



**Central West Leaseholders Meeting with SBHA Management**  
**Minutes of the Meeting held online at 6:00 PM on 30 September 2024.**

**Attendees**

41 Leaseholders	CW	Central West
Charmaine Brown <b>(CB)</b>	CW	Central West Resident
Deola Charles <b>(DC)</b>	CW	Central West Resident
Jo Jacobs <b>(JJ)</b>	CW	Central West Resident
Lee Jones <b>(LJ)</b>	CW	Central West Resident
Douglas Moat <b>(DM)</b>	CW	Central West Resident
Binnie Sandhu <b>(BS)</b>	CW	Central West Resident
Natalia Saagen <b>(NS)</b>	CW	Central West Resident
James Murray	MP	Member of Parliament
Ian Mills <b>(IM)</b>	PRP	PRP Architects LLP
Judith Kelemen <b>(JK)</b>	PRP	PRP Architects LLP
Carl Humpage <b>(CH)</b>	CPW	Specialist M&E consultancy
Andrew Warner <b>(AW)</b>	SBHA	Shepherds Bush Housing Association
Mark Field <b>(MF)</b>	SBHA	Shepherds Bush Housing Association
Yimmy Abubaker	TGP	The Guinness Partnership
Ryan Harkness	TGP	The Guinness Partnership
Richard Higgins <b>(RH)</b>	TGP	The Guinness Partnership
Mark Moore <b>(MM)</b>	TGP	The Guinness Partnership
Gavin Pierson – meeting <b>(Chair)</b>	TGP	The Guinness Partnership
Syed Momin	NFL	NewmanFrancis
Daniel Newman	NFL	NewmanFrancis

**Agenda**

1. Introductions
2. Internal fire safety works
3. External walls remediation
4. Heating & hot water options
5. Winter Plan
6. Next Steps
7. Resident Q&A
8. Residents' Feedback & Concerns
9. Closing

## Recording

A video recording is accessible via this link - <https://youtu.be/yiBaty1ewRs>

## Participation

Residents' questions which were taken away by The Guinness Partnership (TGP)/Shepherds Bush Housing Association (SBHA), are contained in a separate document.

1	Introductions	Actions
1.1	Meeting Chair, Gavin Pierson, introduced the panel, gave an introduction for the meeting, and provided a comprehensive update, including an overview of the remediation efforts, timelines, and next steps in a presentation which is accessible via this link - <a href="#">Central-West-Presentation</a> .	
1.2	The <b>Chair</b> recapped: ballot for buying back homes had not received unanimous agreement, so remediation of cladding, compartmentation, and the main heating system at Central West was proceeding.	

2	Internal fire safety works	Actions
2.1	The <b>Chair</b> updated on: Internal remediation was underway, with compartmentation works completed on upper floors and in progress on lower floors. 29 flats had been completed, 4 were in progress, and 20 still required pre-assessment surveys.	SBHA

3	External walls remediation	Actions
3.1	<b>IM</b> presentation summary: The external wall remediation process involved multiple stages, from contractor selection and design development to the removal of existing materials and installation of new non-combustible components, with strict quality control measures in place throughout. <b>ACTION:</b> While the project will cause some disruption to residents, including noise, dust, and balconies will be out of action for the duration of the works. Regular updates to residents were agreed to be provided through newsletters and meetings. Funding was also being sought through the Cladding Safety Scheme.	TGP/ SBHA

4	Heating & hot water options	Actions
4.1	<b>CH</b> presentation summary: Four heating options were explored, with Option 2 (Central Boiler plant and HIUs) recommended as the best solution, offering quick implementation and cost-effectiveness. Option 1 – External gas installation installed as part of external wall remediation, estimated completion - June 2027, a duration of 33 months {Central West Presentation - Slide 35 of 41 refers}. Options 2, 3, and 4 could be completed in 18-21 months.  Changing from individual gas-supplied boilers would require 100% leaseholder agreement and lease amendments, with legal costs covered and a goodwill payment offered. If unanimous agreement was not reached, Option 1 will be implemented by default, delaying a permanent heating solution until June 2027; <b>ACTION:</b> a ballot vote will be held to determine leaseholder preferences.	TGP/ SBHA/ CWR

5	Winter Plan	Actions
5.1	The <b>Chair</b> updated on the winter plan for 2024 - addressing residents' comfort during the colder months, and the project team offering individualised solutions including additional heaters, electric cooking facilities, and other temporary measures.	TGP

5	Winter Plan	Actions
	<p>The <b>Chair</b> explained that the team was open to specific requests from residents. <b>ACTION:</b> TGP to work on increasing the electrical capacity, with plans to install a sub-station that is estimated to take 7 months to complete. {Central West Presentation - Slide 38 of 41 refers}.</p> <p>ADDENDUM No. 1. Reference: 5.1/23/10/24. Document: 2024-09-30 Central West Leaseholders Meeting with TGP/SBHA Management: Minutes of Meeting. This addendum confirms that TGP will conduct electrical load testing before confirming the installation of additional heaters, cooking facilities, etc. The electrical substation is “at least” 7 months and anticipated to be active for additional heating etc. during the external wall remediation.</p>	

