discussion about access to the two housing officers who manage Cambridge Road Estate. The discussion included consideration of the times when they could be available and a suggestion that their photograph and contact number be provided on noticeboards and in newsletters. Jane to consider these points. [ACTION]

A question was raised about TUPE under the new repairs and maintenance contract. Jane confirmed that where TUPE conditions apply then those

	<p>personnel affected would be transferred to the new supplier.</p> <p>A question was asked about whether the repair response times were monitored. It was confirmed that these are reviewed monthly by the Portfolio Holder for Housing.</p> <p>A question was asked about how residents will be informed about the changes to tenancies, service charges, heating and parking. Jane advised that a communications and engagement strategy is being developed, and will be brought to the Community Board Meeting in May. [ACTION]</p> <p>A comment was made that the time permitted for making choices was too short and there was a request that paperwork be provided in advance. Elaine will raise this with Countryside. [ACTION]</p> <p>There was a suggestion that residents, irrespective of tenure, could be involved in setting the “rules” and expectations of behaviour for the new neighbourhood. Jane will consider how this can be done. [ACTION]</p> <p>There was a question regarding whether RBK would host a Facebook group as a digital noticeboard. Jane advised that this was not something that RBK does at the current time.</p> <p>There was doubt expressed by a Community Board member about the likely success of apprenticeships. Jane advised that these are government-backed and a stepping stone into work.</p> <p>A Board member asked whether refugees are eligible to apply for apprenticeships. Jane will find out. [ACTION]</p> <p>A question was asked about when the Panels meet. Jane confirmed that they are usually in the evenings. The Repairs Panel meets quarterly.</p>
4.	<p><b>Community Board Objectives</b></p> <p>Semana reminded the Community Board of the Objectives that it will focus on this year. A review of performance against these objectives will be given at the next AGM. The objectives are:</p> <ul style="list-style-type: none"> <li>a. Housing and Estate Management Strategies for the new neighbourhood</li> <li>b. Development of the Road and Block Naming strategy for the new neighbourhood</li> <li>c. Development of the Community Facility (Community Hub)</li> </ul> <p><b>Questions/discussions</b></p> <p>There were no questions and the item was noted.</p>
6.	<p><b>Block and Road Naming Engagement</b></p> <p>Semana gave an update regarding the suggestions for themes/names.</p> <ul style="list-style-type: none"> <li>a. 4 local schools have participated</li> <li>b. A workshop was held on 1 December 2023</li> </ul>

	<p>c. Leaflets were delivered to all homes on the Estate, with digital and paper options to submit suggestions. 72 forms were submitted.</p> <p>These suggestions will now be submitted to RBK’s Street Naming and Numbering Team for consideration. The final list of names will need to be agreed upon by the end of June.</p> <p>Semana thanked everyone who had been involved with this process.</p> <p><b>Questions/discussions</b></p> <p>A point was raised that some residents had thought it was too late to have any input. Elaine confirmed that the Community Board had been involved last year in agreeing on names for two roads. This had been necessary for the construction programme.</p>
7.	<p><b>Promotion of the Community Board</b></p> <p>Semana informed Members that a forthcoming newsletter would highlight the Community Board and promote the Community Chest, particularly the small grant offer. She suggested a photo and a few words from members could be included in the newsletter and/or on social media.</p> <p><b>Questions/discussions</b></p> <p>An observation was made that £300 for the small grant is too low. Semana explained that this point was raised before, but it had been agreed that we would run a campaign before considering an increase in the value. The Community Board will review the takeup of this grant. [ACTION]</p> <p>It was suggested that the newsletter include some ideas of what could be delivered using the small grant funding. [ACTION]</p>
8.	<p><b>Constitution</b></p> <p>Semana informed the Board that the Constitution is to be reviewed bi-annually and now is the time for this to happen. It was agreed that suggestions for any changes be emailed directly to the Board. It was unanimously agreed that if there were any changes this matter would be dealt with quickly.</p>
9.	<p><b>Social Value Action Plan</b></p> <p>Semana introduced this item, reminding members of the priorities that had been agreed upon in the Social Value Strategy.</p> <p>The Community Chest and the Social Value Action Plan (SVAP) have different budgets and objectives. The SVAP will be co-produced with residents and stakeholders and include more long-term initiatives. Semana has been liaising with RBK colleagues, community groups and stakeholders and has started a list of initiatives. A workshop will be held in April (suggested dates were 15, 17 or 18, and to be confirmed) to further develop ideas and initiatives so that these can be included in the report to the LLP Board in May.</p>

	<p>Elaine advised that the budget for Phase 1 is limited and will need to be used creatively for maximum impact.</p> <p><b>Questions/discussions</b></p> <p>It was requested that Semana share with members the list of ideas and initiatives. [Action]</p> <p>There was a suggestion that there should be more activities for children. There was a discussion about making the best use of existing initiatives which might include arranging transport for CRE residents. It was suggested that RaKaT may be able to help with this.</p>
10.	<p><b>Regeneration Update</b></p> <p>Elaine responded to the following questions that had been submitted in advance of the meeting.</p> <p>Question: How often do the wardens come to check cars parked on a kerb on the CRE? How many residents have received parking tickets for it?</p> <p>Answer: As most of the roads are not within a Controlled Parking Zone (CPZ) or PPA, it is likely that enforcement is carried out when footway contraventions are reported by the public/residents. Given the short amount of time to respond to this query, it has not been possible to confirm the number of residents receiving a Penalty Charge Notice (PCN), however, the total number of PCNs issued in the last calendar year and for this year to date are listed below.</p> <p><b>Burritt Road</b>  January - December 2023 = 3  January - March 2024 = 1</p> <p><b>Willingham Way</b>  January - December 2023 = 1  January - March 2024 = 0</p> <p><b>Chesterton Terrace</b>  January - December 2023 = 1  January - March 2024 = 0</p> <p><b>Washington Road</b>  January - December 2023 = 1  January - March 2024 = 0</p> <p><b>Excelsior Close</b>  January - December 2023 = 3  January - March 2024 = 0</p>

