



Minutes of Central West Sounding Board Meeting
Thursday 6 June 2024
18:30-20:00

Attendees

Sandi Arthur (SA)	CWSB	Central West Sounding Board
Charmaine Brown (CB)	CWSB	Central West Sounding Board
Cimone Harrison-Noel (CHN)	CWSB	Central West Sounding Board
Lee Jones (LJ)	CWSB	Central West Sounding Board
Binnie & Ruby Sandhu	CWSB	Central West Sounding Board
Jordan O'Connor (JO)	CWSB	Central West Resident
Andrew Ogden (AO)	CWSB	Central West Resident
Mark Field (MF)	SBHA	Shepherds Bush Housing Association
Mekor Newman – meeting (Chair)	NFL	NewmanFrancis
Syed Momin	NFL	NewmanFrancis
Daniel Newman	NFL	NewmanFrancis

Agenda

1. Introduction and aim of meeting
2. Update from the last meeting
3. SBHA Attendance
 1. Update on Buyback -plan and timeline
 2. Update Remediation -plan and timeline
4. Any Other Business
 1. Power source & interim measures for winter 2024/25
 2. FRA Report
5. Compensation/redress discussion
6. Next Meeting

1	Introduction and aim of meeting	Actions
1.1	The meeting commenced with a welcome to sounding board members and Central West residents who had expressed interest in joining the Sound Board. The Chair outlined the main aims of the meeting, which included expected updates from Mark Field – SBHA Director of Operations & Customer Service on the buyback ballot evaluation phase, the remediation phase, and discussions on other business matters including the power source & interim measures for winter 2024/25.	

2	Update from the last meeting	Actions
2.1	SM provided an update from the previous meeting: the ballot evaluations undertaken by NFL . The fire risk assessment (FRA) report, detailing building safety remediation efforts for the Central West building with dates, which had been shared with residents on 31/05/2024 to address their building safety concerns.	
2.2	It was reiterated by members that there had been minimal progress - residents have been without gas for over two years. Many questions from the management meeting on 27 March 2024 remained unanswered. An activity tracker was introduced to the members – DN tasked with monitoring, pursuing updates and presenting the activity tracker at board meetings.	NFL

3	SBHA Attendance	Actions
3.1	Update on Buyback – plan and timeline	
3.1.1	MF - acknowledged there had been a strong preference for the buyback by residents and that a ballot evaluation report by NFL had been shared with him - to understand why some residents did not vote and what would be needed for them to consider a buyback offer, if it was revisited.	
3.1.2	MF - tasked NFL with setting up individual meetings in the week commencing 17 June 2024 between SBHA, the non-voting households, and those households that voted no (including vulnerable households) to understand their needs.	NFL
3.1.3	Chair - Residents expressed concerns over the slow progress and lack of real action, with emphasis on the need for a clear plan and timeline of actions. MF - to provide residents a visual roadmap of SBHA actions by the end of the month.	MF
	Questions and Discussions	
3.1.4	SA - Will there be a revaluation of property values if buyback is revisited? MF - Revaluation would be necessary if significant time has elapsed.	
3.1.5	SA - What are the current cost estimates for remediation? MF - No revised quotes received yet from contractors. Still working with the £19-£20 million range, awaiting detailed quotes.	
3.1.6	SA - If 100% voted buyback, how much would the total buyback value/cost be for SBHA? MF - to bring the total cost for 100% buyback, and the total cost for remediation to the meeting.	MF
3.1.7	JO - Is there any consideration given to individual request to discuss special circumstances to buy back? MF - Discussions will take place with households, but SBHA was not in a position to agree individual buyback arrangements.	
3.1.8	Chair – On behalf of residents, what would cause SBHA to revisit the buyback? MF - an example would be significant cost increases to the remediation program	
3.1.9	CB - what are the solutions for vulnerable residents? MF - Updated that SBHA are exploring various options - mortgage porting, looking at local authority support regarding additional care needs. MF - to provide a supplementary FAQ response regarding GLA porting.	MF
3.1.9	CHN – Mortgage porting is re-applying for a mortgage, not a simple transfer - may result in a different rate. Qualifying for a new mortgage is a concern and could prevent accepting a buyback offer. Proximity to children's current schools also needs consideration to avoid excessive travel time. MF to include the pros and cons in the mortgage porting supplement.	MF
3.1.10	LJ - Clarification sought on what was going into the end June 2024 SBHA document going out to residents. MF - clarified that this would be a visual roadmap, plan, containing the actions SBHA are taking across the next few months - containing week commencing dates	

