



Wornington Green Residents' Meeting
26th September 2019
Minutes

Catalyst Officers in Attendance		
Fearghal O'Hara	FH	Regeneration Manager
Sandeep Dole	SD	Housing Regeneration Manager
Patricia Poorman	PP	Partnership & Outreach Officer
Jessica Drew	JD	External Affairs Manager
Satwinder Kukadia	SK	Pre-Construction Manager
Sue Hannah	SH	Head of Housing Regen & Specialist Services
Anna de Souza	AS	Customer Engagement Manager
Ashok Pai	AP	Home Ownership Project Manager
Lars Oerts	LO	Estate Manager
Council Officers in Attendance		
Sarah Brion	SB	RBKC Parks Team
Independent Tenants' Advisor (ITA) in Attendance		
Irundeep Singh	IS	NewmanFrancis ITA
Lily Glasser	LG	NewmanFrancis ITA
Residents' Steering Group (RSG) members in Attendance		
Karina Skinner	KS	RSG Chair
Julie Kamara	JK	RSG Vice-Chair
Keith Stirling	KSt.	RSG Member
Louise Tasker	LT	RSG Member
Jonathan Franco	JF	RSG Member
Christine Dingle	CD	RSG Member
Cheryl Thomas	CT	RSG Member

Apologies received: None

26 residents attended this meeting (incl. RSG members)

1.	Welcome IS welcomed everyone to the meeting and rearranged actions from the previous meeting to be discussed later in the agenda.	
2.	Update on the Park – SB Phase 1 of the park works involves installing a new playground on the south side of the park. The work started on 29 th July and are planned to be completed by 22 nd October. Once completed, Phase 2 can begin on the north side of the park, which will include the dog agility area.	

	<p>SB advised that we are aiming for the entire park including later phases to be fully completed in 2027.</p> <p>SB noted that the existing railings around the park will stay after the improvements to the first phase are made. The new playground will have its own fence so that it is a dog free zone.</p> <p>SB advised that if residents experience any incidents or have any complaints about the park, to contact RBKC's parks team at: 020 7938 8190/0300 365 5101 or parkspolice@rbkc.gov.uk</p> <p>It was added that ground maintenance will be responsible for locking the gates to the park at night.</p> <p>KSt asked whether there will be a toilet facility for the park. SB informed that it could be looked at for the next phase in 2022 if there is demand from residents, but that it would be subject to funding.</p> <p>JK asked whether there'll be a café/eating area for the park. SB informed that there is none planned at the moment but is something that could be looked into at future consultations.</p> <p>Residents felt that the consultation approach from RBKC needed to involve more residents, and for feedback from the consultation to be more accessible. SB informed that RBKC would review the consultation approach for future phases of the park going forwards. SB to feed back on the consultation process and advised that pop-ups can be looked into for future, as the last one in July went relatively well.</p> <p>SB advised that information from the previous consultation is available online at: https://www.rbkc.gov.uk/leisure-and-culture/parks/athlone-gardens.</p> <p>Residents asked whether there would be any CCTV for the park. SB informed there is no CCTV at the moment but advised for residents to report any incidents to the parks police as this may help put a better case forward to justify CCTV use at the park.</p> <p>Some residents also enquired about why there is no CCTV along Bonchurch and Faraday Road. SB advised that she would forward this to the CCTV team to look into.</p> <p>One resident suggested that Catalyst and the council should work together on a security strategy for the area. SH informed that Catalyst will look at security and CCTV on Catalyst owned land/buildings. AP advised that Catalyst are looking at service improvements.</p>	<p>SB</p> <p>SB</p> <p>SH/AP</p>
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	<p>SB advised that she will pass on details of the CCTV team to be invited to a future meeting.</p> <p>KSt asked about the types of trees that will be planted in the park. SB advised that not all the trees will be London plane trees, and that there would be a mixture. KSt felt that the number of London plane trees that have been lost on the estate has upset residents.</p> <p>One resident asked about whether there is a water feature for the estate. SB commented that this could be looked into in future, however noted that the water feature in Holland Park has high running costs.</p> <p>KSt commented that residents were promised in the charter that at least 50% of the park would be available for use. FOH commented that it was necessary to close the park in two sections in order to make the improvements to it. Catalyst and RBKC got the sense that residents and the surrounding community were very keen to have a properly landscaped park with useable features, and so thought it was best to press ahead with this work.</p>	
<p>3.</p>	<p>Regeneration Update – FH</p> <p>Bond Mansions: There has been a delay to Bond Mansions and this has been due to a number of factors including delays to heating systems, UKPN power connections. The delays have partly been caused by checks that Catalyst are doing due to recent changes to building regulations and government advice, in light of which they've decided to change some of the materials on the balconies of Bond Mansions. The original date of move in for residents was August 2019, but Catalyst have now written to those residents who will be moving into Cores 1 & 2 to inform that handover has been delayed until January next year.</p> <p>One resident asked why Catalyst are making the change to the balconies now as the new building regulations were released in December 2018. SH advised that the government advice note was issued more recently.</p> <p>A resident also enquired about why a sprinkler hasn't been considered for Bond Mansions. SH advised that sprinklers is a requirement for buildings that exceed 30 meters in height.</p> <p>One resident also noted a concern about there being 1 staircase at Bond Mansions. SH advised that this is in line with building regulations.</p>	

