

Minutes of a meeting of the Resident Steering Group for Alice Shepherd House & Oak House held on 27th August 2019 at the St Johns Community Centre

Residents Present:

Ashley Lowther – Alice Shepherd House
 Jane McGregor – Alice Shepherd House
 Nadia Mahmood – Alice Shepherd House

St Johns TRA Committee Members Present:

Jill Skeels – TRA Vice Chair
 Jackie Campbell – TRA Secretary

Others Present:

Lee Page – Independent Resident Adviser – TPAS
 Mike Tyrrell – Residents Advocate

Mynul Islam – One Housing Group
 Alison White – One Housing Group

Apologies:

Sharon Holmes – Oak House
 Maureen Mallett – TRA Committee Member
 Darren Brown – Alice Shepherd House
 Leila Arefani – One Housing Group

1	Welcome & Introduction	
1.1	MT welcomed everyone to the meeting. The apologies that were given are noted above. As there were insufficient members of the RSG present the meeting was inquorate and any comments listed below are recommendations and not decisions.	
2	Minutes of the Meeting held on 22nd July 2019	
2.1	The minutes of the meeting held on 22 nd July were noted as a true record of the meeting.	
3	Matters Arising	
	(inc.from May 2019)	
5.3	A brief discussion was then had on the surveys being carried out by OHG and LP was asked to request updates from OHG on what had been carried out and for the final reports to be circulated to the group. He was also asked to obtain copies of any photos taken as part of the surveys for future newsletters to show the work being undertaken.	Surveys are ongoing. AW &MI provided a verbal update and agreed to share the survey results with the group. A topographical survey was completed at the end of July with a report due at the end of August and a Revit survey

		is ongoing. LP was asked to provide an A4 summary of the surveys once received. Action LP
5.4	Residents mentioned that the noticeboards within the blocks had been cleared. It was accepted that the new management arrangements had changed but the clearance had also removed the cleaning schedules and these should be returned. It was also raised that the main doors to Alice Shepherd House had not been working for the past 2 weeks. AW reported that there had been a change in cleaning schedules and they were being updated across the stock.	AW reported that the main doors to Alice Shepherd House were fixed. A new door handle has been ordered for emergency door to make it less easy to force open. AW/MI continue to work with estate services to improve communications and apologised for the time it is taking to replace the cleaning schedules and tick sheets. Until these are in place, AW/MI will carry out spot checks whenever they are on the estate and welcome feedback from residents if there are any specific issues to follow up. Residents reported that a very poor handwritten note/schedule had appeared. Action AW/MI to follow up
4.1	Discussed under Matters Arising. It was confirmed that LP would review the attendance and contact those who have not been attending to advise that they have been removed from the group. PH said that others may become interested as the project developed and events were held.	Given the poor attendance LP was asked to write to those with a poor attendance record and remind them that their membership will be reviewed at the meeting in September
6.2	LP also tabled a 2-page summary of the findings of the survey carried out by OHG. It was agreed that this would be added to the newsletter subject to any comments from the steering group.	The summary was included in the newsletter which has now been delivered
6.3	There was a discussion on the proposed booklet prepared by OHG. A number of views were expressed over the reported findings which appear to be contradictory in some areas. AW explained that the data was what had been said to them but that, as the responses to the questions	AW/MI after further discussion with Lee, One Housing decided not to deliver the booklet. This was to avoid confusing residents by sending out the same information twice. Instead,

	were open rather than from a pre-determined list, they had attempted to group them into common headings as far as possible. PH stated that the main reasons for the survey was to allow AW/MI to get a feel for the block and to try and pick up any general trends.	Lee added a summary to his newsletter which included contact details for the One Housing regeneration team for any residents who wanted further information.
9.1	A query was raised regarding the installation of a bike shed at ASH. No-one appears to be aware that it was coming and there was unhappiness as to its location. AW will find out where this has come from	OHG agreed there should have been communication with residents over the installation of the bike sheds, including information about where it would be sited and why. AW/MI are awaiting confirmation but it is their understanding the key code will be given to residents who have bikes so they can begin using the store and this will be free of charge. To be raised with OHG at the TRA meeting
9.2	SB raised the issue of the CCTV to the block and that it only appears to cover the car park and not those entering/leaving it. Can this be checked?	Since the CCTV upgrade (between 24 and 31 January 2019) the following areas are covered by CCTV and the concierge has confirmed they are working: 1. Main door - view from outside 2. Main door - view from inside 3. The second door between the main hall and the lifts lobby 4. Hall in front of the lifts 5. Car park - view from the main door position 6. The second staircase (emergency door) - view from the outside 7. View from the back of the building on the door to the room with bins The ones in the lifts need upgrading so they are compatible with the new system. Awaiting confirmation of this. Action

		AW
9.3	There was a discussion about the cleaning standards to the block. There was a feeling that these had deteriorated following a recent deep clean and the removal of the cleaning schedules. It was acknowledged that there were residents not disposing of their rubbish correctly and leaving it on the balconies. There was a query as to why no action appears to be taken against these residents?	<p>See also 5.4 above. AW/MI are liaising with other teams to ensure a coordinated approach to various issues involving the misuse of the landings.</p> <p>The RSG expressed their concern that the failure of parts of OHG to deliver services (cleaning and bike shed) was undermining their confidence in the Options Appraisal process</p>
4	Attendance	
4.1	Disappointment was expressed over the number of members of the RSG who were missing a high number of meetings, usually without apologies being given. LP was asked to write to those members who had missed a substantial number of meetings to advise that their membership would be reviewed at the next meeting.	LP
5	Update on appointment of architects	
5.1	AW confirmed that the date for interviewing the architects has been set for 30 th September and that all companies would be seen.	
5.2	MT agreed to circulate the comments he'd made when the original proposal had been to shortlist the architects for interview.	MT
5.3	MT had previously circulated questions asked on another project. JM asked for one to be included re sustainability and all liked the question on service charges. Agreed that potential topic areas for questions be passed to LP who will draft questions for agreement.	ALL LP
6	Review of Terms of reference	
6.1	LP highlighted a few areas where he felt that the current ToR could be updated. All agreed that the changes were acceptable. Approval to be given at the next quorate meeting of the RSG.	
7	Design standards briefing	

7.1	LP introduced a briefing note that he had prepared concerning the design standards that are expected to form part of any new build development (partial or total). He explained the relationship between the London Plan (Mayor of London), the Local Plan (LB Tower Hamlets) and the Neighbourhood Plan (Isle of Dogs). All are expected to have a broad conformity in terms of the design standards that are expected in any new development. The current standards were introduced in 2016 and all three Plans are either currently being reviewed or have been consulted upon and are still in their draft format.	
7.2	It was requested that LP circulated pdf copies of all three Plans and OHG agreed to print off the relevant parts for the members of the architect interview panel.	LP/OHG
8	Date of next meeting	
8.1	23 rd September 2019	
8.2	It was agreed to cancel the meeting scheduled for December	
8.3	LP suggested meeting dates for early 2020 and these were agreed with the exception of the March date which was changed to 23 rd March 2020.	
9.0	Any Other Business with OHG Officers present	
9.1	None	
10.0	Any Other Business without OHG Officers present	
10.1	AL asked for a timeline to explain what actions would be taken before the architects appointment and what takes place once they are appointed. She raised the issue of a discussion around open plan living, would this be before they were appointed (and therefore a question to ask them) or to raise once they were appointed. Those present agreed that this would be an instruction from the RSG once they were appointed.	LP
	Meeting closed at 9 pm	

