

**NOTES OF 15<sup>th</sup> CANNING TOWN RESIDENTS' STEERING GROUP MEETING**  
**Thursday, 21 October 2021 @ 18:00 via Zoom**

**Present:**

**Steering Group members:**

Sheila A (SA)  
Mustaf M (MM)  
Judith J (JJ) – Chair  
Martin J (MJ)  
Ibironke O (IO)  
Helen A (HA)  
Edward R (ER)

**Resident Observer:**

Karim M (KM)

**NewmanFrancis:**

Howard Mendick (HM)  
Clare Maybury – Minutes  
(from Zoom recording)

**London Borough of Newham:**

Maeve Dowling (MD) -  
Senior Regeneration Manager  
Algina Kamara (AK) –  
Resident Involvement Manager

**Presenting:**

Jon Hillier (JH) –  
LBN Repairs team

**Apologies for absence:**

Amarjit Singh (AS) – NewmanFrancis  
Santokh Kaulder – Newham Council

**1 Welcome and introductions:**

Howard Mendick welcomed everyone to the meeting and outlined the agenda and what would be covered. He also introduced Karim Mumba who was attending as an observer.

**2 Minutes from last meeting:**

The previous minutes were agreed.

2.1 Progress on actions from the last meeting was updated. It was confirmed that any previous actions would be taken up as part of the regular agenda items:

**3 Update on the Refurbishment Programme: Jon Hillier**

Jon Hillier introduced himself and gave a presentation on the Council's repairs and refurbishment programme. JH explained the background to the programme: The need to carry out an interim refurbishment programme as the stock condition in the areas targeted is poor and the regeneration programme will not fully address these areas for at least 3-5 years for the early phases and up to 15 years for the later phases.

JH added that property upgrades will include kitchens, bathrooms, upgraded heating systems, new fire doors and windows as required. JH also explained that alongside work to the blocks and the houses there would also be improvements made to the public realm including open spaces, bin management, paving and lighting.

3.1 During and after the presentation Steering group members then asked a series of **questions:**

3.1.1 Concerning the area to the south of the A13 benefiting first from the refurbishment works  
JH: The council would be carrying out a gateway phase for the refurbishment works in the Lawrence St area as it was expected that the area south of the A13 would be the first phase of the regeneration. JH explained that the gateway phase was expected to begin in November.

3.1.2 Concerning emergency repairs, E.G. water ingress into homes, JH answered that emergency repairs would be prioritised and so that serious repair issues would be dealt with immediately.

3.1.3 Concerning the possibility of installing secure door entry systems. JH explained that nothing was being discounted and that he could look into this. However, JH added that the Council needed to consider value for money and the installation of secure entry systems could be prohibitively expensive.

3.1.4 Concerning communications and how the Council would inform residents about what was happening and when their homes would be affected. JH explained that Laura Barker was heading up the engagement on the refurbishment and repairs project and would be happy to attend the next meeting.

3.1.5 ACTION: Laura and John to be invited to a future meeting to report back on the refurbishment programme and how residents would be kept informed.

3.2 JH was thanked for his input and the excellent presentation. HM offered to send the presentation to everyone after the meeting. In response to a further question, he promised a member of the Repairs team would attend the next meeting and that any repairs needed could be sent directly to himself for action: [jon.hillier@newham.gov.uk](mailto:jon.hillier@newham.gov.uk)

#### **4 Regeneration update: Maeve Dowling**

MD apologised to Procurement Panel members about a delay in sending out documentation. She explained that there had been a slight delay in the process and that interviews would now take place in early December. Maeve stated that she would be catching up with the procurement panel after the half term break to evaluate the procurement so far and any lessons learned.

4.0.1 **ACTION MD** to arrange short meeting of procurement panel in first week of November to prepare for tender interviews. **Panel members** to formulate a set of helpful questions in preparation.

