

## Worlington Green & Portobello Square Residents' Meeting

Portobello Hall  
Thursday 14 December 2023,  
6.00pm to 7.00pm

### Attendees

Karina Skinner (KS)	RSG Chair
Cheryl Thomas (CT)	RSG Member
Joanna Blacker (JB)	RSG Member
Kate Dixey (KD)	RSG Member
Louise Tasker (LT)	RSG Member
Sandra Louison (SL)	RSG Member
Keith Stirling (KSt)	Resident
Jagruti Rajput (JR)	Resident
Joshua Ruggiu (JRu)	Resident
Eman Ibrahim (EI)	Resident
Nadia Nail (NN)	Resident
Jorge Diaz (JD)	Resident
Roger Roberts (RR)	Golborne Forum
Roger Heyes (RH)	Peabody – Head of Property Services
Patricia Poorman (PP)	Peabody – Partnership & Outreach Officer
Sandeep Dole (SD)	Peabody – Housing Regeneration Manager
Sarah McMillan (SM)	Peabody – Head of Land & Partnerships
Jack Tyrrell-Killian (JTK)	Peabody – Senior Development Manager, Phase 2b
Phillip Ford (PF)	Peabody – Manager for Kensington and Chelsea
Mo Ali (MA)	PPCR – Lead Consultant
Janet Edwards (JE)	PPCR – Lead Consultant
Danielle Day (DD)	PPCR – Minutes
<b>Apologies</b> Oumayma Tuijiri (OT), Nora Touzani (NT)	

1.	<b>Welcome &amp; Introductions</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>KS welcomed everyone to the meeting and MA went through the housekeeping.</li> </ul>	
2.	<p><b>Q&amp;A with Peabody's Regional Head of Property Services</b></p> <ul style="list-style-type: none"> <li>RH introduced himself as the Head of Repairs for the North-West region.</li> <li>RH addressed recent issues with the lift service for Paul, Olive Blythe and Norman Butler Houses not working for a significant length of time and apologised. He explained that Peabody have split the repairs responsibilities. The servicing of the lifts now fall under the Mechanical and Engineering (M&amp;E) team. RH proposed hosting a drop-in session to address repair issues either weekly or fortnightly, starting in January 2024. Contractors will be asked to attend, to hold them accountable.</li> </ul> <p><b>Action:</b> SD and RH to finalise drop-in session details and circulate the information.</p>	SD/RH