6	Next Steps	Actions
61	<p>Attention was drawn to the next steps on slide 40 of 41 via this link - <a href="#">Central-West-Presentation</a> - <b>Oct 2024:</b> Communal compartmentation works completed. <b>Nov 2024:</b> Flat compartmentation works completed. Residents meeting/ Drop-in session. <b>Dec 2024:</b> Result of heating ballot communicated.</p>	

7	Resident Q&A	Actions
7.1	<p><b>Balcony and Window Access During Works:</b> LJ raised concerns about balcony and window access during cladding work. The <b>Chair</b> confirmed balconies will be out of action during those works. <b>IM</b> explained sheeting will be used during rendering, but windows will be accessible most of the time. Debris netting will be used, which may affect light but is not a complete barrier. <b>ACTION:</b> IM to investigate the potential of increased lighting costs for residents due to debris netting.</p>	PRP
7.2	<p><b>Kitchen Remediation:</b> LJ asked about making good kitchen areas after boiler removal. <b>AW</b> confirmed kitchens will be made good. <b>ACTION:</b> LJ requested the agreed confirmation of kitchen being made good in the meeting minutes</p>	SBHA/ NFL
7.3	<p><b>Scope of Works:</b> LJ sought clarification on whether the presented projects (external wall remediation and heating system options) encompassed all the Central West works or if there were additional works planned. The <b>Chair</b> confirmed that no other major works had been identified.</p>	
7.4	<p><b>Fire Safety Between Flats:</b> LJ sought confirmation about previous discussions regarding fire safety between flats and floors. The <b>Chair</b> explained that the Type 4 fire risk assessment did not identify issues between flats, except for soil vent pipes being remediated by CLM. The <b>Chair</b> stated no widespread issues were found between flats beyond soil vent pipes. <b>DM</b> expressed concern about potential undiscovered issues. <b>ACTION:</b> The Chair agreed to send someone to look at specific flats if residents have concerns.</p>	TGP
7.5	<p><b>Funding for Remediation Works:</b> CB asked whether funding had been secured for all the remediation works. <b>AW</b> confirmed that funding was in place.</p> <p>ADDENDUM No. 1. Reference: 7.5/23/10/24. Document: 2024-09-30 Central West Leaseholders Meeting with TGP/SBHA Management: Minutes of Meeting. This addendum serves to reiterate that leaseholders will not be charged for any remediation works.</p>	

7	Resident Q&A	Actions
7.6	<p><b>External System Removal:</b> DM raised concerns about the timing and process of removing the existing external system, particularly during winter months. The <b>Chair</b> explained that the aim was to start remediation as quickly as possible once on site.</p> <p>The initial work involved setting up welfare and scaffolding, which will take some time before facade dismantling begins. <b>IM</b> provided details on weatherproofing and insulation: Debris netting will provide some protection from driving rain.</p> <p>Removing insulation will change the building's U-value (thermal capacity), temporarily reducing warmth. The team typically works in sections, removing and replacing insulation in stages.</p> <p>ADDENDUM No. 1. Reference: 7.6/23/10/24. Document: 2024-09-30 Central West Leaseholders Meeting with TGP/SBHA Management: Minutes of Meeting. This addendum confirms TGP/SBHA are looking to have the substation built and increase loading to provide additional heating for the external wall remediation.</p> <p><b>ACTION:</b> <b>IM</b> to investigate a process to work around the building that minimises the period of reduced insulation: undertake u-value calculation to determine the impact of removing the cladding, putting back new insulation quickly after removal, exploring options that may not have the top coat nor cladding immediately, and leveraging contractor expertise in the second stage to optimise the process. <b>IM</b> acknowledged the validity of the concern and committed to working with the contractor to reduce the period of time the building is uninsulated, aiming to make it as short as possible.</p>	
7.7	<p><b>Remediation Decant Strategy:</b> DM questioned the reversal of the original decant strategy. <b>AW</b> clarified no wide-scale decant strategy is currently planned based on recent surveys. <b>AW</b> agreed to look into the concerns about disruptions to residents. <b>ACTION:</b> <b>AW</b> agreed that the TGP/SBHA team would discuss, clarify, and provide an update to residents on the decant strategy.</p>	SBHA
7.8	<p><b>Winter Support:</b> DM raised concerns about lack of heating for another winter. <b>RH</b> committed to reassessing electrical capacity for potential winter solutions. <b>ACTION:</b> <b>RH</b> to send an electrician to assess electrical capacity for additional heating and cooking facilities.</p> <p><b>ACTION:</b> <b>MM</b> and <b>RH</b> to visit Central West to assess building load options for winter solutions.</p>	TGP
7.9	<p><b>Compensation:</b> BS raised questions about compensation for fire risk. The <b>Chair</b> noted ongoing consultation about compensation with NewmanFrancis, report expected on 21<sup>st</sup> October 2024.</p> <p><b>ACTION:</b> <b>AW</b> confirmed holding a meeting with all residents to discuss the compensation findings after 21<sup>st</sup> October.</p>	SBHA

