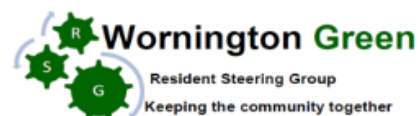


Wornington Green Open Meeting



Portobello Hall

Thursday 30 March 2023, 6.00pm to 7.50pm

Attendees

Karina Skinner (KS)	RSG Chair
Jonathan Franco (JF)	RSG Member
Kate Dixey (KD)	RSG Member
Joanna Blacker (JB)	RSG Member
Louise Tasker (LT)	RSG Member
Nora Touzani (NT)	RSG Member
Christine Dingle (CD)	RSG member
Michael Allen	Resident
Keith Sterling (KSt)	Resident
Eamonn Lawlor (EL)	Resident
Chyna Allen (CA)	Resident
Grace Zikpi (GZ)	Resident
Vanessa Best (VB)	Resident
Patricia Poorman (PP)	Peabody – Partnership & Outreach Officer
Sandeep Dole (SD)	Peabody – Housing Regeneration Manger
Nadine Ofosu-Adjei (NO)	Peabody – Re-housing Coordinator
William Roberts (WR) – Part of Meeting	Venture – Director of Venture Centre
Melissa Richards (MR – Part of Meeting	Venture – Children’s Development Lead
Hai Truong (HT)	Bouygues – Project Director
Beatriz Munoz (BM)	Bouygues – Resident Liaison Officer
Janet Edwards (JE)	PPCR – Lead Consultant
Mo Ali (MA)	PPCR – Lead Consultant
Danielle Day (DD)	PPCR – Minutes

1.	Welcome & Introductions	Action
	KS welcomed everyone to the first wider residents’ meeting of the year. Introductions were made as noted above.	
2.	Venture Centre Update	
	<p>WR gave the Venture update.</p> <ul style="list-style-type: none"> The Venture Centre (VC) didn’t close during the pandemic as they felt that was the time the community needed them most. The VC distributed food locally and across the borough. The are aware that life is difficult and expensive and want to ensure that they help the community. The VC has links with advice agencies and therapists to support the community. Every Wednesday, at 1pm, the VC invite residents to attend a 	

community lunch with the idea that residents have social contact in a comfortable and relaxed environment. Different support agencies are invited so that residents can have deeper conversations if needed. WR encouraged the attendees to attend the community lunch and bring people along.

- The VC have a programme of activities being printed and the activities are also posted on their website.

<https://www.venturecentre.org.uk/>

Some activities residents will find at The VC are;

- Dog Training
- Arabic lessons
- Exercise classes
- Cookery classes, to name a few

WR explained that if residents have an idea of an activity they would like to see, they should let him know so that WR can find a spot for it in the programme of works. Most activities are free and those that are not are a maximum of £2.

- CD asked when VC would be moving.
WR said that the latest date he had from Catalyst was Winter 2028. WR added that he would like the new building to feel warm and comforting and asked residents for their input.
- MR explained that the adventure playground is every day from 8am – 5pm for children aged 5 - 14. The adventure playground does not close during the school holidays, they open after school and worked through the teachers strikes. A range of activities take place, such as coding and drumming to help build children's development and hot healthy meals are provided for children. WR added that the adventure playground is not closed on bank holidays, New Year's Eve or boxing day.
- A long-standing resident (VB) explained that they had tried to hire The Venture Centre in August 2022 and the person they had spoken to had not been helpful. She asked if residents could hire the hall for events.
WR said that he was unaware of what was said and encouraged VB to get in touch with him after the meeting
WR explained that as they are a small charity running The VC, they have to find the balance of things such as income and costs and ensuring the building is open and available. WR added that although the Centre may not be available to hire at times, he wants to ensure that things are properly explained to those wanting to hire the hall.
- GZ stated that she enquired about The Venture Membership and was told that this was no longer available and queried the reason. WR stated that the Membership Scheme stopped operating as they didn't have the system to ensure that members data was kept safe. WR added that there was no real benefit of being a member.
- MA asked the residents to raise their hand if they had used The Venture Centre.
Most residents raised their hands.