	<p>KS asked if the RSG could have updates following the surgery to ensure repairs issues are getting resolved. SD explained that they can capture some of the local data such as how the repair was reported suggested using a tenant satisfaction survey. <b>Action:</b> SD will speak to the customer insight team on how the satisfaction survey could be shared with the RSG.</p> <ul style="list-style-type: none"> <li>• KSt commented that it would be good to have the contractors attend the residents meeting as he is annoyed receiving letters from them about carrying out works on certain days and then not turning up. KSt added that he would like to get decent time slots for the contractors to carry out works in his home as before 3pm doesn't work for everyone. RH said that he will share KS feedback among colleagues responsible for overseeing the works.</li> <li>• KD explained that she has had leaks ever since she moved into her property on Faraday Road 8 years ago, the windows at the back can't be cleaned and have not been cleaned in 8 years and is infested with pigeon excrement and flies, the EVP have been broken for 10 months. KD asked what is happening with Ardmore regarding the roof and integrity of the building in Phase 1.</li> </ul> <p>RH explained that he can get the windows cleaned and the EVP's fixed, however he doesn't have an update on what is happening with Ardmore as it sits with defects. <b>Action:</b> PF to include RH into the emails with Darren Marr who is leading on the defects with Ardmore.</p> <p>RH suggested inviting Darren Marr to the residents' meeting to provide update on the latent defects as it has been ongoing for so long. <b>Action:</b> SD to discuss residents meeting attendance with Darren.</p> <p>JR explained that the abseil points on top of the roof on Faraday had not been installed in the correct place which is why the windows cannot be cleaned. JR asked if Ardmore had been asked to move the abseil points. <b>Action:</b> RH to investigate the abseil points on the roof on the Faraday Road blocks.</p> <ul style="list-style-type: none"> <li>• MA explained that PPCR have been talking to residents and one thing that has been coming up is having a single point of contact for reporting issues can make a real difference.</li> <li>• RH explained that Peabody's adoption of 'The Model Office' for streamlined resident contact. SD added that residents will soon be able to use 'My Peabody' App to report repairs and choose their own appointment times.</li> <li>• KS inquired about My Peabody launch. PF said that Peabody is aiming for it to go live early 2024.</li> </ul>	<p>SD</p> <p>RH</p> <p>PF</p> <p>SD</p> <p>RH</p>
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	<ul style="list-style-type: none"> <li>• NN raised concern regarding the call waiting when they contact Peabody’s call center and pointed out that sometimes the call is instantly cut off. Some of the residents agreed that they’ve also had calls hung up on them. <b>Action:</b> RH will speak with Amy as there may be a technical fault.</li> </ul> <p>KD explained that it’s important this is resolved quickly, given that as more homes are built more residents are likely to be calling the contact center.</p> <ul style="list-style-type: none"> <li>• SD explained that the call waiting time have got better with the average waiting time being 7 minutes. SD is happy to share this information with the RSG.</li> <li>• KSt asked if the model office covered out of hours and emergency repairs. RH confirmed that it does.</li> <li>• NN explained that contractors have used the pavement outside of Thompson House which has resulted in the pavement becoming dangerous for people to use and the road to become uneven. There was an attempt to fix the road last however it failed. NN added that the caretaker also arrive early in the morning and makes a lot of noise. <b>Action:</b> RH will discuss the noise issue from the caretaker with their manager.</li> </ul> <p><b>Action:</b> RH agreed to investigate the issue with the road in front of Thompson House and see what can be done.</p> <ul style="list-style-type: none"> <li>• RH agreed to attend some / future resident meetings to address the repairs issues being raised.</li> </ul>	<p>RH</p> <p>SD</p> <p>RH</p> <p>RH</p> <p>RH</p>
<p><b>3.</b></p>	<p><b>Phase 2b Construction Update</b> JTK presented progress and plans for Phase 2b addressing concerns raised by residents.</p> <ul style="list-style-type: none"> <li>• Bouygues has performed well and had positive feedback.</li> <li>• Several site visits have been taking place which is good as you get an idea of people’s homes.</li> <li>• The underfloor heating is being installed. <ul style="list-style-type: none"> <li>• The kitchens will be installed in January 2024.</li> <li>• The tiling and first coats of paint will be starting in February 2024.</li> <li>• Handover will hopefully start to happen towards the end of 2024.</li> </ul> </li> </ul> <p>JR asked if someone is checking the underfloor heating when it is being installed, as on Phase 1 some of the underfloor heating has not been laid equally. JTK confirmed that it is being checked and he has photos of the pipework. JTK added that the testing on Phase 2b has been better.</p> <p>JR asked if there are any access points to the pipework.</p>	

	<p>JTK explained that if there was any fault, they would not need to take up the flooring to rectify. JTK added that Peabody’s construction inspector is on site 2-3 days a week carrying out regular checks. SD added that the feedback from residents has been taken seriously, residents feedback is used to improve each phase of the development.</p> <ul style="list-style-type: none"> <li>● KSt asked how many shops there will be on Phase 2b. JTK said 10 shop units along Portobello Road. One will be office space for the building manager. Peabody are in the middle of preparing a commercial brochure and will start looking at what retailers are already in the area and where there’s a gap in the market.</li> <li>● Peabody starting to think about the support they can offer to residents when they are moving into their new homes. Bouygues Resident Liaison Officer (RLO) and the Housing Regeneration Co-ordinators will ensure residents understand how the equipment in their homes work. Voice over videos will be made to help residents understand how the system works too. Peabody will be working with the RSG and residents to get feedback on how Peabody can better support residents when moving into their new homes.</li> <li>● JR asked if Peabody are considering improving things in Phase 1 such as having access panels in the bathrooms. JTK explained that this was not something he was looking into.</li> <li>● KSt explained that over the years he has accumulated lots of things for his home and asked for any advice on what he could do with it now that he is downsizing. JTK explained that this will be looked at as part of the resident journey mapping. KSt added that he also currently has a garden with lots of plants. SD suggested moving the plants into the community kitchen garden.</li> </ul>	
4.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>● NN asked when the residents of Thompson House will be moving. SD said around 5 years; however, it depends on when Peabody receive planning permission for Phase 3.</li> </ul>	
5.	<p><b>Date of next residents’ meeting</b></p> <ul style="list-style-type: none"> <li>● Scheduled for Thursday 21 March 2024</li> </ul>	
6.	<p><b>Close</b></p> <ul style="list-style-type: none"> <li>● KS thanked all attendees and closed the meeting.</li> </ul>	