

Formal Representation to The Guinness Partnership/Shepherds Bush Housing Association Board

Following extensive consultation with residents and pursuant to the NewmanFrancis report submitted to TGP/SBHA on 22 January 2025, NewmanFrancis presents this formal representation on behalf of the Central West residents regarding critical matters requiring the Board's immediate attention and action.

Compensation Framework and Process

1. The residents require a comprehensive compensation framework including:
 - A detailed timeline for the compensation process
 - A clear compensation road map
 - A structured payment plan including dates
 - Detailed breakdown of compensation components, as residents emphasise: "We want a clear breakdown of what is being compensated."
 - Specific consideration for extended habitation issues, residents reiterated their position that "being stuck in the property needs to be compensated."
2. The residents seek a flexible, individualised approach to compensation negotiations, acknowledging that "One size does not fit all, our households are unique."
3. An update is urgently requested regarding the interim compensation payment discussion arising from the 8 January 2025 TGP/SBHA and residents meeting.

Compensation Structure and Transparency

1. Residents require:
 - Clear compensation levels for different circumstances
 - Plain English explanations of how compensation is calculated
 - Individual household assessments, with residents explaining that "Private offers should be sent to each individual household"
 - Evidence of compensation paid by other housing organisations for similar issues, as residents say that "Compensation needs to show fairness."
 - Personal assessment of each claim, as residents emphasise: "We do not want to be linked to other households. SBHA needs to work with us individually to determine what compensation looks like."

- An explanation as to why items being provided now could not be provided back in 2021 despite options being suggested by Central West resident representatives.

Compensation Actions and Options

1. Immediate interim payments that will not affect final compensation amounts. Residents will only consider this on the proviso that this will not hinder or delay the full compensation offer.
2. Fast-track compensation option for residents wanting to move permanently, residents voiced that "some people want to get out of the building. They've been held here for too long and that offer needs to be on the table for them."

Compensation Governance and Transparency

1. Clear explanation of roles between The Guinness Partnership and Shepherds Bush Housing Association:
 - Who makes final decisions on compensation payments (specific job title/role)
 - Who has authority to approve compensation (specific job title/role)
 - Simple organisation chart showing decision-making chain
 - Single point of contact for residents' compensation queries
2. Written confirmation that residents can accept compensation individually, residents explained the position that "We need confirmation that we don't all have to be in agreement for payments to be made for compensation to be agreed and paid."

We respectfully request the Board's timely response to these matters and propose establishing a structured dialogue to address these concerns systematically.

Yours faithfully,

NewmanFrancis Ltd

28th January 2025