	<p>FOH added that Bond Mansions has been designed to the capacity of the units.</p> <p>1 resident due to move into Bond Mansions was unhappy that the bathrooms did not have cabinets compared to Phase 1 units. FOH advised that there is a different contractor working on Bond Mansions compared to Phase 1. Some residents also commented that the wet room was not 'practical' in the new development.</p> <p>Some residents also complained about the size of the kitchen and toilet. One resident felt that the drying rack in the bathroom was too low to hang clothes. SH advised that Catalyst could look into this.</p> <p>Phase 1: SH advised that there are some investigatory works being carried out in Phase 1 with regards to fire safety and that a letter has been sent out to residents living in this phase. Catalyst are currently waiting for timelining and the scaffolding plan and more information on these works will be shared with residents living in this phase. SH advised that Catalyst will be keeping residents updated about the works through regular written correspondence.</p> <p>One resident asked about the security of the scaffolding. SH advised that the scaffolding won't be accessible from the ground floor, and that Catalyst will consider alarming it.</p> <p>Demolition of Wells/Murchison: FOH updated that the demolition works will be completed by the end of September.</p> <p>One resident enquired about how Catalyst have been monitoring the dust. FOH advised that there are three dust monitors, at Pepler, Chesterton and at Murchison car park. KS asked whether Catalyst could look at publicising the statistics of the air quality monitors. Catalyst to discuss findings with Residents' Steering Group.</p> <p>Some residents also noted concerns about health with dust in the air, and KSt noted that windows along Pepler House are dusty.</p> <p>JK felt that a solution was needed for people living on the estate in Phase 3. SH apologised on behalf of Catalyst for the inconvenience and discomfort caused to surrounding residents, and advised that Catalyst would review their approach for the next stage of demolition works as part of Phase 2b.</p>	<p>SH</p>
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	<p>Road Realignment:</p> <p>FH updated that the next stage of the regeneration works will involve realigning the link road between Wornington Road and Portobello Road to create a new road named Murchison Garden. However, prior to these works taking place, Catalyst will need to do some additional work which will involve the excavating a hole in the road to install new drainage near Chesterton House.</p> <p>Subject to approval from RBKC (Council), Catalyst anticipate this additional piece of work to commence on 14th October and it is expected this piece of work will take up to 6 weeks.</p> <p>As part of these works, Murchison Car Park and the link road will be accessible from Wornington Road only, and not from Portobello Road. Pedestrian access will not be impacted and the footpath next to Chesterton House and the stairwell at that end will remain open. Two trees will be removed close to the site to enable the works to go ahead (these trees have been approved for removal as part of the Tree Plan which was approved by RBKC in Catalyst’s outline planning application)</p> <p>PP advised that Catalyst could explore walkabout dates for residents who want to gain a visual understanding of the impact of the road closure and will be writing to residents with more details including a map to show areas impacted.</p> <p>Once this additional piece of work has been completed, the link road between Wornington Road and Portobello Road will be closed for realignment and it is expected that the new Murchison Gardens road will be completed by April 2020.</p> <p>Other issues:</p> <p>One resident complained about an issue with their door, a leaking toilet and a pest control issue. Catalyst to follow up on this.</p> <p>One resident noted that Catalyst did not provide an option of choosing tile colouring for bathrooms.</p>	
4.	<p>Housing Management - SD</p> <p>Bond Mansions</p> <p>SD acknowledged that residents have been frustrated with delays and advised that the Catalyst team have been making personal contact with the residents due to move into Bond Mansions prior to letters going out. KS felt that something needs to be in place for delays as it causes an inconvenience for residents.</p>	

Rehousing:

Following resident queries around rehousing, SD advised that the policy of rehousing looks at:

- Focus on rehousing those whose homes are being demolished first.
- Doing early assessments of those in later phases to identify priority for rehousing.
- Carrying out a medical assessment.
- Housing transfer and areas of availability
- Looking at those most vulnerable residents who want to move off the estate first.

Pest Control:

One resident asked how rodents would be managed. SD advised that Catalyst would cover the cost of pest control throughout the period of the regeneration.

Stiles Harold Williams:

SD advised that Stiles Harold Williams who help manage Portobello Square (Phase 1 properties) will be moving in-house with the Catalyst team. Ashok Pai who is Catalyst's Home Ownership Project Manager will be working on this transition.

Carnival:

SD fed back that the Carnival was calmer this year compared to previous years, and the security team encountered less breaches.

