



Central West Leaseholders Meeting with SBHA and TGP Management
Minutes of the Meeting held online at 5:45 PM on 8th January 2025.

Attendees

26 Leaseholders

Deola Charles (DC)	CW	Central West Resident
Jo Jacobs (JJ)	CW	Central West Resident
Dorota Zuzia (DZ)	CW	Central West Resident
Violetta Korkucyte (VK)	CW	Central West Resident
Anna Abbasi (AA)	CW	Central West Resident
Yvonne Barnes (YB)	CW	Central West Resident
Samantha Birrane (SB)	CW	Central West Resident
Michelle Moat (MM)	CW	Central West Resident
Patricia Ejandu (PE)	CW	Central West Resident
Cassandra Hamilton (CH)	CW	Central West Resident
AA (Unverified)	CW	Central West Resident
Katarina Jencova (KJ)	CW	Central West Resident
Sandi Arthur (SA)	CW	Central West Resident
Steve Dyer (SD)	CW	Central West Resident
Natalie Henry (NH)	CW	Central West Resident
Matthew Henry (MH)	CW	Central West Resident
Peter & Adina (P&A)	CW	Central West Resident
Andrew Ogden (AO)	CW	Central West Resident
Lyudmyla Troilina (LT)	CW	Central West Resident
Tracy Long (TL)	CW	Central West Resident
Ama Kojo (AK)	CW	Central West Resident
Susana De Lama (SDL)	CW	Central West Resident
Salah Ouzhene (SO)	CW	Central West Resident
Lee Jones (LJ)	CW	Central West Resident
Douglas Moat (DM)	CW	Central West Resident
Natalia Saagen (NS)	CW	Central West Resident
Andrew Warner (AW) (Chair)	SBHA	Shepherds Bush Housing Association
Mark Field (MF)	SBHA	Shepherds Bush Housing Association
Yimmy Abubaker (YA)	TGP	The Guinness Partnership
Mark Moore (MM)	TGP	The Guinness Partnership
Gavin Pierson (GP)	TGP	The Guinness Partnership
Syed Momin	NFL	NewmanFrancis
Rufus Attrill	NFL	NewmanFrancis

