

Wornington Green & Portobello Square Residents' Meeting

Portobello Hall
Thursday 29 June 2023, 6.00pm to 8.00pm

Attendees

Karina Skinner (KS)	RSG Chair
Oumayma Tuijri (OT)	RSG Vice Chair
Jonathan Franco (JF)	RSG Member
Joanna Blacker (JB)	RSG Member
Kate Dixey (KD)	RSG Member
Louise Tasker (LT)	RSG Member
Sandra Louison (SL)	RSG Member
Christine Dingle (CD)	RSG Member
Michael Allen (MA)	Resident
Keith Sterling (KSt)	Resident
Maria Vigio (MV)	Resident
Jose Vigio (JV)	Resident
Hortensia Zapata (HZ)	Resident
Jagruiti Rajput (JR)	Resident
Melissa Richards (MR)	Venture – Children’s Development Lead
Ali Abas (AA)	Venture – Community Development Lead
Lewis Manning-Nurse (LMN)	Venture – Community Champions Lead
Beatriz Munoz (BM)	Bouygues – Resident Liaison Officer
Sharon Goddard (SG)	Peabody- Assistant Director, Customer Services North West London
Philip Ford (PF)	Peabody- Area Manager
Sandeep Dole (SD)	Peabody – Housing Regeneration Manager
Jack Tyrrell-Killian (JTK)	Peabody – Senior Development Manager
Mo Ali (MA)	PPCR – Lead Consultant
Danielle Day (DD)	PPCR – Minutes
Apologies Nora Touzani (NT), Louise Tasker (LT), Patricia Poorman (PP) & Janet Edwards (JE)	

1.	Welcome & Introductions	Action
	KS welcomed everyone to the meeting. Introductions were made and apologies were noted as above.	
2.	Venture Centre Update	
	<ul style="list-style-type: none"> • AA was appointed as the new Community Development Lead and will be leading on new activities taking place at The Venture Centre (VC). • VC is still open and running activities such as: Meet and Eat, arts and crafts, fitness, yoga, Zumba and box fit classes. 	

	<ul style="list-style-type: none"> The spring programme has been shared and the summer programme is being planned. Residents are encouraged to share their activity ideas with AA and LMN. JB suggested fitness activities. <p>A resident living opposite VC explained that during the summer months they open their windows and there is an issue with the noise and bass level coming from VC as there is constant music at different times of the day because some activities are held outside. The resident contacted the VC to discuss this issue multiple times and had rude responses as well as someone agreeing to resolve the issue however there has been no change.</p> <p>The resident asked when VC would be moving. JTK said the VC would be moving in 2028.</p> <p>Action: JTK agreed to speak to VC Director about the noise and feedback at the next meeting.</p> <p>The resident noted that some of their neighbours have spoken to the Director, however some of them are elderly and don't know how to complain as they don't use the internet. KS suggested telling their neighbors to speak to PPCR. MA explained that PPCR are carrying out door knocking and will speak to the resident living in Faraday Road.</p>	JTK
3.	<p>Bouygues UK Construction Update BM presented the update.</p> <p>The framework for the basement and carpark at the base of the building has been completed and work on the concrete walls and floors has started.</p> <ul style="list-style-type: none"> The welfare containers have been installed next to Olive Blythe House. During the summer Bouygues will start to work on the external walls and installing the windows and scaffolding. In Autumn internal work on the homes will start and by Christmas all windows should be installed and the brickwork will be halfway up the building. Works are being carried out under the recommended noise levels to minimize disruption and the work force have been briefed to not shout or play music and to be considerate of the neighbours. Bouygues are putting measures in place to minimize the traffic disruption. <p>It was noted that a truck pushed in front of a residents' car and the resident had to reverse down the road as they were blocked. BM explained that all the deliveries are tracked and assured the</p>	