8	Resident Feedback and Concerns	Actions
8.1	<p><b>Communication and Engagement:</b> LJ criticised the lack of proactive engagement by NewmanFrancis. LJ proposed the setting up of a table and chair downstairs in the CW lobby to engage residents directly. <b>ACTION:</b> <b>AW</b> to discuss communication strategy with NewmanFrancis.</p>	SBHA/ NFL
8.2	<p><b>Electrical Payments:</b> LJ reported that half of the residents had not received the differential electricity payments. <b>ACTION:</b> <b>MF</b> to investigate missing electricity payments with the finance team. <b>ACTION:</b> Residents to email Central West inbox about their missing payments.</p>	SBHA/ CWR

8	Resident Feedback and Concerns	Actions
8.3	<b>Timeline and Progress Concerns:</b> Multiple residents expressed frustration with the slow progress and repeated discussions without concrete actions. Recommendation: <b>LJ</b> suggested providing updates within a week, even if it's to say the team is still searching for answers. <b>ACTION:</b> <b>RH</b> agreed to do that.	<b>TGP/ SBHA</b>
8.4	<b>Compensation Discussion:</b> <b>DC</b> expressed disappointment that compensation was not on the meeting agenda. <b>ACTION:</b> <b>AW</b> to provide an update on compensation discussions within 48 hours. <b>ACTION:</b> <b>AW</b> agreed to schedule a dedicated meeting to discuss compensation.	<b>SBHA</b>
8.5	<b>Heating and Hot Water Solutions:</b> <b>JJ</b> inquired about Option 4 (direct electric heating) and why it had not been discussed in detail. <b>MM</b> explained it was not pursued due to high running costs, increased electrical load, and program timeline.	
8.6	<b>Individual Electric Solutions:</b> <b>JJ</b> asked about the possibility of individual residents opting for electric heating solutions. <b>MM</b> explained the need for a substation upgrade and a potential negative impact on EPC ratings. <b>ACTION:</b> <b>MM</b> to discuss individual electric heating options with interested residents.	<b>TGP</b>
8.7	<b>Resident Experience During Remediation:</b> <b>CB</b> enquired after feedback from residents in other in-situ remediation projects. <b>IM</b> described the disruption, including the temporary decrease in insulation, dust, and noise. And contractors working on scaffolding near windows.	
8.8	<b>Fire Escape Sufficiency:</b> <b>BS</b> raised a critical safety concern about the adequacy of the fire escape for the fifth floor, questioning whether a single staircase fire escape was sufficient for all flats on the fifth floor, given their only other option was to jump from their balconies? The <b>Chair</b> responded that the current arrangement had been approved as safe by TGP/SBHA fire risk assessors, Savills. <b>JK</b> explained the linked alarm system, automatic opening vents (AOVs), fire compartmentation, and the lobbied staircases. <b>NS</b> added to the evacuation concern, questioning the fire brigade access and evacuation procedures.	
8.9	<b>Building Issues:</b> <i>Windows</i> - Multiple residents reported issues with leaking, rotting, and inefficient windows. <b>ACTION:</b> <b>AW</b> agreed to evaluate window replacement options. <i>Heating and Water</i> - <b>DM</b> requested more efficient water tanks. <b>ACTION:</b> <b>MM</b> agreed to assess individual needs and provide solutions. <i>Temperature Control</i> - <b>JJ</b> raised concerns about solar heat gain and increasing temperatures. <b>IM</b> explained the constraints in material selection, including planning permissions and structural considerations.	<b>TGP/ SBHA</b>
8.10	<b>Compensation and Communication:</b> <b>DM</b> requested a dedicated meeting for all residents to discuss compensation. <b>MF</b> confirmed that NewmanFrancis will engage with all residents over the next two weeks. <b>ACTION:</b> <b>AW</b> agreed to provide written updates on: Decant plan, Window replacement options, and the compensation plan with engagement timelines.	<b>SBHA</b>

9	Closing	Actions
9.1	<b>AW:</b> recapped: <ol style="list-style-type: none"> <li>1. Project team to provide written update on decant plan and window options.</li> <li>2. Confirm compensation plan timelines and resident meeting details within 48 hours.</li> <li>3. To explore using a live Google document for resident input on winter plans.</li> <li>4. Schedule and conduct future resident update meetings every other month.</li> </ol>	<b>TGP/ SBHA/ NFL</b>

<b>9</b>	<b>Closing</b>	<b>Actions</b>
	<ul style="list-style-type: none"> <li>5. Answer all questions from the Q&amp;A session as quickly as possible.</li> <li>6. Investigate and resolve missing electricity payments.</li> <li>7. Improve communication and engagement strategies with residents.</li> </ul> <p><b>AW</b> agreed to address the raised concerns and provide timely updates on critical issues such as winter support, compensation, and the overall remediation strategy.</p>	
	<b>Next meeting:</b> To be confirmed	
	Meeting ended at 8:15 pm.	

ACCEPTED