

Worlington Green Residents' Meeting
27th June 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
Crissi Russo	CR	Sales & Marketing
Independent Tenants' Advisor (ITA) in Attendance		
Irundeep Singh	IS	NewmanFrancis ITA
Mekor Newman	LG	NewmanFrancis ITA
Residents' Steering Group (RSG) members in Attendance		
Karina Skinner	KS	RSG Chair
Louise Tasker	LT	RSG Member
Jonathan Franco	JF	RSG Member
Christine Dingle	CD	RSG Member
Cheryl Thomas	CT	RSG Member

Apologies received: Julie Kamara (RSG Vice-Chair), Shaip Bajgora (RSG Member), Timothy Porter (Catalyst)

13 residents attended this meeting (incl. RSG members)

1.	<p>Welcome</p> <p>KS introduced the agenda and welcomed everyone to the meeting.</p>	
2.	<p>Minutes of Last Meeting & Matters Arising</p> <p>It was agreed that TP and FH would organise for RSG members to be taken around to visualise the new roads – Complete - TP had facilitated a walkabout at the RSG meeting in April.</p> <p>Change of contractor to be publicised to residents and also put in communal areas – Resolved. SD advised that the repairs contractor being changed to Chaswest was published in the previous Catalyst newsletter, but this information will not be put in the communal areas as the phone number to report repairs is still the same.</p> <p>SD to feedback a full report of lift maintenance at the next meeting – Complete. Sandeep reported that lifts have an EMU which is managed by the same company and notifies when a lift is out of service – this</p>	

	<p>allows for a quicker response time for repairs. LT reported that the lift out of service at Watts House for 5 weeks. 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.</p> <p>CT asked about the status of the Age UK contract. SD updated that the Age UK contract expired at the end of April and that this was a year's long contract and was formerly extended twice. There are no plans to renew the contract at present as the needs of the estate have changed. SD advised that Catalyst will continue to support residents by using their in house support service with Catalyst Gateway. IS suggested for this information to be put in the next edition of the Here & Now newsletter as a refresh. JD advised that Catalyst will look into this.</p> <p>ITA Service poster to be put in communal areas – Outstanding – IS to put in communal areas by end of July.</p> <p>PP to attend an RSG meeting to get some feedback on Here and Now – Complete – feedback was gathered on this at an RSG meeting in April.</p>	<p>SD</p> <p>IS</p> <p>JD</p> <p>IS</p>
<p>3.</p>	<p>Update on the Park – FH</p> <p>FH presented an update on the works that will be taking place at Athlone Gardens which includes a new playground and dog agility area.</p> <p>Royal Borough of Kensington & Chelsea (RBKC) who are responsible for the park have asked Catalyst to carry out the works as part of Catalyst's regeneration commitments. Catalyst have contracted United Living to deliver the works for Phase 1 of the park refurbishment.</p> <p>FH noted that the indicative plan is for the park to be fully completed by 2027. A resident commented that they were informed the park would be complete by latest 2025.</p> <p>A resident asked where the works on the park would be starting. FH updated that the works would start on the southern side of the park where a new play area will be installed. Once the new play area is complete, the dog agility area will be erected in the northern side of the park (where the existing play area is currently situated).</p>	