	<p><b>Wimpole Close</b>  January - December 2023 = 1  January - March 2024 = 0</p> <p>It was agreed that the number of PCNs issued was not very high. As parking becomes more difficult on the Estate, members were encouraged to report issues, such as parking that blocked dropped kerbs, or parking on pavements.</p> <p>Question re. lorry traffic breaking pavement and causing health and safety issues, especially for those with mobility problems.  Answer: Please inform Countryside of the areas where there is a safety issue so that the site team can review. Please be aware that London Square, who are developing the Hawks Road Clinic site, also use the Washington Road entrance.</p> <p>Question re. concerns about lorries moving around the Estate at more than 5mph. Answer: The lorries are coming into Washington Way and then driving off the Estate, not around it, however, Countryside will speak to the banksman to make sure that drivers are aware of the speed limit.</p> <p>Question re. the noise of the building process.  Answer: There are works currently ongoing in 3 areas of the Estate (Vibe [St Peters Road], Hawks Road Clinic, and the CRE regeneration) it would be helpful to know which area of the Estate this complaint relates to.</p> <p>Question re. failure to communicate properly with residents.  Answer: It would be helpful to understand what has been missing so that this can be improved. Countryside send out a construction newsletter to every resident on the CRE and neighbouring roads and letter-drop specific addresses where works particularly impact them. The CRE team send a regular newsletter to all residents of the CRE. In addition, regular text messages are also sent to those who have signed up for this service.</p> <p>Elaine reminded Members that construction-related complaints, concerns and compliments should be sent directly to Countryside’s Community Liaison Officer, Katherina Robinson, as and when they arise. Her contact details are on the construction newsletters and on site hoarding/noticeboards. Katherina will then log the report and ensure all complaints are investigated. All complaints are monitored by the ward councillors, the Community Board, and the LLP.</p> <p>It was requested that the contact number for construction-related complaints or concerns be added to the CRE website. [ACTION]</p>
11.	<b>AOB</b> - there was no further business.
	<b>Next Meeting: 29 May 2024 @ 5.30 pm, Countryside Site Office</b>

Action	Item	By	Update
1	Additional Bench near Fordham be provided	Jane Ball	
2	Confirm rehousing plans for residents living in temporary accommodation in Fordham	Jane Ball	<ul style="list-style-type: none"> <li>Fordham is phase 2b - current estimated vacant possession date is end 2025. TA households in this subphase (currently 14) will be awarded emergency/high priority banding on the housing register around 6 months before this date.</li> </ul>
3	Comms regarding the temporary accommodation in phases 3-5 to go in Spring Newsletter	Jane Ball	<ul style="list-style-type: none"> <li>Scale of lettings modest for this year Circa 39 lettings in total.</li> <li>If publicity is required the Council can make a general statement on use of stock as part of the meanwhile position.</li> </ul>
4	Consider the availability/accessibility of the 2 housing officers for residents on CRE and include photo and contact details on noticeboard	Jane Ball	<ul style="list-style-type: none"> <li>Housing officers are based at QMH as their work location for Cambridge Gardens &amp; Cambridge Road tenants for most of the working week.</li> <li>Contacts can be published more generally if residents wish to discuss a tenant matter.</li> </ul>
5	Comms & Engagement strategy for changes to tenancies, service charges, heating and parking to come to May Community Board	Jane Ball	<ul style="list-style-type: none"> <li>Kam will present the strategy to Board members.</li> <li>There is a series of engagement events planned over the summer to understand the difference to the new arrangements in the new block of flats.</li> </ul>
6	Time permitted for Resident's Choice is too short, can paperwork be issued in advance?	Elaine Taylor	<p>Countryside advised:</p> <ul style="list-style-type: none"> <li>That residents are offered a 30-minute meeting, and they are offered a second meeting and/or take away material and make a later choice.</li> <li>That the process will remain under review to ensure that residents are given adequate time and information about options and do not feel pressured into making decisions.</li> </ul>

7	Resident involvement is setting acceptable behaviours in new Neighbourhood	Jane Ball	This could form part of the handover plan and settling in to your new home for phase 1 tenants.
8	Are refugees eligible for apprenticeships	Jane Ball	Status will set out what opportunities people may apply for.
9	Community Board to review £300 limit for small grants after promotion in Newsletter	Community Board	
10	Include in Newsletter ideas of initiatives that could be delivered for £300	Semana Nota	
11	Share list of initiatives for Social Value Action Plan	Semana Nota	Completed
12	Add contact number for construction related complaints/concerns to CRE Website	Semana Nota	