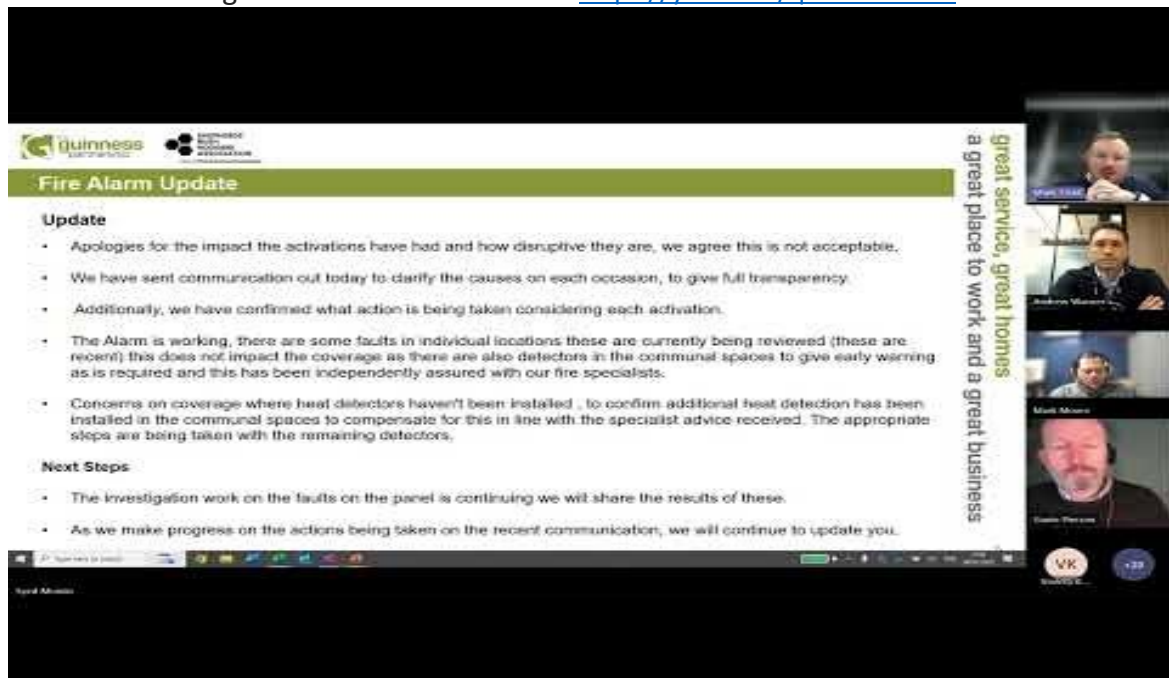
Agenda

1. Introductions
2. Recent issues

3. Compensation updates
4. Heating & water issues
5. Future communications structure
6. Resident Q&A
7. Closing

Recording

A video recording is accessible via this link - <https://youtu.be/qC7XtU8IMY4>



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	<p>Meeting Chair, AW, 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 attached presentation.</p> <p>Slight change to agenda: reflecting recent issues – see box below.</p>	
2	Recent issues	
2.1	<p>Fire alarm update: update issued earlier on today. MM felt that it was right to bring to meeting. Apologised for the impact and disruption over the festive period. MM acknowledged transparency in communications. TGP and contractors are trying to assess the underlying causes of the fault. MM announced that the fire alarm is working. TGP have issued an investigation on site into individual locations. Detectors in communal spaces are working and have been approved by independent fire specialists. Heat detection has been installed in communal areas for early warning in line strategy put in place. MM assured proper process and steps will be taken.</p> <p>Next steps: work on faulty panel in progress. Residents will be updated as progress is made and as the issue is concluded.</p> <p>ACTION: update residents on the progress of the actions being taken shared in recent comms and the result of these.</p>	SBHA/TGP

1	Introductions	Actions
	<p>Parakeet update (verbal) MF: the pest issue has been ongoing for some time now and has caused electrical issues in number of homes. Vent replacements and covers were installed last year. Measures to add to the current measures will start next week. Communications will set out the plan. Residents will also be given the opportunity to be introduced to the contractor. MF stated that the works last year didn't eradicate the issue entirely. MF underlined that any Service charge costs won't be passed onto residents.</p> <p>ACTION: SBHA/TGP to issue plan for parakeet pest plan in comms next week.</p>	SBHA/TGP

3	Compensation Updates	Actions
3.1	<p>Compensation update: MF thanked residents for their feedback relating to compensation. 36 households have given their feedback to SBHA and NMF. The aim of the exercise was to reach solution around lack of heating and water. Feedback has provided opportunity to improve the offer going forward. MF confirmed that improved offer and changes will go to SBHA board for approval. MF touched on some of the considerations that will be going to the board:</p> <ul style="list-style-type: none"> - Consideration of an alignment of the offer to hot water solution timescales - Can't put a one size fits all offer to residents – heard loud and clear in feedback. Offer to be varied to size of household, with 1 bedroom being <i>no less</i> than the original indicative calculation. - Mental health and physical needs impacted due to works – separate process for 'aggravating factors' for compensation in addition to base compensation offer - Consideration for additional home improvements to properties over and above window replacements <p>Next steps: MF asked residents to continue to share feedback with SBHA and Newman Francis. A consolidated compensation report will be completed by Newman Francis by 22nd Jan. This report will be reviewed by the board alongside additional considerations. 1st week of Feb for feedback from board.</p> <p>ACTION: Newman Francis to submit their compensation report, including findings and recommendations, to SBHA and TGP by the 22nd Jan.</p> <p>ACTION: SBHA and TGP issue the feedback from the board to residents in the first week of February.</p>	<p>NMF</p> <p>SBHA/TGP</p>

4	Heating and Water Issues	Actions
4.1	<p>MM acknowledged that further information had been requested. MM installed boilers are going in and working well. Several residents agreeing to larger cylinder option. MM voiced TGP's acceptance of the space impacts of these installations.</p> <p>MM updated that Ashley & McDonough a builder/joiner has been brought on board to assist with installations. MM clarified that the boilers are an interim solution. TGP accept clarity on timelines and impacts would be helpful for making decisions. MM committed to reimbursing anyone who is charged extra for more usage and don't won't cost implications to scare people off.</p> <p>Timeline: MM moved onto the timeline of options. (See slide below)</p>	