	<ul style="list-style-type: none"> ● SD encouraged residents to assist with promoting the services/activities at the VC and suggested WR having a slot on the agenda at the quarterly residents meeting WR agreed to attend the quarterly and said that he would bring the programme of activities along to the next meeting and any feedback on the programme was welcomed. 	
3.	<p>Bouygues UK Construction Update HT & BM presented update.</p> <ul style="list-style-type: none"> ● BM started the update by explaining that Bouygues attends the Wednesday lunch at The Venture Centre to speak to the residents. Bouygues hosts events at The VC as well as DIY workshops and would like feedback from the residents on what other workshops and activities they would like to see. ● Bouygues office is in Pepler House for residents to see them directly if they have any questions or queries. ● KS stated that she attended the re-grouting DIY Workshop, which was advertised on the back of the Here & Now. KS asked if that was how the other workshops would be advertised. <p>BM pointed out that the workshops/events are advertised on the noticeboards and on Bouygues notice board on Wornington Road, however, if residents wanted to leave their email address then BM could email residents the upcoming activities. BM added that Bouygues has a range of job opportunities such as cleaners and porters as well as construction jobs.</p> <ul style="list-style-type: none"> ● Bouygues started on Wornington Green in August 2022 and expect the project to last another 18 months. Bouygues are about to finish the ground work and within the next 2-3 months, residents should start to see the framework going up to 6-7-storeys high which should mean less noise, disruption and dust on the estate. By July, the framework should be almost finished and the internal fit out should take place in August. ● Bouygues want to help the community by offering apprenticeship schemes, work placements and job opportunities. ● In April, Bouygues is hosting a world of works event. <p>SD asked how events were being advertised. BM pointed out that events are advertised in the Here & Now and on the notice boards around the estate and at The Venture Centre.</p> <p>SD asked if residents would be offered employment at the end of the world of works event. HT answered that real job opportunities could come up if the project is going well. Bouygues also have opportunities in carpentry and painting etc.</p>	

	<ul style="list-style-type: none"> ● KSt asked if Bouygues could offer workshops on carpentry. BM confirmed that they would take this on board. ● KSt explained that the ongoing works has impacted the lives of residents living in Pepler House. The streets are unclean, the pavements are broken which is a hazard for visually impaired residents and as the sub-contractors come onto the estate, residents will start to lose their parking spaces due to the vans. KS asked if the sub-contractors would be told not to park on the streets. HT explained that there would be some disruption however, the sub-contractors would leave their tools on site and although HT cannot promise that no vans would park on the streets, it would be kept to a minimum. KSt noted that the residents had previously been promised that the parking on Wornington Green would not be impacted by the contractors. Action: SD would chase this up. ● KSt asked if the roads could be kept cleaner when the lorries are driving up and down, as residents are carrying that dirt into their homes. HT explained that as they were almost at the end of the ground work residents should see less dust and dirt. ● KS noted that a few months back, residents were not informed of Portobello Road being closed and asked for the signage to be better moving forward. ● NT asked how long the residents living in the adjacent blocks would have natural light for. HT said that by August there would be a reduction in natural light and added that Bouygues would try to build the new builds as fast as possible. 	SD
4.	<p>New Independent Tenant Advisors – PPCR Associates JE and MA shared the PPCR Presentation.</p> <ul style="list-style-type: none"> ● MA started the presentation by explained that PPCR are delighted to have been appointed as the Wornington Green ITA and they are looking forward to working with everyone. ● PPCR’s core purpose is to provide a first – class independent advice and support service to all residents living on Wornington Green. ● The PPCR work team working on Wornington Green consists of JE, MA, DD and Abraham Nomafo. PPCR have been doing this work since 1989, they are passionate about communities, have a knowledgeable and experienced team, want to ensure that the regeneration builds the community as well as new homes and have experience working on similar multi-phase 	

