



**Central West Leaseholders Meeting with SBHA Management
Minutes of Online Meeting held at 6:35 PM on 27 March 2024.**

Attendees

33 Leaseholders	CW	Central West
(SA)	CWSB	Central West Sounding Board
(CB)	CWSB	Central West Sounding Board
(KJ)	CWSB	Central West Sounding Board
(BS)	CWSB	Central West Sounding Board
(IS)	CWSB	Central West Sounding Board
(AD)	CWSB	Central West Sounding Board
James Murray (JM)	MP	Member of Parliament
Martin Hurst (MH)	SBHA	Shepherds Bush Housing Association
Andrew Warner (AW)	SBHA	Shepherds Bush Housing Association
Mark Field (MF)	SBHA	Shepherds Bush Housing Association
Catriona Simons (CS)	TGP	The Guinness Partnership
Gavin Pierson (GP)	TGP	The Guinness Partnership
Mekor Newman – meeting (Chair)	NFL	NewmanFrancis

Agenda

1. Introduction and Meeting Ground Rules
2. Buyback
3. Remediation
4. Alternative accommodation
5. Compensation
6. Next steps

Sounding Board questions

Priority questions (Q1 - 13), supplementary questions and replies will become available on the Central West webpage - <https://newmanfrancis.org/central-west/> by 12/04/2024

Participation

Priority questions which were responded to by the relevant Shepherds Bush Housing Association (SBHA), The Guinness Partnership (TGP) and Member of Parliament (MP) guests are in a separate document.

1	Introduction and Meeting Ground Rules	Actions
1.1	<p>Meeting Chair, Mekor Newman, briefly introduced attendees and gave an introduction for the meeting.</p> <ol style="list-style-type: none"> 1. The meeting was requested by Central West (CW) residents to voice their frustrations at a higher level in SBHA and TGP 2. Residents agreed that a Sounding Board group of residents be developed to meet SBHA/TGP 3. A meeting brief, collected from leaseholders by NewmanFrancis (NFL), was delivered prior to this meeting. 4. On 21/03/2024, with the wider residents, this meetings' questions were prioritised by vote 	
1.2	<p>The Chair introduced Martin Hurst, SBHA Chair. MH thanked attendees for coming, and confirmed SBHA has read the meeting brief. MH apologised to residents over the service quality, acknowledging the distress over the lack of gas and heating. MH committed to bringing these issues to a conclusion. MH provided a background around the financials pertaining to SBHA and its relevance for CW. MH took an action To build a more constructive relationship going forward with a view to a resolution for residents.</p>	SBHA

2	Buyback	Actions
2.1	<p>Andrew Warner, SBHA Managing Director responded to BS's first question - Q1, about SBHA not considering to buy back property from those who wish to leave CW. AW explained SBHA cannot be in a position where it has to buy-back some residents and remediate the whole block. One solution should be found – Buyback or remediation. Responding to BS's second question – Q2, about being open to consideration, AW emphasised the importance of a formal response from every resident. AW took an action to evaluate the results of the ballot to understand the position of each CW resident.</p>	SBHA

3	Remediation	Actions
3.1	<p>AW responded to SA's first question - Q1, about government grants for remediation. That SBHA are working through a grant application. AW explained what CW could be eligible for grant funding it is likely to be in around £3-4m, however the criteria is much tighter and SBHA is currently evaluating whether it qualifies or not. AW emphasised SBHA's commitment for the costs of the building safety works and restoring or looking at an enduring power source into the building to be borne by the organisation. AW confirmed those costs would not be borne by leaseholders.</p>	
3.2	<p>Gavin Pierson, TGP Director of Building Safety responded to KJ's first question - Q1, about the works and costs before the ballot. GP updated that external walls, defects in the communal areas have been investigated. Potential fire safety defects in the flats remained outstanding. The team are working with NFL to access those flats. GP could not give an exact timing for delivery of the remediation proposal at this time whilst the intrusive investigations are due to take place in April 2024 but committed to holding communication and engagement with residents on remediation. KJ responded, that this presented an indecision, to sell or go to remediation if the remediation details, 15 days before the ballot ended, remained unavailable. The Chair emphasised that KJ's response represented a lot of residents' position.</p>	SBHA/ TGP