	<p>resident that she would track this incident as anyone not following the brief isn't allowed back on site.</p> <ul style="list-style-type: none"> • Bouygues are continuing to monitor the dust through 3 dust monitors installed by Imperial College. They are below the recommended dust measurement for June and they have put in additional measures such as watering down the skips and roads. Additional measures to reduce the dust will be implemented from July. • Bouygues will be jet washing Watts House windows on Saturday 15 July. <p>KSt noted that Pepler House is opposite the site and is also very dusty. Action: BM will take this information back and ensure Pepler House is checked for dust.</p> <p>BM asked if the windows had been cleaned. SL explained that there had been a sign informing residents that Watts House windows would be cleaned but they did not. JTK stated that he watched the windows been cleaned and apologised if the cleaning had not been up to residents' standards. Action: JTK to arrange for Watts House windows to be cleaned again and check in with SL.</p> <p>CD asked if the windows on Olive Blythe had been cleaned. JTK said that the front windows on the walk along corridors had been cleaned. CD noted that her windows that look onto the fire escape needs cleaning as it is very dirty.</p> <p>KSt noted that outside his flat there is an ivy bush that he hoses down every 2 days due to dust however he is worried there will be a hose pipe ban and then the dust will blow into his flat. Action: JTK will review how regular the blocks and windows need to be cleaned.</p> <p>The dust is frustrating for residents as they understand new homes must be built however, it is not fair for the residents living in the old blocks as the dust is affecting their health and it also covers their cars which they are having to clean regularly.</p>	<p>BM</p> <p>JTK</p> <p>JTK</p>
<p>4.</p>	<p>General Update</p> <ul style="list-style-type: none"> • SD explained that moving forward she would be sharing the update on the existing estate and PF would give the updates on the new buildings. • 180 offers have been made to residents moving into phase 2b with only a few more to complete. • Reports from the occupational therapist have been received and passed onto Bouygues to implement and consider when doing the adaptations. 	

<ul style="list-style-type: none"> ● Works have been carried out on the uneven surface outside Thompson House however a walkabout will be carried out to see what other improvements can be done. ● The Here & Now has been circulated with a brochure with information on the new college opening this year. ● Peabody are finalising plans for the Carnival and are waiting on the quotes to decide which security company Peabody will be using. Walkabouts with the contractors have been done and a walkabout with the RSG will be arranged. A letter with details on the Carnival security arrangements will be circulated in August to residents. ● The quarterly newsletter is being delayed so that it can include information on the carnival. ● There has been an increase in Anti-Social Behavior (ASB) in the blocks. Residents are encouraged to report anything happening in their blocks. Peabody have been in touch with the police who have agreed to increase patrols around the blocks. ● On 22 June a joint event with Peabody and Morley college was held to mark their 75th Windrush Anniversary. It was celebrated with food, a band and a speaker, Robin Walker. 50 people attended. ● A regular coffee afternoon is held every Wednesday from 1:30pm – 3:30pm at Portobello Hall. Chair based exercises takes place two per month. ● Peabody are continuing their partnership with VC to deliver a healthy meal club. ● Peabody are reviewing their partnership Contracts with Morley College. SD will share more information at a future meeting. ● The Community Fun Day will be taking place on 22 July in Portobello Hall. Residents will have the opportunity to look at Phase 3 in more detail before submitting the planning application. ● A seaside trip will be taking place on 19 August. Residents can book their place at the Fun Day with a £5 non-refundable deposit which will go towards refreshments on the day. <p>KSt explained that he had received a plan for his new flat with all the measurements however, on the front of the building there is a winter garden but it did not include the measurements.</p> <ul style="list-style-type: none"> ● Action: JTK to circulate the plan with the measurements for the winter garden. ● An estate inspection was carried out by SD who noticed that some residents have been leaving things in the communal areas. SD asked for residents to remove any items they have in the communal areas 	<p>JTK</p>