<p>regeneration estates.</p> <ul style="list-style-type: none"> ● PPCR’s guiding principles are ensuring that the needs of all residents are all taken into account, having a presence on the estate so that residents know the advice service is there, developing good working relationships with all involved in the regeneration, delivering a resident’s engagement strategy that works, supporting the RSG, delivering effective advice and support, ensuring all residents have an input into their future and ensuring the Residents Charter is delivered. ● Ways that PPCR will support the RSG is by mentoring, training and capacity building RSG members, helping to develop the RSG’s identity and becoming self-sufficient, creating motivation for members to stay engaged and developing the neighborhood plan approach. <p>KS stated that there are more residents on the estate and not only the RSG. JE explained that PPCR are aware of that and will be working with the RSG and speaking to residents about how is best to engage with residents on Wornington Green.</p> <ul style="list-style-type: none"> ● PPCR would be publicising and launching the ITA service and then addressing the local issues in a neighborhood plan so that topic based discussions can take place at the wider resident’s meetings. <p>CD mentioned that the new homes make residents feel isolated compared to the old homes and the community feeling has gone. (Grace) agreed with CD and explained that from inside you cannot tell who is in and feels that the contractors need to take the community into consideration. MA agreed that it is important that the lessons learned from the earlier phases are taken on board in the future designs.</p> <p>SD explained that Catalyst host a Welcome to Your New Home event for residents to meet their neighbors. In the past they advertised 2 dates and asked residents to attend whichever one they could. SD thought it might be better to do this event block by block in future. SD asked residents for their input.</p> <p>(Grace) suggested that PPCR visit the new blocks as they are very dark and it feels like a cemetery.</p> <p>Action: PPCR to visit new blocks</p> <p>SD explained that Phase 3 is in the design process and it is important for residents to have these conversations to ensure this is not repeated on Phase 3.</p> <ul style="list-style-type: none"> ● KSt noted that there is a lack of green spaces around the buildings. SD explained that the park would be re-provided and gardens, balconies and green spaces would be included in Phase 3. ● PPCR will be ensuring that Wornington Green is a people-focused 	<p>PPCR</p>
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<p>regeneration project and will also be expanding their digital approach as well as face to face. PPCR will be hosting resident's drop-in sessions and workshops and will offer one-to-one support for all tenants.</p> <ul style="list-style-type: none"> ● KSt asked where the PPCR head office was located and asked what PPCR stood for. MA said that PPCR's head office was located in Blackfriars and PPCR stood for Public Participation Consultation and Research. ● KS asked for more information on how PPCR would engage with the diverse residents. MA explained that PPCR are aware of the great community on Wornington Green and that there are lots of long standing residents as well as new and understand there is a large Moroccan and Arabic community. PPCR will offer translation services if there is a need for it and want to create links with Al-Hasaniya Moroccan Women's Centre and will also be speaking with residents as no one knows the community as well as residents'. ● KSt asked if PPCR would be setting up street stalls. JE answered that PPCR will have a regular presence on the estate and look to be at different locations starting in April/May. ● KS asked how residents will learn of PPCR's existence if they don't attend the wider residents' meeting. JE said that PPCR will send out a newsletter to all households on Wornington Green & Portobello Square as well as a flyer which will be delivered monthly to inform residents of the times and locations of PPCR drop-in sessions. <p>Action: PPCR to circulate newsletter introducing PPCR to residents on Wornington Green/Portobello Square.</p> <p>PP asked KSt where he thought the best location would be for PPCR to engage with the most residents. KSt answered that the most footfall would be the side of the park and on Wornington Road.</p> <ul style="list-style-type: none"> ● KSt asked PPCR to keep in mind that local residents living off the estate will also be affected and they also have a right to have their questions answered. ● MA explained that moving forward PPCR would be supporting the RSG to become self-sustaining and helping with an on boarding system for new residents wishing to join the RSG. ● LT asked if the meetings would in person from now on. SD said that the monthly meetings would be on Zoom and the quarterly meetings would be in person. ● JB thanked PPCR for their presentation and congratulated them on securing the Tender. 	<p>PPCR</p>
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5.	<p>General Update SD shared the general update.</p> <ul style="list-style-type: none"> ● SD started the update by apologising to the residents who received the invitation to the meeting late and explained that there had been a delivery issue. ● Catalyst have been busy making offers to residents moving into Phase 2b. The offers are being well received. ● In September 2022 resident's choice event was held for those moving into the new homes to help select the pallet choices and was well attended. An occupational therapist will be in contact with those residents who need adaptations in their new home. ● The fans in Thompson House have been replaced with quieter pressure fans. All except one of the fans in Pepler House is working apart from one which will be replaced. The company working on the fans will continue to work through all of the blocks. ● VB asked when the cleaning of the balconies would be completed. SD explained that after an estate inspection the cleaning would be carried out. ● Uneven road surface outside Thompson House: here has been an issue with the road being bumpy. The solution is to tarmac where the road is uneven. The contactor attempted to repair the road Friday 24th March, however due to a high level of vehicles they were unable to do so. A notice will be circulated to inform residents that part of the road will be closed to carry out the works. ● KSt asked why Catalyst vans park on the pavements outside Thompson House and pointed out that they are not only breaking the pavement it's also a safety hazard for visually impaired residents. SD asked previously for the vans number plates as the contractors also use Catalyst vans. ● The next issue of the Here & Now will be circulated in June. ● The Wornington Green newsletter was delayed and will be circulated in April. ● Since April 2021, Catalyst become a subsidiary of Peabody and over the last 12 months a lot of work internally has been taking place to ensure all the IT systems were updated to ensure there was a smooth merger with Peabody. As of Monday 3rd April, Catalyst will legally be known as Peabody. Residents will see no change other than Peabody becoming their new Landlord. Residents should have received a letter in February from the Chief Executive. 	