4.1 Two training workshops of an hour each would be held in late November and early December to outline the key stages to be followed by the design team. All were invited to attend. Key Stages were explained as the progression of the tasks involved, with assessments at the end of each mini-milestone. The first three milestones (concerning Vincent St area) would work on the "Indicative Masterplan"- the design principles which then inform the landlord offer. Thereafter, Vincent St would be included for the planning stages; then the master plan for the rest of the larger site would make up key stages 4-6. Each stage would lead to the next and the plan would follow the RIBA industry standard methodology for design and planning.

4.1.1 **ACTION AS and MD** to arrange training workshops on the key stages.

- 4.2 Final edits for the Canning Town Times were continuing, ready for publication later this month.

## 5 Regeneration Team Engagement update: Algina Kamara

AK gave an update and overview of engagement plans. Following emails and text messages encouraging people to complete the survey, door-knocking had been taking place for the last month. Surveys were left and later collected, with a 15 October deadline. 40% of residents had been reached, and a new action plan was now in place for further door-knocking to collect or complete them with residents. HM said that NewmanFrancis would be happy to support the Council in completing the Housing Needs Survey.

- 5.0.1 **ACTION AK** to bring the Community Initiatives Project survey draft to the next meeting for final steering-group member approval

- 5.1 Block pop-ups would be extended to enable statistically viable outcomes from the survey

- 5.2 Study visits to Carpenters and the TFL and Stratford projects had been planned for October but could not now take place until November or December. Two people had expressed interest in attending, and it was proposed the visits be combined with a presentation for CTRSG members from residents who have been through the regeneration process. Both would take place on a weekday afternoon or perhaps a Saturday morning.

- 5.2.1 **ACTION Members** to let AK know their thoughts on the new proposal for joint visits and presentations.

- 5.2.2 **ACTION HM** to help facilitate the study visits using Newman- Francis' knowledge of the Carpenters estate and the Populo Living company who are managing the regeneration for the council; also to arrange a visit to look at the developments and architectural styles introduced on the Olympic site.

- 5.3 Further options were under consideration for the regeneration hub, including the library, a shop space or the Hub. This would probably open in November or December.

[Edward Reid entered the meeting]

- 5.4 The group was asked to consider whether the next meeting should be in person, possibly at Rathbone Market library or Trinity Centre, or virtual.

- 5.4.1 **ACTION MD** to scope out a venue for a meeting in person, Covid permitting, on 18 November and/or, pre-Christmas for a celebration of progress so far.

- 5.4.2 **ACTION AK** to circulate an email or online poll to members regarding the next meeting and study visits

- 5.5 MD explained the GLA had visited the area earlier in the week for a tour of the area and an update on actions to date and plans. The GLA are the chief sponsors of the Affordable Homes programme. At least one steering group member had attended, and was thanked. City Hall

would shortly be moving to The Crystal in the Royal Docks and the study tour had been set up to help them get to know the area.

## 6 **Newman-Francis update:**

HM updated the current work and actions being taken:

- 6.1 The outreach team would be out and about in the coming weeks, talking to residents and supporting the housing needs survey.
- 6.2 NewmanFrancis would be publishing a simple newsletter, to be agreed by the Steering Group and the council, about the work the steering group is doing and about progress on the refurbishment plans. Permission to use members' names was requested and given.
- 6.3 Calls continued to come in from residents and would be more fully reported at the next meeting.
- 6.4 **Training** would continue in steering group meetings. On this occasion this concerned a further look at the **Housing offer to secure council tenants**. HM explained that this was very similar to the offer to secure tenants in the council's 2014 Residents' Charter:
  - 6.4.1 It applies to residents living in Canning Town, Carpenters or Custom House areas for at least 12 months prior to the date of issue of the landlord offer and resident ballot.
  - 6.4.2 Re-housing would continue people's right to secure council tenancy, with a council-owned home. Residents affected by the regeneration would be given priority rehousing status including the option to move off the estate
  - 6.4.3 Moving residents once-only is one of the main aims of the current programme.
  - 6.4.4 Rights and responsibilities for secure tenants will remain
  - 6.4.5 There is a commitment to the same number of bedrooms in the new home as in the old. *HM explained that this is a fairly unusual commitment in a regeneration scheme*
  - 6.4.6 Rent will remain the same for the same number of bedrooms, only changing in line with council policy. *Again, HM explained that this is a very reasonable offer, and unusual.*
  - 6.4.7 Pets will be allowed – details to be clarified
  - 6.4.8 Succession rights will remain
  - 6.4.9 Right-to-buy is retained, with the new stipulation that residents will not be able to buy the new property for less than its build cost for the next 15 years, in order to preserve council housing stock. This is a requirement on the council
  - 6.4.10 The home will meet the resident's accessibility and other needs, based on the current and further housing needs assessments. This applies equally to resident homeowners who opt to move into one of the new homes
  - 6.4.11 If additional bedrooms are needed following an assessment of overcrowding, the number of bedrooms needed will be provided. Those needing options over 4 bedrooms may need to be considered separately
  - 6.4.12 Adult children may be able to be allocated a new tenancy, depending on ability to pay the rent, and in the same area if wished. The correct number of bedrooms for each new household will apply. *Again, HM added that this is an unusual and generous offer.*
  - 6.4.13 Compensation of £1,000 will be given for each bedroom given up.
  - 6.4.14 Home-loss payments will be given in compensation for the loss of your home. This is currently about £6,500, but tends to increase every year.