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	<p>as it is a fire hazard. A letter will be circulated to residents with more information.</p> <p>A resident explained that their house and health is being affect by mould. They have had surveyors come and take pictures but nothing is being carried out to remove the mould. Action: SD will take this back.</p> <p>A resident living on the corner of Faraday Road explained that half of the façade has been removed and they are now having a severe pigeon problem. The pigeons fly at them when they go out on their balcony, they are making nests and pooing on their windows. A resident has tried to put their own netting up which caused a pigeon to die and it has been there since Christmas. The resident noticed today that a membrane has been put on the metal and asked what the reason for this was. Action: PF to ask Dorothy why the membrane was put up.</p> <p>Another resident living in Faraday explained that they have also had an ongoing problem with pigeons for 5 years and when they asked Lars about it they were told that Peabody are looking for a solution. Action: PF will take this information away and assured residents that this problem is already being looked at.</p> <p>SL explained that it is very frustrating for residents as it is has been an ongoing problem for years and nothing has been done and no timescales are being given. SL asked when residents will get an update on this issue. SG explained that when it comes to pest control Peabody have to have a business approach and there is no clear solution. SG understands the resident’s frustrations and asked them to bear with them a little while longer whilst they look for a long-term, cost efficient solution. Pest control as a whole in Peabody is being looked at and a Policy is being agreed so that when issues of things such as pigeons are being raised the operational team will have a process in place.</p> <p>KS noted that the residents were promised that pest control would be looked at.</p> <p>The resident living in Faraday explained due to the pigeon excrement they cannot sit on their balcony as it is filthy. SG assured the residents that they will come back with an update on the pest control issues on the old and new estate.</p> <ul style="list-style-type: none"> ● The Neighbourhood Customer Specialist for the new development is on Maternity Leave and Megan is covering the patch until next year. Residents will receive a letter introducing Megan with her contact details. Megan is the first point of contact for residents of all tenures. ● The façade on 1 Faraday Road has been removed and a team is investigating the materials that will go back on to the building. 	<p>SD</p> <p>PF</p> <p>PF</p>
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	<p>Dorothy has arranged for fortnightly drop-ins to go ahead at the Kensington Office. The drop-in's will start from Wednesday 19 July.</p> <p>A resident living in Faraday explained that the fire control panel in their property has not worked for a year.</p> <ul style="list-style-type: none"> • Quarterly cleaning on the communal windows on Portobello Square is being carried out. PF understands that there are residents who cannot reach certain windows and the Estate Services Team is looking into this with individual residents to see what support can be provided. There have been discussions about residents having a full window clean however, residents would have to collectively agree to this as it would involve a cost. • Ardmore Construction have been back on site for the last 2 weeks as leaks from the roofs of the buildings have been reported. Ardmore have been going into homes and carrying out works and are confident they will resolve the problem. KD explained that there is also a problem with the guttering on the roofs and feels Ardmore patching up the leaks will not be sufficient. PF explained that where leaks have been reported, Ardmore are also carrying out works on the balcony run off's. Ardmore have taken the work up as a latent defect. <p>SL explained that it is frustrating as residents were told that the regeneration would stop some of these problems however, the same problems are occurring in the new blocks. Residents are coming to meetings and repeating the same things to new staff members. Elderly residents are being signposted to report things online and a lot of them do not use the internet. Residents need Action Plans and timescales.</p> <p>SG explained that there is a local Neighborhood Plan being created with PPCR which will capture everything being raised and hold Peabody accountable and have the issues being raised in a visible format separate to the minutes. Clear timescales will be included in the Neighborhood plan.</p> <p>KS asked for SG to check in with the RSG on how they are getting on with the neighborhood Plan. SG confirmed that she would.</p>	SG
5.	<p>Peabody</p> <ul style="list-style-type: none"> • Prior to the meeting, PPCR had circulated some questions on behalf of the RSG to SG on the key themes and issues that are being raised by residents. • SG introduced herself as the Assistant Director of North West London. SG has responsibility of 11 boroughs including Royal Borough of Kensington and Chelsea. SG is not new to Catalyst and has worked in different roles. <p>KSt asked what the benefits are now that Catalyst has merged with Peabody.</p>	