4	Heating and Water Issues	Actions
	<div><div><div><div><div></div><div>Part of The Guinness Partnership</div></div></div><div>Heating and hot water issues</div><div>Timeline of Options</div><div><div><div>Option/Stage 1</div><ul style="list-style-type: none">▪ Install stick boiler for heating (Upgrade Electrical Consumer Unit and re-pipe for stage 2)▪ Increase Cylinder and hot water provision▪ Add additional or resolve cupboard storage on a case-by-case basis</div><div><div>Option/Stage 2</div><ul style="list-style-type: none">▪ Upon completion of the DNO upgrade install Heating and Hot Water Electric boiler.</div><div><div>Option/Stage 3</div><ul style="list-style-type: none">• Reinstate Gas Supplies if agreed• Reviewing potential option to retain electric boiler if preferred (not yet confirmed)</div></div><div><div><div>Jan 2025 – Feb 2025</div><div>July 2025 – August 2025</div><div>June 2027</div></div></div></div><div><div>great service, great homes</div><div>a great place to work and a great business</div></div><div>8</div><div><p>MM said that people might want to wait for option 3 (June 2027). TGP are reviewing what is possible regarding reinstating gas supplies. MM acknowledged stage 1 is not ideal, but that is where stage 2 comes in. MM emphasised that this is all optional and boilers are residents’ property – offered to store or leave depending on preferences.</p><p>External wall remediation timeline: AW handed over to GP for external wall remediation timeline (see slides).</p></div><div><div><div><div></div><div>External Wall Remediation– Timeline Update</div></div><div><div>Design Stage- Timeline Forecast</div><div><div>Architectural and structural review to produce scope of works</div><div>Produce initial design</div><div>Building Safety Fund agreement signed</div><div>Planning application and consent to be submitted</div></div><div><div>Oct 2024</div><div>Jan 2025</div><div>Mar 2025</div></div><div><div>Material specification to be compiled</div><div>Cost estimates to be produced</div><div>Selection of potential contractors</div><div>Preparation of tender documents</div></div></div><div><div>great service, great homes</div><div>a great place to work and a great business</div></div><div>10</div><div><p>Gas mains incorporated into design. GP said that this will impact remediation timeline. (See dates above). Contractor aimed to be brought in June this year. Work will be starting from Jan 2026.</p><p>Timeline forecast:</p><p>EQIA: GP reminded residents about the assessments being carried out. GP explained intention of the survey being preparation for the remediation works for individual properties. GP thanked those who had taken and urged those who haven’t that it’s important to do so. Residents can contact NWF or TGP directly to carry out the assessment.</p></div></div></div></div>	

4	Heating and Water Issues	Actions
	<p>Internal remediation update: GP updated that a total of 63 flats have had their internal remediation work completed. There are 6 flats remaining in the building, 2 of which have made appointments. Entrance doors: CLM may be contacting residents regarding front door inspections. Communal works have all been completed. GP thanked everyone for providing access and allowing the disruptive works to proceed.</p>	