Residents reported that there was an issue with a window being smashed at Paul House, and there were some complaints about the sound system near Faraday Road. SD reported that Catalyst had attended to object the hearing for this but were not successful. Residents suggested for the entire estate to be closed off during the period of the carnival. SH advised that Catalyst could explore providing additional security services during Carnival but that these would need to be paid for through service charge. Some residents were not supportive of this idea.

KS reported issues with toilets outside Norman Butler - residents reported concerns around smell and waste being poured into the drains at the car park. SD commented that Catalyst were informed on the Friday prior that RBKC would use this site, and that Catalyst had written to residents to advise them that this may be a possibility and was dependent on the Murchison car park being cleared in time

RSG noted that they wanted to be present at the next walkabout with the police and RBKC so that residents can voice concerns. Catalyst noted that they would look into this.

	<p>KSt felt that local councillors should be invited to the meetings. RSG/ITA to look into inviting local councillors to future meetings.</p> <p>Other reported issues: KSt felt that the Age UK service was beneficial for residents living on the estate and needed to be relooked at. SD advised that the contract had come to an end, and that Catalyst will look at other measures moving forward.</p>	RSG/ ITA
5.	<p>Update from NewmanFrancis (ITA) - IS</p> <p>IS advised that NewmanFrancis have been doing a lot of outreach work in the past month and have recently been supporting residents around independent advice and support around rehousing. NewmanFrancis will be on the estate on Thursday 17th October & Thursday 31st October should residents want to pre-book home visits.</p> <p>KS updated on the work that the RSG have been doing over the last couple of months. The RSG held a recent away day in August which looked at the possibility of forming a Residents' Association to represent the whole estate including private owners. As part of this, it was felt that there was a need for a stronger voice, better representation and ensuring that the needs of the whole community are represented.</p>	
6.	<p>Minutes of Last Meeting & Matters Arising</p> <p>It was agreed for actions from the previous meeting to be updated post meeting via the minutes:</p> <p>LT also commented that the note that was placed on the lift by Catalyst had an inaccurate date stating the lift was down from the 17th when it had been out of service from an earlier date. SD to look into this.</p> <p>IS reported that the RSG have requested for an Actions Log to monitor and track actions reported at RSG and Public Meetings. IS to share with SD once complete – Complete – Catalyst will manage this process and these actions will be reviewed at quarterly monitoring meetings between the ITA service, RSG and Catalyst.</p> <p>JD advised that Catalyst will look into putting information in Here & Now about Age UK contract expiring at end of April, and continued support being provided by Catalyst Gateway.</p> <p>ITA Service poster to be put in communal areas. IS to put in communal areas by end of July – Complete</p>	SD JD

	<p>Residents felt there was not enough detail on the parks presented at the meeting. JD to ask RBKC to put further details on the parks in the next edition of the Here & Now - Complete</p> <p>KS asked whether the parks team can provide a further update at another meeting. JD commented that she will liaise with the parks team to see whether they can attend a future meeting to update – Complete – Sarah Brion from the RBKC parks team attended the public meeting in September and also held a pop up in the park on 24th July.</p> <p>JD/PP will add a number & email for the parks police for residents to report irresponsible dog owners to the next issue of Here&Now, and on the noticeboard next to the park - Complete</p> <p>One resident reported that the security doors for Watts and Katherine House are broken. SD will look into this.</p> <p>One resident felt that more secure security doors are needed for entrances to blocks. SD to arrange with a surveyor to look into this.</p> <p>KS to give lamppost numbers to SD of the lights that are not working at Thomson House.</p> <p>KS reported concerns that the RSG had about a recent asbestos letter which they felt was written in a threatening tone. SD to look into this.</p> <p>Residents reported that the trees at Watts House and Thomson House are impacting the lighting. SD to check the date of the previous and next maintenance date with environment services. SD advised that Catalyst could write to residents impacted in those blocks.</p> <p>Adding content about flytipping to Here & Now. JD advised that content for flytipping and ASB would be more suitable content for the Wornington Green Bulletin and/or be dealt with in individual letters to residents – Complete – This is in the latest edition of the Here & Now</p> <p>Spotlight on Ian McDermott, the new Chief Executive at Catalyst. It was suggested for him to be invited to a future public meeting. JD to look into this.</p> <p>One resident asked whether there will be options for separate kitchens in 1 bed homes, rather than having open plan. JD to check with TP.</p> <p>KS asked whether copies of feedback from the Consultation Event can be put in the office. JD to look into this</p>	<p>SD</p> <p>SD</p> <p>KS</p> <p>SD</p> <p>SD</p> <p>JD</p> <p>JD/TP</p> <p>JD</p>
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	One resident asked whether traffic calming measures can be looked into for Bonchurch Road. It was advised that the roads are RBKC's responsibility. JD / FH to look into this.	JD/FH
7.	AOB PP suggested that an advice surgery before public meetings could be looked into and reintroduced for residents to discuss individual issues.	