	<p>SG explained that Peabody are now the 3rd largest Housing Association in the UK which benefits them in order to influence or when being a part of decision making. When merging, it was agreed that the best of Peabody and the best of Catalyst would both be adopted and they found that the Catalyst 'locality' operating model of having different teams, such as a Regen Team and ASB team, was the way they wanted to move going forward. Residents will have a wide range of services going forward and should soon start to see the benefit.</p> <p>A resident asked if residents would have a set team that works in the North Kensington region. SG explained that nothing would change for legacy Catalyst customers.</p> <p>KSt asked how the elderly residents are being looked after as they have issues to raise as well as being lonely. SG explained that there is a well-being team that provides emotional support as well as healthy living and financial support. Some of the support the well-being team provide includes: support on completing forms, prescription collection, help look for employment, CV writing, assist residents in changing energy providers, provide holiday packs to families that find it difficult to entertain their children during holiday periods and support to residents who would like to improve their digital skills.</p> <p>KSt suggested putting their contact details in the news bulletin.</p> <ul style="list-style-type: none"> • SG explained that the offices in Ealing and the Kensington Office is open Tuesdays and Wednesdays. Residents can also email or call to report any issues. SG does not want anyone to feel excluded from any of the channels Peabody have. <p>The residents feel that the office should be open more than 2 days a week as it reassures residents having spoken to someone face to face that their issue has been reported. When Phase 3 starts, more residents will visit the office so it would be beneficial for it to be open more than twice a week. SG explained that Peabody are trying to make it effortless for residents to call and report a repair without the need to travel but will take back the feedback from the residents.</p> <p>Action: Peabody to explore if the Office can be opened more than 2 days a week.</p> <p>KSt noticed that there is a sign outside Portobello Hall for residents to encourage wildlife and fauna. PF explained that lots of Councils adopted the policy to allow wild flowers and wildlife to come onto the estate however, it has encouraged rats and mice and the Estate Services Team arranged for the fauna to be cut down.</p> <ul style="list-style-type: none"> • 7% Rent Increase SG explained that Peabody follow the rules set by the government who had set a 7% rent cap for year 2023/2024. This is done due to the high 	<p style="text-align: right;">SG</p>
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	<p>levels of inflation as the cost-of-living has also affected businesses in terms of providing services to customers. If Peabody had not increased the rent, they would have risked further issues down the line financially.</p> <ul style="list-style-type: none"> Service Charge Refunds SG explained that if a service is not provided, at the end of the year the surplus will be credited to the residents account. Where there is service failures, such as a lift breaking down, Peabody will issue that in form of compensation through Asset Management. If a lift were to break down, Peabody would calculate and compensate the credit of the lift breaking down and it would not show as compensation. <p>A resident living in Faraday explained that the balconies are made of glass and they cannot reach the outside to clean them. They were told they would be cleaned every 6 months however due to the abseil being in the wrong place on the roof.</p> <p>Action: PF to take this back and look into what can be done to clean to balconies on Faraday.</p> <p>The resident suggested that Peabody claim compensation for that from Ardmore as it is a design flaw or ask them to change this whilst they are carrying out the repairs to the roofs.</p> <ul style="list-style-type: none"> Call Centre Issues and Response Time SG explained that residents should report repairs as they have always done through SD's team. SG is aware of the issues to do with the call centre as it is reported a lot and she is confident that there will be improvements to the service as they have started to recruit more staff and removed the call back service. Peabody have a good customer hub however they do not have the legacy Catalyst customers information yet however, they are moving towards the customer hub. Repairs and Maintenance SD assured the residents that their repairs and maintenance issues are being reported to the Repairs Manager, Kelly. KSt explained that through the arch near Portobello Hall, bricks are sticking out of the ground and causing a tripping hazard. Action: SD will follow this up as she knows it was reported on the estate walkabout. <p>SL stated that when she has called the repairs team they do not have a good attitude or stick to the times that they give the residents. SD agreed that they should inform residents if they are running late and assured SL that she would pass this feedback on. KS asked how residents can complain about the repairs contractor as they have poor customer service.</p> <p>Action: SD will provide an update at the next quarterly meeting as the repairs contractor is being reviewed.</p> <p>KSt explained that the fly tipping is a big issue on the estate.</p>	<p>PF</p> <p>SD</p> <p>SD</p>
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	<p>SG explained that fly tipping is generally bad on development areas. The majority of fly tipping is pro-actively reported by staff and generally cleared quite quickly.</p> <p>SL explained that as the blocks are going up it will start to affect the daylight going into Watts House.</p> <p>SG suggested inviting the head of repairs to the next quarterly meeting as well as a representative of the fire safety team to give an update. The managing director has already been invited to give an update.</p> <p>OT noted that Ward Councillors used to attend the quarterly meetings. KS explained that VC have surgeries and were supposed to give an update on these at the quarterly meetings. SD suggested VC having a feature in the Here & Now</p> <ul style="list-style-type: none"> • SD explained that the responses to all the questions raised by the RSG will be circulated as part of the minutes however, SD wanted to assure residents that any commitments in the Residents Charter are still being honoured. SD added that if residents feel their block would benefit from a block inspection to let her know and if anyone was interested in becoming a Block Representative to contact PPCR or KS. • The fans in the blocks are back up and running and the next programme for the extractor fans in tenants homes to be serviced is being looked into. <p>JB asked if there was a cap on the number of homes for sale to a business or person as Worlington Green is a strong community and the residents would be strongly against someone buying lots of properties and them sitting empty.</p>	
6.	<p>AOB There was no other business raised.</p>	
7.	<p>Date of next steering group meeting.</p> <ul style="list-style-type: none"> • Thursday 27 July at 6pm – RSG Virtual Meeting 	
8.	<p>Close</p> <ul style="list-style-type: none"> • KS thanked all attendees and closed the meeting. 	