5	Future Communications Structure	Actions
5.1	<p>Communications issues: MF recognised that comms have continued to be an issue. MF specified the disjointed communication regarding different contractors in homes. SBHA acknowledge that it has been hard to know who to approach with issues. SBHA/TGP announced that they are in the process of hiring a Resident Liaison Officer (RLO) for all issues and communications. The officer will be a regular face at CW. They will be on site at least once a week, hosting drop-in sessions, routine newsletters, etc. SBHA/TGP hope to introduce the new hire over the next couple of months. SBHA/TGP also voiced their hope that a single person is an agreeable solution and will help take the onus off residents. TGP/SBHA will remain consistent in their comms in the meantime. AW clarified that the RLO officer will be working solely on site at CW.</p> <p>ACTION: SBHA/TGP hire RLO officer and introduce the individual to residents.</p> <p>Upcoming updates: MF announced that an update on the parakeets will be issued on Friday. MM fire alarm update will be issued on Monday on where they are so far. MM wants to give the attention the issue needs.</p> <p>Parakeets question: KJ asked about a government body if could be contacted regarding the parakeets and issues they are causing. KJ also enquired about the dehumidifiers and four plate induction hobs.</p> <p>Response to Parakeet question: MF responded by contextualising that parakeets are a growing pest issue in London. SBHA/TGP are looking at preventative measures. These may need ongoing maintenance going forward. MF echoed concerns about pigeons and introducing similar preventative measures for balconies.</p> <p>ACTION: MF to take back and investigate if there is a body in west London dealing with these issues.</p> <p>Dehumidifiers and hobs: MM responded to KJ second question: there are dehumidifiers in stock ready for delivery. MM asked residents to please raise this if they need one – these were noted in the chat. Responding to K question on hobs: MM apologised regarding the induction hobs: they are part of the plan but weren't mentioned.</p> <p>ACTION: MM trying to look at DNO worst case scenario and will report back on this.</p> <p>Plan design and pest prevention equipment: GP responded to a question in the chat about factoring parakeet and pest issues into new design: GP clarified pest protections will be part of the plan and maintained. LJ requested that this equipment be regularly inspected. MF agreed and saying they will be reviewed going forward. LJ pointed this is overdue 2 months tomorrow but thanked for the reassuring update.</p> <p>ACTION: TGP/SBHA to review pest protections measures and inspect equipment going forward.</p>	<p>TGP/ SBHA</p> <p>SBHA</p> <p>TGP/ SBHA</p>

5	Future Communications Structure	Actions
	<p>ACTION: MM to get someone to contact flat 61 Central West regarding fire alarm fault at a suitable time for them.</p> <p>Window replacement: GP said that all window replacements will be at the end of the remediation in 2027. AW confirmed with MF that this will be done at the cost of the landlord, not residents themselves.</p>	TGP/ SBHA

6	Resident Q&A	Actions
6.1	<p>Fire alarms: MM responded to question in the chat regarding fire alarms (see question). MM apologised for intrusive checking of fire and expressed that TGP need to carry out the vital checks in the right way.</p> <p>Compensation offer: DM asked why the offer is low and how it had been reached. MF explained the offer: based on benchmarks and remedies guidance used by housing ombudsman service. Loss of enjoyment and service of the home, the two different models for different scenarios.</p> <p>AW responded to CNH question on heating.</p> <p>Language: CH suggested changing of language choice of ‘temporary’ used in the timelines and when carrying out works. CH expanded that it would be good for residents to receive these timelines, approximates, and estimates sooner. This was taken on board by the SBHA and TGP.</p> <p>Size of option 2: TL had a question regarding the size of the option 2 boilers and if they would be the same size as the original. MM confirmed that option 2 is an equivalent size and would be a like for like switch.</p> <p>DM and MM had a question regarding cylinder specific to their flat. MM responded that he would provide details for contractor and has spoken to contractor who is happy to provide an email address.</p> <p>ACTION: MM to provide contact details for A&M to DM and MM regarding their cylinder.</p> <p>Boilers: AW read out question from around maintaining the boilers. MM we would take on any repairs – contractor would carry these out. MM expressed a shared desired to check equipment yearly. MM offered come back on calculation around the volumes being used by boilers.</p> <p>ACTION: MM to report back with calculation related to the boiler volume and usage.</p> <p>Timelines: GP addressed comments on timelines. 2 potential timelines were proposed in the meeting in September. Start of 2026 and end of 2027. Because TGP have opted with allowing everyone a gas supplier, this has a knock-on effect, making the work more complex, delaying the original timelines. GP maintained that TGP have been consistent in the presented timelines.</p> <p>Installation: question asked by VK. MM said that this would involve a lot of calculations and putting this into a readable format for everyone.</p> <p>Action: MM to come back on how quickly they can do the installation.</p>	<p>SBHA/TGP</p> <p>TGP</p> <p>TGP</p>