	<p>KSt asked when the Chief Executive would be attending a meeting with the residents. Action: SD to invite the Chief Executive to a meeting and update the RSG.</p> <ul style="list-style-type: none"> ● Sue Hannah will be taking redundancy due to the merger with Peabody Sue had asked SD to inform residents that she cares about the residents of Wornington Green and will arrange a date to see the residents and say goodbye. ● Eve Wright has retired and will be arranging a date to see the residents to say her goodbyes. (Nadine) will be taking over as the new Housing Coordinator. ● KD raised the issue of external window cleaning in her block and stated that she's expected to clean her own windows however, this was not possible. She was told that someone would be out to clean them and nothing has happened. SD confirmed that the cleaning of the windows had been completed last week. <p>Attendee's claimed that the windows had still not been cleaned. Action: SD will raise this with the area manager.</p> <p>VB added that they had been promised from day 1 that the cleaning of the blocks would be carried out however, the window sills are caked with dust and it feels like the residents have been forgotten about.</p> <ul style="list-style-type: none"> ● A resident asked for an update on the cladding on the buildings. SD explained that she was waiting for further details and would bring an update to a future meeting. ● A resident explained that there were discrepancies with the Service Charge as the leaseholders were supposed to get a discount but didn't receive it. SD would ask a named contact to get in touch with those residents who had been affected. <p>LT noted that the main entrance lift at Watts House still isn't blocked off as requested. People are still getting stuck in the lift</p> <p>KS asked if residents knew who to contact about an issue in their blocks. Most residents didn't know. SD explained that everyone's contact details were on the notice boards within the blocks.</p> <ul style="list-style-type: none"> ● (Glynis) explained that her conversion property has had holes in the ceiling for 4 years and despite reporting it numerous times, nothing had been done. (Glynis) has had 4 surveyors come to view her property however not one of them had viewed the roof. SD stated that a manager would contact (Glynis) tomorrow. 	<p>SD</p> <p>SD</p>
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	<ul style="list-style-type: none">• PP advised that there are spare tickets, if anyone wanted to go on Madame Tussauds trip on Thursday 13 April. If anyone was interested they should email PP. Patricia.Poorman@peabody.org.uk	
6.	Close KS thanked all attendees and closed the meeting.	