

Wornington Green & Portobello Square Residents' Meeting

Portobello Hall
Thursday 28 September 2023,
6.00pm to 8.00pm

Attendees

Residents

Oumayma Tuijiri (OT) (RSG – Vice Chair), Kate Dixey (KD), Nora Touzani (NT), Keith Sterling (KSt), Eamonn Lawler (EL), Malika Rachi (MR), Fatma Cebeu (FC), Pedro M. Roa (PR), Jagruti Rajput (JR), Abs Aitlhadj (AA), Jason Bow (JB), Samira Mohamed (SM), Aleyna Cobeci (AC), Zoe Nation (ZN), Lita (L),

Observer

Roger Roberts (RR) – Golborne Forum

Bouygues

Hai Truong (HT) - Project Director, Beatriz Munoz (BM) – Resident Liaison Officer

Peabody

Annemarie Fenlon (AF) – Managing Director North West London, Sandeep Dole (SD) – Housing Regeneration Manager, Jack Tyrrell-Killian (JTK) - Senior Development Manager, Dorothy Scarlett - Fire Safety Co-ordinator, Delroy Daley – Quality Manager (Fire Safety).

PPCR

Mo Ali (MA) – Lead Consultant, Catherine Michelet (CM) – Minutes

Apologies

Karina Skinner (KS), Joanna Blacker (JB), Patricia Poorman (PP), Ali Abbas (AA), Janet Edwards (JE)

1.	<u>Welcome & Introductions</u>	Action
	<ul style="list-style-type: none"> • MA and OT welcomed everyone to the meeting. Introductions were made and apologies were noted as above. • Attendees were reminded of housekeeping rules. 	
2.	<p><u>Actions from the previous meeting</u></p> <p>Actions from the last meeting was provided by Peabody.</p> <ul style="list-style-type: none"> • Venture Centre Noise Complaint JTK spoke to William Roberts-Venture Centre Director. Peabody working with the Venture Centre and will be providing them with a new noise monitor. The old noise monitor was faulty. • Watts House Window Cleaning JTK to arrange for Watts House windows to be cleaned again and check in with SL Windows cleaning took place on Tuesday 12 September. The front windows in Watts House were done. The ones at the back will be done separately. Estate Services will also do a clean of the Watts House walkways. Date to be decided. Following feedback on the standard of window cleaning, Watts House windows are to be cleaned again. • Winter Garden plan and measurements JTK to circulate the plan with the measurements for the winter garden. Measurements for Winter Garden were shared with PPCR (ITLA). MA confirmed these had been shared with KSt. • Resident's mould issue A resident explained that their house and health is being affected by mould. SD will liaise with resident to address the issue. 	

	<p>SD reported that some of the repairs have been completed. SD is supporting the resident with the remaining issues.</p> <ul style="list-style-type: none"> • Membrane around Faraday Road’s block PF to find out from Dorothy the reason why the membrane was put up around the block on Faraday Road. The membrane was put around the block that has been de-constructed as part of the investigation process to ensure that the façade is weather tight while Peabody review the proposed design for the re-construction and planning application for the replacement of this area. • Faraday Road’s resident on-going issue with pigeons This has been discussed cross-departmentally about what approach Peabody can take. Considered relaxation of the rules around netting on balconies and will consult on this matter before a decision is made. In the interim Peabody will be piloting having hawks on the new development and Worlington Green. • Window cleaning on Faraday Road investigation of issues Communal windows, along with fixed panel windows that cannot be reached by individual residents are cleaned quarterly with the last clean being 29 August. There are a small number of these individual residents’ windows we have not been able to safely access and are currently awaiting an update from our specialist contractor on alternative access solutions to have these cleaned. • Arch near Portobello Road – Bricks sticking out issue Bricks are sticking out of the ground and causing a tripping hazard. It was reported on the estate walkabout. They were made safe i.e., the uneven parts were filled. On a recent inspection and with rain over the last few days, some of the concrete filling has come away – raised another job for this to be done. Peabody also noticed cracked paving tiles outside Portobello Hall which has also been raised. • Contractors not sticking to appointment time and attitude of repair staff Peabody passed this feedback to contractors. The Regional Head of Property Services will be attending the residents’ meeting in December and will be able to provide an update on the new repairs model and an update on contractors/performance. 	
3.	<p><u>Venture Centre Update</u> AA was unavailable; and therefore, no update was provided at this meeting.</p>	
4.	<p><u>Phase 2b Construction Update</u> - JTK presented the update.</p> <ul style="list-style-type: none"> • Work is continuing to progress well, and a lot has happened since the last update. • Work has started outside of the building having installed the windows and structural frames in August, and brickwork started in September. In addition, internal work has started on the building including partitions. • Thank you to residents for their patience and understanding as the works to bring the permanent power supply took place on weekend of the 23Rd and 24th September. • Loss of TV signal - Some residents have notified Bouygues about a loss of TV signal, and this is something they are investigating. KSt reported that he lost the sky TV signal for 9 months, he could not get a picture. A Sky TV engineer came and reported that the Sky dish was in the right position. The engineer thought the issue came from the building opposite blocking the signal. JTK reported he employed an engineer to identify the issue. JTK is expecting the engineer report in the next 2 weeks. JTK apologised to residents and confirmed that Peabody would reimburse any residents affected for all their costs. • Updated planning application was submitted to Royal Borough of Kensington & Chelsea (RBKC) on 10th September. The application deals with additional canopies, depth of brick reveals, confirmation on the cycle and wheelchair parking in the basement, amalgamations of 12 private units into 6, amendments to the staircore 	