3.2	Update Remediation – plan and timeline	
3.2.1	MF - Type 4 intrusive surveys were conducted over the last 4 to 6 weeks. SBHA are getting a clearer picture of the level of remediation required. MF – SBHA are currently awaiting final technical report and remediation work would begin in communal areas by the end of June 2024. MF - to share program of works with residents by end June 2024 - including timescales and impact on residents.	MF
3.2.2	LJ - requested that residents be involved, and engaged to provide input on what remediation should look like. MF – agreed to involve residents in the discussion/design areas of the remediation - indicating at the end of June 2024 when those discussions could commence.	MF
3.2.3	MF - FRA - SBHA carried out fire sensory installs in some flats, previously inaccessible - installation of fire and heat sensors in six flats remains (currently there are sensors outside those front doors that have been tested and linked up to the building alarm system).	
3.2.4	CHN - If remediation costs are significant, and SBHA needs to revisit its buyback offers, then it will need to help residents unable to move. What would be the point of proceeding with it? MF - SBHA would need to review the situation if remediation costs are high.	
3.2.5	JO - questioned why progress is taking so long to materialise. The lack of ability to plan is severely impacting families, individuals, and mental/physical health.	
3.2.6	MF - acknowledged it was nearly 3 years since gas was isolated at Central West. The progress made, since the ballot closed, included completing intrusive surveys, which were complex to arrange, and appointing contractors for design solutions based on survey outcomes. MF - appreciated that the work happening behind the scenes was not always evident to residents.	
3.2.7	JO - raised contractors' issue of not showing up for appointments made with leaseholders. MF - responded that residents should inform NFL if this occurs so it can be addressed. SBHA will not take enforcement action for missed appointments.	NFL
3.2.8	LJ - raised concern about trusting the contractors selected by SBHA for remediation work at Central West, exemplifying past sub-standard work. MF - explained that significant vetting/due diligence had been undertaken for the Guinness Partnership contractors SBHA are using.	

4	Any Other Business	Actions
4.1	Power Source & Interim Measures for Winter 2024/25	
4.1.1	LJ - expressed concerns about heating for the upcoming winter. MF reported delays in response from Scottish and Southern Electricity Networks (SSEN) regarding power capacity increase. MF to provide residents an update on escalated complaint to SSEN within 10 working days.	MF
4.1.2	NFL to assess - ensure all households have correct heating provisions, obtain residents' additional needs, and report. The assessment will include residents' heating needs during the day. MF to revisit SBHA winter plan measures and publicise additional support available.	NFL/MF
4.1.3	CHN - suggested MF involve James Murray, MP in the complaint escalation to SSEN. MF – to update the MP in an upcoming SBHA meeting.	MF

4.2	FRA Report	Actions
4.2.1	Preliminary findings were discussed earlier. Final technical report to confirm the remediation plans - expected end of June 2024.	

5	Compensation/redress discussion	Actions
5.1	MF confirmed that NFL to work with the Sounding Board and Central West residents to draft a proposal.	NFL

6	Next meeting	Actions
	MF – to attend future sounding board meetings or send a representative. NFL - to ensure meetings are scheduled in MF 's diary.	MF/NFL
	Wednesday 19 June 2024 The meeting ended at 20:00 pm	

ACCEPTED