4	Alternative accommodation (AA)	Actions
4.1	Mark Field – SBHA Director of Operations & Customer Service, responded to CB 's first question - Q1, about vulnerable households. MF confirmed that SBHA held information delivered by NFL about those households that SBHA understood required additional needs and support, including what those needs may look like. MF clarified that there would not be a variation to the financial offer but took an action – in the short-term to understand the additional needs in more detail and what support they may need if buy-back was the agreed way forward. MF committed to determine the support they would need to go through that process, exemplifying identification of an alternative home, support to move into that home and any additional adaptations required.	SBHA
4.2	AW responded to IS 's question - Q1, about why SBHA had not provided residents any information about any alternatives, taking an action to take away and evaluate how SBHA put some of the practical steps raised by CB and IS into place for residents to facilitate the buyback.	SBHA
4.3	The Chair sought clarification from AW about the information supplied by NFL to SBHA about how residents can be supported.	SBHA/ NFL

5	Compensation (CP)	Actions
5.1	AW responded to IS 's compensation question – CP-Q1, about freezing the increase in charges - describing the business model of housing associations and their need to keep track with inflation. AW highlighted compensation mechanisms in terms of cash payments and/or consideration around the proposals residents had put forward in the meeting brief, and took an action to hold ongoing dialogue with residents.	SBHA
5.2	AD sought clarification around residents going the remediation route receiving compensation but going down the buyback route, there was no compensation. MF clarified, in terms of compensation for the buyback, this is reflected in the 10% premium within the landlord offer. If remediation were the chosen option, MF committed to work with residents and NFL to draw up a Charter, within which to explore what those options around redress could look like.	
5.3	Catriona Simons - TGP CEO & SBHA Board Member, gave an introduction; having responsibility for SBHA, and now responsible to the residents. CS reaffirmed the importance of the health and safety of residents at CW, confirmed funds were available for the buyback or remediation but not both. If proceeding with remediation, CS took an action to support residents, if they were asked to move from their homes.	SBHA/ TGP
5.4	Referring to the buyback CS confirmed this could take many forms – including those raised by IS earlier. CS informed that with unanimity (unanimous decision) over the buyback, then the different forms that buyback could take could be explored. CS seconded the different options MF said would be taking forward at this stage.	

	Closing statements	Actions
	CW sounding board members gave closing statements.	
	CS committed to coming to meetings as much as would be useful to residents and took an action to work with colleagues to do the very best to get to a solution which does work.	SBHA/ TGP
	The Chair recapped key areas	

	Closing statements	Actions
	<ol style="list-style-type: none"> 1. Buybacks as a proposition, to look at how residents can be supported/enabled to access that proposal. Action - NFL to talk in depth with SBHA on what that looks like, and what that means for residents and communicate that. 2. Compensation, and the discussion to look at the compensation elements, including what residents have put forward to SBHA. And residents being a part of that process. 3. Remediation details – what it looks like and increased awareness for residents – will not be made available before the ballot. 4. The residents’ charter will be the holding piece around remediation, capturing the commitments, agreements and guarantees. 	SBHA/ NFL

6	Next steps	Actions
6.1	<ol style="list-style-type: none"> 1. Building safety: MF committed to providing a comprehensive update to all residents by next week. 2. Charter: MF announced ongoing commitment to work with NFL and residents around a charter, should remediation be the option taken forward. 3. Future Meetings: MF committed to putting in place a quarterly leaseholders' meeting (including the senior team) 4. Questions: MF took an action to take away all the questions – those made in advance, and in the chat and provide full responses just over the next 10 working days. 5. Additional Needs Households: MF reconfirmed about looking at the alternative options for those with additional needs. 6. Redress: AW called upon the sounding board to take this forward and signposted to MF to lead on it. 7. Sounding board debrief: the Chair took an action to write to MF about anything else that the sounding board have requested further to this meeting. 	SBHA/ NFL

	Member of Parliament (MP) for Ealing North	Actions
	James Murray – Thanked residents for the meeting invitation. JM recounted his knowledge of how stressful and difficult it has been for residents to get a way forward - realising that they had come some way. Having already raised CW residents’ situation in Parliament, JM took an action to continue that, writing to ministers, and the government to obtain support where appropriate. JM committed to being an advocate for residents.	JM

Next meeting

To be confirmed

The meeting ended at 7:40 pm