6	Resident Q&A	Actions
	<p>Compensation principles: AW pointed out the compensation principles raised by Deola. MF explained the standard process. MF said that they will review all aspects from a leaseholder perspective and formally respond to this point as an FAQ to validate what we have done.</p> <p>ACTION: SBHA/TGP to review all aspects of compensation principles from leaseholder perspective and formally respond as an FAQ.</p> <p>Future compensation: KJ questioned the compensation, saying it should run until the building/properties are sellable and mortgages are sorted in the future on flats. KJ emphasised next 5 years compensation should be the focus. KJ also questioned the stages of gas supply installation.</p> <p>Future compensation SBHA response: MF responded by acknowledging impact from June 2021 until a suitable hot water and heating solution is in place. Additional considerations around home improvements: adding value to property. Long-term options are being reviewed. MM picked up on question 2 – there is a requirement of TGP to provide gas supply safely. TGO would like to keep an electric solution – they are working to see if that is an option alongside gas supply.</p> <p>Electrical report: VK asked for electrical report. MM said report was done initially on building. MM said it was a set of calculations based on usage in building. It is a set of raw data – they are putting into a report format and apologised for delay.</p> <p>ACTION: TGP to share electrical report once formatted and ready.</p> <p>Offer clarification: There was some confusion from residents surround the offer already being agreed. AW clarified that the offer is not agreed and is going to the board. MF supported this by confirming that the offer will be considered by the board. MF stressed that SBHA/TGP are unable to make commitments on this call as the decision lies with the board.</p> <p>Fire safety concerns: DM said that residents only have one way out regarding fire escape. DM pointed out that 3 flats that haven't had sensors installed. Previous SBHA staff agreed with previously raised concerns. MM explained the sensors are sensitive to smoke and heat and have been reviewed with fire specialist. MM acknowledged that the situation is not ideal, but installation was refused in these 3 flats.</p> <p>ACTION: MM to take offline with Tim and log these concerns officially and work with Doug to make sure this is resolved.</p> <p>Fire alarm code: DM raised concerns about fire alarms being silenced without using a code (silenced by resident not knowing that the building). MM said we will have to change code as this is conflicting info given by contractors saying the code was entered – anti-tamper measure will be installed if this is the case. TGP and SBHA were full agreement with these concerns.</p> <p>ACTION: code to be changed and anti-tamper measures installed on fire alarm pending investigation.</p> <p>CH asked if the compensation was in two parts: AW confirmed this referred to MF's earlier point regarding how compensation was calculated.</p> <p>Interim payment: LJ requested an interim payment considered while the main offer is under review.</p> <p>Action: AW and MF to consider and put to board and provide update in Feb.</p>	<p>TGP</p> <p>TGP</p> <p>TGP</p> <p>SBHA/TGP</p>

6	Resident Q&A	Actions
	<p>Window replacement: SO asked about the window replacements. GP said that some windows will be replaced earlier and others later, depending on how the contractor approaches the building. GP confirmed that all windows will be replaced by the end of the remediation period.</p> <p>Heating tech advances and explanation: TL questioned the stage solution for heating – advancement in tech explained in previous comms. TL would like specifics on the advancements for understandable trust and transparency reasons.</p> <p>ACTION: MM to specify and share this info with TL and residents.</p> <p>Ballot exclusion: Steve raised in the chat that he was excluded from the ballot process.</p> <p>ACTION: MF will get back to Steve on reasons after investigating this with staff and NWF.</p> <p>ACTION: MF to investigate skip issue raised by VK in the chat and get back to residents.</p>	<p>TGP</p> <p>SBHA/TGP</p> <p>SBHA/TGP</p>

7	Closing	Actions
7.1	<p>AW brought the meeting to a close with some next steps:</p> <ol style="list-style-type: none"> 1. Trying to consolidate updates in newsletter in one place 2. Next update in Feb with compensation 3. Rapid recruitment of RLO officer and introduction to CW (sufficient cover for AL for officer) 4. Look to review comms so far and working with residents <p>Thanked everyone for attending and wished everyone a good evening.</p>	TGP/ SBHA/ NFL
	Next meeting: To be confirmed	
	Meeting ended at 7:15 pm.	