designs of the new building and confirming our landscape plans.

Worlington Green Phase 2B - Bouygues Update

- HT and BM provided an update.
- Since Bouygues started work on site in August 2022, successfully completed the first key stage of the project: piling, groundwork, and the basement car park.
- From spring 2023, Bouygues started to build with the concrete walls and floors. So far, up to the fifth floor.
- Bouygues installed a welfare container in the compound next to Olive Blythe House to ensure the workforce had access to facilities, including a prayer room.
- During summer, Bouygues started the works outside of the building. This means building the external walls and installing windows.
- Level 2 & 3 are progressing. Started fit out inside.
No more pouring concrete from the end of October.
- Resident Liaison Officer, BM, is making sure to inform residents how this is progressing with their new home.

Question from residents

- **Where are contractors going to park their vehicles while they are doing the internal work?**
Residents are losing their parking spaces. In the past contractors and subcontractors were using the undercroft car park.
Most of the contractors are using public transport. They are storing their tools on site. If residents see a contractor using the resident car park space can they please report the issue to Bouygues.
- **Question about the quality of windows.**
Peabody is carrying home inspections to check how they are being built. Bouygues is building to a high standard. They have quality control in progress.
- **Issues with new build stage 1 and 2, not even 10 years old. Where do we report faults?**
Annemarie said she will pick-up the issues with original developer Ardmore Construction. There will be a wider discussion with homeowners.
- **All the issues will be listed in the neighbourhood plan to track their progress.**
New block maintenance is on-going.
- **Damp issue was raised but no one came back with an update.**
- **Loss of green space, park and bits of green space around the estate.**
The green space was used by residents and was lost due to new build.
JTK assured the resident that the green space will be re-provided. Peabody will plant extra trees along the street. See public space & landscaping in Phase 3 plans.
- **Residents petition.**
Peabody is working with RBKC. Taking residents petition and feedback seriously. New street layout consideration with Council. Peabody new approach is to keep trees and plant new ones. They understand residents' feelings.
- **Bouygues Events & Activities**
BM requested residents to check the noticeboard on Worlington Road for updates, including activities and events.
- **Works for the next 6 months**
 - Concrete structures will be completed,
 - windows installation complete,
 - internal works have commenced and outgoing,
 - brickwork up to 4th floor, scaffold installation complete,
 - lift installed,
 - roof works completed,
 - power changed to permanent.

<p>5.</p>	<p><u>Phase 3 planning update</u></p> <ul style="list-style-type: none"> • Shared the latest plans with the community at the fun day in July, highlighting improvements made to the road layout and landscaping. Shared plans for Block 9A which included a second staircase. • Peabody shared that they intended to submit updated plans to the council at the end of July, but before they submitted the plans, the Government announced that the requirement for a second staircase will be for building over 18m (roughly 6-storeys) and not only for buildings above 30m (roughly 10-storeys). • This is affecting blocks 5 & 10. Peabody/RBKC to revise plans and will update residents as soon as they can. 350Sqft of public realm was retained. • Phase 2 planning application, historical section 73, see page 3 of booklet, coming out next week. • Peabody are reviewing the changes they need to make to the plans and will share the amended plans as soon as they can. • They will keep the positive changes already made to the plans. • Peabody are aiming to submit a new planning application for phase 3 by Spring 2024. They will update residents on the proposed changes as soon as they can. There were no further questions from residents. 	
<p>6.</p>	<p><u>General Update - SD</u></p> <ul style="list-style-type: none"> • Housing Management Heavy rain tested repair to roof & balcony. • Window cleaning Next round November/December. To include resident feedback. • Electrical points to recharge electric cars JTK spoke to Rolec original technology manufacturer in 2022. They recommended East/West connect to fix issue by updating electrical points. • Repeated issues JR stated that residents are tired of reporting the same issues and still not being resolved. Annemarie acknowledged this is an area that Peabody needs to improve on and asked Peabody /ITLA to set-up Actions Points with outstanding issues to give specific dates for resolving issues. • Monthly Estate inspection (was yesterday) maintenance block issues picked up. • Staffing update SD explained that Tania Grayson Coleman (Mary Marshall's replacement) has worked for Peabody and knows and understands Worlington Green. Tania will introduce herself in a letter to residents. Residents explained that Mary knew the community and issues well and will be difficult to replace her. • Feedback on Carnival SD encouraged residents to send her feedback on security at the Carnival. It will be helpful to plan for next year. • Call Centre update One resident highlighted they could not get through the last 2-months to report mould issue. The system is monitored weekly. Last week 80% of calls went through. Once My Peabody, IT innovation, is running fully, it will be another method of communication. • Here & now newsletter - November edition. • Summer Activities Highlights Annual trip to the seaside, Legoland, etc. • Annual Fun Day was in June. It was a good opportunity to consult residents on Phase 3. • Black History Event – in Partnership with the Venue Centre – Friday 27 October, 	