- 6.4.15 The council must pay removal costs and arrange the home move with no up-front costs for the residents. Packing services will be available for elderly and vulnerable residents.
- 6.4.16 Utility reconnection and other costs will be borne by the council, including 'disturbance costs' such as curtains not fitting and needing replacement. An extra £200-£250 will be allocated per resident for this.

*The mayor has said, and HM agreed, that this offer was in places the 'best in class' in London, with all statutory and legal restrictions taken into consideration.*

The next meeting would consider residents in temporary accommodation.

6.5 Steering group members then asked a series of **questions**:

6.5.1 *Concerning temporary accommodation for private households, there remains confusion about the council's approach, with questions raised at the last meeting not answered.*

6.5.2 **ACTION HM** to contact JJ following the meeting to go through the council's plans in more detail.

6.5.3 *Will leaseholders, as well as secure tenants, receive home loss payment?*

HM explained that leaseholders will receive the extra 10% on top of the value of the property, which will amount to much more than the homeloss payment paid to secure tenants. The resident homeowner compensation payment was currently capped at £65,000.

6.5.4 **ACTION HM** to arrange another session on the leaseholder offer at the next meeting.

## **7 Other Business:**

### **7.1 Citizens Assemblies**

7.1.1 **ACTION AK** to email members about the assemblies, coming up soon.

### **7.2 Mears residents**

JJ had drafted a letter to the mayor concerning the Mears residents' situation and requesting a meeting with Darren Levy, Head of Housing. The council has stated they must follow the Housing Act, but around 16 households were affected in Custom House and Canning Town. JJ asked that this situation needed to be resolved so that residents were not forced to leave their homes and the area.

7.3 JJ explained some background information: Properties had been given by the Council to a private housing management company, Mears which had not managed them properly for over a decade. During that time bidding rights had been removed and now some families (whose children may have grown up), were now being told they had no right to be re-housed as part of the regeneration programme, as the Council did not consider that they were owed full housing duty. Many of those affected were frontline NHS and care workers and had been treated appallingly. This included a lack of compensation for one person who had been injured by the collapse of a poorly-maintained ceiling.

- 7.4 JJ went on to say that despite the local regeneration team being excellent and caring about the area and its residents, the landlord offer did not include these families and the response from Council Members and officers had been non-existent. It was now possible a class action may follow. There was some support for this from other members of the steering group.
- 7.4.1 **ACTION HM** to call JJ and offer support and HM to circulate the letter to the Mayor to CTSG reps
- 7.4.2 **ACTION HM** to call SA concerning the offer to Mears residents.
- 7.4.3 **ACTION MD** to contact **DS** regarding previous action to set up a meeting to discuss the Mears residents' situation.
- 7.4.4 **ACTION HM** to look at including a representative from the Custom House steering group is included in the meeting of JJ with Darren Levy.

HM thanked everyone for attending and the meeting was closed.

**Date of next meeting: Thursday, 18 November 2021 At 18:00**