



**Minutes of Central West Sounding Board Meeting**  
**Wednesday 19 June 2024**  
**18:30-20:00**

**Attendees**

Sandi Arthur <b>(SA)</b>	CWSB	Central West Sounding Board
Charmaine Brown <b>(CB)</b>	CWSB	Central West Sounding Board
Cimone Harrison-Noel <b>(CHN)</b>	CWSB	Central West Sounding Board
Lee Jones <b>(LJ)</b>	CWSB	Central West Sounding Board
Andrew Ogden <b>(AO)</b>	CWSB	Central West Resident Board
Syed Momin – meeting <b>(Chair)</b>	NFL	NewmanFrancis
Daniel Newman	NFL	NewmanFrancis

**Agenda**

1. Introduction and aim of meeting
2. Update from the last meeting.
3. SBHA progress update  
Compensation/redress discussion
4. Any other business
5. Next meeting

<b>1</b>	<b>Introduction and aim of meeting</b>	<b>Actions</b>
1.1	The meeting commenced with a welcome to sounding board members. The <b>Chair</b> outlined the main aims of the meeting, which included discussing compensation, the winter plan 2024/25 and updating on SBHA activities.	

<b>2</b>	<b>Update from the last meeting</b>	<b>Actions</b>
2.1	<b>Vulnerable Households</b> – The <b>Chair</b> reported that NFL is currently scheduling appointments with vulnerable households in early July 2024, SBHA will meet with these vulnerable households.	
2.2	<b>Ballot Evaluation</b> – SBHA has begun planning following up meetings with households that voted 'no' and those that did not vote. The board enquired about the SBHA method for this follow-up. The <b>Chair</b> responded SBHA will share this with NFL within 10 working days. <b>ACTION:</b> The board insisted that NFL request SBHA to urgently communicate to residents the method and timeline for following up with households that voted 'no' and those that did not vote.	<b>NFL</b>

2	Update from the last meeting	Actions
2.3	<b>CHN</b> raised a concern – SBHA stated that if one flat does not agree to the buyback proposal, remediation will be necessary. And SBHA was remaining firm on its 10% offer. Concerns arose around the impact of the forthcoming individual meetings, seen as SBHA delaying tactics, and the board needing to know how they can protect residents against this.	
2.4	<b>Remediation</b> – The <b>Chair</b> reported that SBHA will communicate updates on communal works to residents within the next 10 days. This will be followed by a wider meeting with all Central West residents - expected in mid-July 2024. <b>ACTION:</b> The board compelled NFL to emphasise to SBHA the importance of sharing the communication on communal works with residents within the promised 10-day timeframe and ensure the mid-July 2024 meeting is confirmed and scheduled.	<b>NFL</b>
	<b>Winter Plan 2024/2025</b> – The <b>Chair</b> reported that NFL will begin review and update the assessment of residents’ needs around cooking, water, and heating in their properties. <b>ACTION:</b> The board insisted that NFL provide dates.	<b>NFL</b>

3	SBHA progress update (board feedback)	Actions
3.1	<p><b>LJ</b> – This update is a repeat of the last meeting and feels like a waste of time. The <b>Chair</b> described meeting with SBHA since the last board meeting on 06/06/2024, and that SBHA is developing questions to be asked of residents. <b>ACTION:</b> The board vigorously argued for NFL to persistently engage SBHA to follow up on all its previous commitments to residents and prevent the perception of repetitive, unproductive meetings. Subsequently, the board has committed to escalating matters to TGP CEO.</p>	NFL
3.2	<p><b>AO</b> - When is SBHA meeting with the vulnerable households? SBHA needs to be aware of the holiday period. Times and dates need to be agreed upon with residents. The <b>Chair</b> responded that meetings will occur in early July 2024. <b>ACTION:</b> NFL to confirm with vulnerable households the exact dates and times for meeting SBHA.</p>	NFL
3.3	<p><b>CB</b> - Does SBHA have a range of solutions they will present, or is it just another needs assessment? What is completely on and off the table? Residents need to know what SBHA is immovable on to make these meetings productive. More information is required to avoid confusion. The <b>Chair</b> indicated that individual conversations will be held directly with households. <b>ACTION:</b> The board called for NFL to request SBHA to provide a clear agenda and objectives for the upcoming meetings with residents. The board concluded SBHA must include what will be discussed and present beforehand to residents their solutions, proposals about what is on the table to avoid confusion and make the meetings productive.</p>	NFL
3.4	<p><b>LJ</b> - Regarding the Winter Plan for 2024/2025 and interim measures, none of us are heating engineers. SBHA needs to provide solutions since there is not enough electricity to go around. They have the expertise to inform us about viable solutions given the power limitations. <b>ACTION:</b> The board insisted that NFL urgently raises with SBHA to come prepared on 18/07/2024 with a range of specific solutions for both the current issues and the Winter Plan for 2024/2025. All agreed that residents require detailed information about the feasibility and implications of these solutions, considering the electric limitations. And a real target date must be set and communicated to residents by SBHA for resolving the heating situation.</p>	NFL
3.1.1	Compensation/redress discussion	
3.1.2	<p><b>SA</b> – Since the ballot outcome vote reverts to remediation, if residents sell at a loss, SBHA must cover that loss. The <b>Chair</b> - residents have raised concerns about not being able to re-mortgage and for this to be compensated. <b>AO</b> – There are households who will not be able to move out under any circumstances unless SBHA pays well above the current property valuations. Residents are in difficult situations; SBHA meeting everyone is the only way forward. <b>CB</b> – SBHA to increase reimbursement payments by 50% to cover interim compensation to address the ongoing stress and inconvenience faced by households. <b>LJ</b> – Where will residents get the money to pay for financial advice for a situation not of their making?</p>	
3.1.3	<p>Two areas with potential solutions for each discussed: compensation for property value loss, and redress for ongoing hardships such as inadequate heating, cooking facilities, and hot water – including the consequences as a result of those issues. The board also discussed monetary compensation for a variety of everyday needs. <b>ACTION:</b> Based on the areas discussed, NFL to draft a compensation proposal for property value loss, interim compensation, and redress solutions for ongoing hardships.</p>	NFL

<b>4</b>	<b>Any Other Business</b>	<b>Actions</b>
4.1	Discussion held on the frequency of meetings from every two weeks. All agreed to maintain fortnightly meetings as residents need regular updates to ensure progress is being made.	
4.2	Reminded that SBHA committed to sending a representative if MF is unable to attend the meeting. <b>ACTION:</b> Meeting dates to be shared by NFL with the Sounding Board and SBHA	<b>NFL</b>
4.3	<b>ACTION:</b> NFL to share the activity tracker with SBHA in a timely manner.	<b>NFL</b>
4.4	Discussions and ideas from these meetings will be shared with all residents for additional input. <b>ACTION:</b> Minutes will be posted by NFL on the Central West webpage - <a href="https://newmanfrancis.org/central-west/">https://newmanfrancis.org/central-west/</a> - once agreed at the following meeting.	<b>NFL</b>
4.5	Discussed setting up a new WhatsApp group with agreed members to encourage open and positive discussions to move activities forward. <b>ACTION:</b> NFL to email all Sounding Board members about the new WhatsApp group by 27/06/2024.	<b>NFL</b>

<b>5</b>	<b>Next meeting</b>	<b>Actions</b>
	<b>Wednesday 3 July 2024</b> – starting at 6:30 pm	

Meeting ended: 20:00 pm