	<p>6pm-9pm. Do you want to join in? Please get in touch with SD and PP.</p> <p><u>Residents' questions</u></p> <ul style="list-style-type: none"> • Request for personally addressed letters from Peabody KSt explained that he received a letter from Peabody addressed to the resident. Residents have names, we pay our rent, we should receive letter addressed to us personally. • Intercom system replacement Resident got an appointment to have his intercom system replaced on Tuesday 13 October, but there is no time slot given. Residents explained that there is nothing wrong with their intercom system. It is a waste of money. OT explained she hasn't got an intercom system. Action: SD to investigate • Warning residents about bogus callers A resident remarked that vulnerable residents should be reminded not to open the doors to bogus contractors. Action: PPCR to include article in next RSG newsletter. • Peabody local office is open 2 days a week. Residents want face-to-face contact. A vulnerable resident wanted to report she hadn't had hot water for the last 2 days but couldn't as the office was closed. She had to go home with no hot water, it shows lack of compassion from housing officers. They need training. The service should be personalised for vulnerable residents. This issue was reported at the last meeting. Annemarie agreed to pick this issue in her update. 	
<p>7.</p>	<p><u>Peabody's Director update</u></p> <ul style="list-style-type: none"> • Introductions: Annemarie Fenlon, Managing Director North-West London Annemarie has been working with Peabody for the last 4 years. She is accountable and responsible for the area. Covid, the long lockdown period and the merger are no excuse for poor service delivery. The buck stops with her. The Neighbourhood Manager oversees a smaller area. Annemarie believes that the Neighbourhood Manager's role is to be out and about on the estate and not in the office. In the next 2 weeks, residents will be given the mobile number of their housing officers for direct contact. • Repairs – aligning to the localities model – Head of Service to attend December meeting. Sandeep's remit is with the Regeneration and the Housing Management of the existing estate. The repair service is separate, it is Regional Head of Property Services Roger Heyes' responsibility and Roger will be attending to the December residents' meeting. Action: Roger Heyes, the Regional Head of Property Services to attend the December residents' meeting. • Introduction to the localities model – Merging of IT systems Annemarie is setting up a new working model. She's aiming to have officers on the ground. It is a cultural change. There still is a bit of work to do. Annemarie is taking residents feedback on board. Annemarie promised that residents will be seeing change in the next few months. • Peabody local office is open 2 days a week. A resident highlighted that the local office is still only open 2 days a week. She wanted to pay her rent, but the office was closed. It is inconvenient and frustrating. Annemarie explained that there is not enough footfall to warrant the office open 5 days a week. A resident suggested that the office opening days and times; and contact details should be promoted and advertised. Annemarie agreed that the opening hours should be promoted and Peabody happy to review the days the office is open but explained that she has a duty of care for her Team and 2 officers need to be in the office, there cannot be only one person for safety reasons. This is the reason the local office is only open 2 days a week. 	

As part of the new model, housing officers will be more visible, residents will be given their mobile contact details, residents will be able to get hold of their housing officers. Housing officers will be visiting residents in their homes.