	<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.</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, although noted that an update at the public meeting in September may be too late given that works will be underway.</p> <p>One resident asked for the plans for the rest of the park, and where United Living's site storage will be situated. FH confirmed that the site compound will be relocated within the Murchison House site circle by late Autumn 2019. FH also commented that once the site compound has been relocated, the area on the park will be grassed over.</p> <p>FH updated on the indicative timelines for the park and noted that the next phase of Athlone Gardens will be in 2020, and the Venture Centre will still be in its current location until 2023.</p> <p>The works on the park are expected to start mid-July (due to a delay this is now expected to take place towards the end of July). First section of the park is due to complete by October. Residents felt the railing should stay around the park and not be opened up. FH informed that these will remain until the works are completed.</p> <p>Residents wanted to know what security measures will be in place after the works. FH advised that the park will be managed by RBKC and that there will be an officer assigned to cover the maintenance of the park. Residents felt that the park should be closed at night to detract anti-social behaviour and loiterers.</p> <p>IS advised that the parks team at RBKC have an email address to which issues can be reported to – parks@rbkc.gov.uk</p> <p>One resident felt that some dog owners are not picking up after their dog and that this is dangerous for children. FH commented that it is the responsibility of the dog owner, and that when the park works are completed by the end of the year, the dog agility area will be separate from the normal park users. One resident noted that there is a lot of dog mess on the streets. PP advised that dog bags are available in the Catalyst office for people to use.</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.</p>	<p>JD</p> <p>JD</p> <p>JD/PP</p>
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<p>4.</p>	<p>Regeneration Update – FH</p> <p>Bond Mansions: Bond Mansions (Block 4) along Wornington Road is expected to be completed by the end of July with moves for the first core to commence in August. Core 2 is expected to be complete by the end of August with Core 3 following in October.</p> <p>Demolition of Wells/Murchison: The demolition of Wells and Murchison House is expected to be complete by mid/late August.</p> <p>One resident felt the demolition works have been creating a lot of dust and noted that there’s been a delay with the demolition works. FH advised that good progress is currently being made with the demolition works and is running on schedule.</p> <p>Following on from the demolition, the link road between Wornington Road and Portobello Road will be re-aligned and straightened in Autumn 2019.</p> <p>Security: One resident reported that the security doors for Watts and Katherine House are broken. SD will look into this and advised residents to call the Catalyst Customer Services number to report any further issues.</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>Phase 3 Planning Application: SK informed that the planning application for Phase 3 is on track to be submitted by the end of the year. SK also advised that Catalyst are currently working with the Community Centre Working Group and will be meeting with them on 2nd July to discuss evolving designs.</p>	<p>SD</p> <p>SD</p>
<p>5.</p>	<p>Housing Management</p> <p>Rehousing: SD advised that most of the move plans for rehousing to Bond Mansions have been completed for Core 1, and that the remaining move plans have been booked in.</p> <p>The <i>Welcome to your New Home</i> event will be taking place on Monday, with viewings to commence w/c 8th July. The viewings for the RSG will be best placed for Core 2 given that moves will be taking place after the Carnival. SD advised that this will provide more scope, and the target is</p>	

	<p>mid-August for handover.</p> <p>SD is currently working with 10 households looking to move off the estate from blocks Chesterton, Breakwell, Macaulay, Chiltern. 7 have agreed to move, 1 is pending and SD is liaising with the other 2.</p> <p>LT asked whether the blocks will remain empty. SD advised that Catalyst will be using shortlife tenancies, and that this will create a sense of security for existing residents.</p> <p>Office move: SD advised that the office move has gone well, despite issues with the phone and fob management machine. The new officer location is along Portobello Road (no. 336-342).</p> <p>Communications and Here & Now (Newsletter) SD advised that the Here & Now will be delivered in August.</p> <p>Pest Control: KS asked whether any rodent issues have been reported with regards to the demolition at Wells and Murchison House. SD updated that there have been no reports of pests. SD also added that Catalyst will cover the cost of pest control should residents experience any issues during the regeneration.</p> <p>Other reported issues: 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>Future demolition work: LT noted concerns about Watts House as a standalone building after adjacent blocks are demolished. LT added that she is concerned about the impact of noise and dust and wanted to know how residents will be supported throughout this period.</p> <p>FH advised that measures will be put in place to support residents living at Watts House through outreach work and written correspondence. Further to this, there will be dust suppression and air monitors should dust exceed an unsafe level.</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p>KS</p> <p>SD</p> <p>SD</p>
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<p>6.</p>	<p>Here & Now – Content and Branding</p> <p>Crissi Russo from Catalyst’s Marketing and Sales team updated on the future branding of the Here & Now.</p> <p>CR explained that the Here & Now needed a refresh given that the current brand has been in place for a number of years. It was recognised that the Here & Now is an important way to celebrate the regeneration and the neighbourhood.</p> <p>Some suggestions were made by residents on the content:</p> <ul style="list-style-type: none"> • KS suggested showing tweets about the estate • Adding content about flytipping. 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. • Facilities for youth and support for younger people. It was suggested for the service that the Catalyst Gateway provide for youth to be promoted • Spotlight on Youth – PP noted that apprentices in the past have been featured. • CD suggested a spotlight or information on shops that are opening in the area. • Cooking/recipe’s page was not as effective. • Lifestyle section to include more variety. • Updating and adjusting timelines for regeneration when they change to advise slippage if things are not going to schedule. • Spotlight on Catalyst staff members working on the estate. • 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. • Wornington Green Community Group to be promoted more often, particularly work around the Kitchen Garden • