

**Community Board Meeting  
19th September 2023 5:00–6:30 pm**

**Attendance:**

**Community Board Members:** Keith Thomas (Chair), Councillor Olly Wehring, Councillor Emily Davey Councillor Susan Skipwith, Poorvi Mehta, Ayshwarya Madhureshan, Elaine Taylor, Malcolm Wood & Iman Abdulle (minutes)

**Guests:** Semana Nota, Resident Engagement and Social Value Lead (SN), Jane Ball, RBK Head of Landlord Services (JB)

**Apologies:** Khalid Rahmany, Lesley Charlton (Chair)

1.	<p><b>Welcome and apologies</b> Apologies were received from Khalid Rahmany and Lesley Charlton (Chair).</p>
2.	<p><b>Minutes and actions</b> The comments received relating to the Independent Tenant Housing Advisor were incorporated into RBK's procurement. Add to Action Log: The survey results for the Community Facility to be shared with the Community Board.</p> <p>Minutes of the last meeting were approved.</p>
3.	<p><b>Presentation, Housing Landlord Services</b></p> <p>Head of Landlord Services (JB) gave a presentation on Housing Landlord Services. The following points were made:</p> <ul style="list-style-type: none"><li>● Housing Landlord Services (HLS) are changing the way they work on the CRE during the regeneration period</li><li>● A dedicated team comprising an Estate Services Manager and 6 (Full Time Equivalent) caretakers will provide services throughout the week (including weekends)</li><li>● This is a different structure and a higher level of resources compared to other RBK housing estates.</li></ul> <p>There was a discussion about setting good standards of estate management and Key Performance Indicators (KPIs) as measures of success. JB requested Community Board members' views on quality and cost. The following issues were raised by Board members:</p> <ul style="list-style-type: none"><li>● Tackling homelessness/rough sleeping and drug taking</li><li>● People from off the estate filling the refuse bins (a suggestion was made for anti-fly-tip bins)</li><li>● Addressing security to stairwells: locks on main doors.</li></ul>

	<p>JB advised on the work being undertaken, in collaboration with the police and RBK's community safety team, to secure vacant properties and deter squatters. A more coordinated approach is being adopted.</p> <p>JB confirmed that the presentation slides would be circulated after the meeting.</p> <p><b>ACTION</b></p> <p>A Board member suggested an estate walkabout once the new structure is established and delivering results. JB to ask the Estate Services Manager to arrange it.</p>
4.	<p><b>Resident Engagement Strategy — Road Naming</b></p> <p>The RBK Resident Engagement and Social Value Lead (SN) discussed with the Board the Naming strategy. It was emphasised that it needed to go through a naming convention before finalising the names to adhere to established rules. Subsequently, the previously discussed themes, such as nature and flowers, along with other themes, can be explored further.</p> <p>Some Board members expressed concern about the potential length of the names, considering residents' preference for shorter addresses.</p> <p>The Board was informed of the time constraints, with RBK's Strategic Naming and Numbering (SNN) team requiring the names by April 2024. A Board member proposed reaching out to three local schools immediately to seek their suggestions for names. However, ET raised the question of whether it might be prudent to narrow down the themes before involving the schools.</p> <p>In response, the Board member emphasised the importance of giving children the opportunity to contribute suggestions, highlighting that this will reinforce the point that their input is considered valuable in the decision-making process.'</p> <p>SN stressed to the Board the significance of adhering to name parameters, such as political names, historical figures, and deceased individuals. It is crucial for residents to recognise that this aligns with the established guidelines.</p> <p>In response, a Board member requested that the Board review the names before the SNN team receives the list.</p>
5.	<p><b>Regeneration Update</b></p> <p>ET informed the Board that no questions had been submitted before the meeting, but she will be happy to answer any. There were no questions.</p>
6.	<p><b>Newsletter suggestions</b></p>

	<p>The most recent newsletter covered the September Fun Day. Ideas are being gathered for the upcoming newsletter and the contents of the next flyer. During discussion the following suggestions were made for forthcoming newsletters:</p> <ul style="list-style-type: none"> <li>• Community Chest: transparency on how the funding has been allocated</li> <li>• Community Centre: an update</li> <li>• Housing Landlord Services: call to action to strengthen meanwhile opportunities</li> <li>• Community events</li> <li>• Repairs days</li> <li>• Contact details for caretakers</li> <li>• Promotional support for community groups e.g. Shared Enterprise.</li> </ul>
7.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>- ET updated the Board on an agenda item for RBK's Corporate and Resources committee on September 28th: an update on the CRE business plan. A special Board meeting will be held virtually on Wednesday 20 September to brief Community Board members on this paper.</li> <li>- SN highlighted the upcoming AGM on 18 November and encouraged the Board to start preparations. She solicited ideas for the AGM and suggested dedicating the first half to a review of the constitutions, possibly revisiting them, and an update on the regeneration. Additionally, she proposed organising a pop-up event at Queen Mary Hall, featuring stalls for councillors, the CRE, Community Board members, and builders, and inviting stakeholders and investors. While this would be an invitation-only AGM, she floated the idea of making it open to residents as well.</li> <li>- In response, a Board member shared her experience of finding AGMs dull and recommended incorporating attractions such as food or a special speaker to enhance engagement.</li> </ul>
8.	Meeting date (January, with Poorvi to chair) and agenda for next meeting (10 mins)

Action	Item	By	Update
1	Organise a date for the council walk		
2	Contact the three local schools for names	Now	Completed
3	Board member would like to see the list of		

	name before it is sent to the SNN team		
4	Update on community facility		