- **A new IT system**
Annemarie explained that up until recently, different departments were on different systems, however all services are on one system, it should be improving the services. Residents can require a call back if the system is busy.
- **Staff vacancies**
There are lots of vacancy that needs to be filled for this area there is one vacancy out of seven.
- **Quality of life and well-being** in this area is suffering.
Peabody Community Team are organising activities for young people, concentrating how to make residents feel part of the community. Helen, the Community Team's leader is investing funding in older and vulnerable residents to improve their homes and their lives.
- **My Peabody – Digital offer portal**
At the moment, residents can use My Peabody to View Repairs: see the repairs jobs which have been made against your property/block estate.
From November
 - residents (tenants & homeowners) will be able to report a repair; Create & manage repairs: book, cancel, reschedule, raise a repair with/without an appointment & appoint. Full traceability of the repair – allows us to understand the timeline of the repair.
 - View Balance: see the outstanding amount against your rental service charge. Residents will be able to view their balance and pay their rent online.
 - View Transactions: See the history of your accounts.
 - View Statements: See the monthly activities and download those documents.
 - Statement Message: View communications from the Peabody team telling you your statement is ready. Profile Card: Shows you the details we have for you – name, DoB, email, mobile phone number & allow you to change your password. Save on Your Bills: Directs you to the support area showing some tips to save your money.
- Minutes of meetings could be posted on the website if RSG members agree.
- 17% of Catalyst residents have signed up to My Peabody.
Action: Peabody to share link of My Peabody as part of the minutes
- **Enhancements – the new improved version Portal.**
Service users feedback- residents can shape the Portal. It is already happening. The portal will be regularly updated.
- **New functionalities coming up**
 - Request a service: Tell Peabody about something going on: report communal area issues like graffiti, difficulties in your immediate environment/estate, or tell Peabody if you lose your keys.
 - Block "Bulk" Communications: Peabody will communicate with residents about things affecting your block/estate. The Block Comm's feature tells you what's going on in your block or estate.
 - Service Request Messaging: If residents raise a case and there's an update from Peabody, Peabody will message you from My Peabody.

Questions from residents

- **Re contractor procurement.**
Residents on RSG panel/board are involved in contractor procurement.
- **How to report defect on My Peabody?**
Snagging. Need feedback on contractor & subcontractor quality of work. This should be addressed in the enhanced version of My Peabody.
10% of repair are checked. Peabody need to be better at repairs and delivering quality repairs.

	<ul style="list-style-type: none"> • Question from wider-neighbourhood resident RR wants Peabody to come and talk to the residents who live in the blocks adjacent to the regeneration blocks as it affects them more. SD to ask BM and PP to talk to residents living in the 345 and 375 blocks. These are the blocks who were affected on the first nine years on the regeneration. Action: PP/BM to talk with residents in 375 Portobello Road by December 2023. • Attending future meetings Residents thanked Annemarie for attending and her approach and asked if she would attend future residents' meetings? Annemarie added that Peabody is here for the long-term community. Annemarie confirmed that she will be attending the March Meeting. Action: Annemarie to attend March 2024 Residents' Meeting. 	
8.	<p><u>ITA & RSG updates</u></p> <p><u>PPCR Update</u></p> <ul style="list-style-type: none"> • MA provided an update on PPCRs role including visiting all households on Wornington Green & Portobello Square, focussing on blocks most impacted by the construction, Watts House and Pepler House. • PPCR have a fairly good understanding of some of the key issues on Wornington Green & Portobello Square and worked closely with the RSG to capture key issues and themes were forwarded to Peabody including; <ul style="list-style-type: none"> ○ Rents, Service Charges, Call Centre, Repairs and maintenance, Significant leaks in new blocks on Faraday Road and Bonchurch Road. Service delivery including window cleaning, Old blocks – keeping residents safe and managing expectations. New blocks – maintenance and lessons learned. Peabody accountability – Neighbourhood Plan approach. • PPCR pleased to see Annemarie and Sharon Goddard attend these meetings and given a commitment to the Neighbourhood Plan. • PPCR took details of all residents contact and their issues and concerns and have been re-visiting residents who raised an issue to check if the matter was resolved by Peabody. Examples of things that were resolved e.g. light outside a bin store was fixed. A wheelchair user resident front gate not aligned; this issue was fixed. These are making a difference to residents' quality of life. <p><u>RSG update</u></p> <ul style="list-style-type: none"> • RSG has been busy over the last few months and keen to get block representatives from all parts of Wornington Green and Portobello Square. • The RSG will work on the next RSG newsletter. It will include a paragraph about being aware of bogus callers and to ask for their ID. • The RSG's focus is about keeping the community together, highlighting residents' priorities and scrutinising and holding Peabody to account. • PPCR is working collaboratively, as a link between the residents and Peabody and the wider neighbourhood. The RSG is focused on increasing representation and showing they care about their community. 	
9.	<p><u>AOB</u></p> <ul style="list-style-type: none"> • Distribution of Draft Minutes JR and KD requested if the minutes from the meeting could be distributed in a timely manner. PPCR agreed to a 3-week turnaround. Action: Draft minutes to be distributed by 19 October 2023. • There was no other business raised. 	
10.	<p><u>Date of next residents' meeting.</u></p> <ul style="list-style-type: none"> • Thursday 14 December 2023 at 6pm – Portobello Hall 	
11.	<p><u>Close</u></p> <ul style="list-style-type: none"> • OT & MA thanked all attendees and closed the meeting. 	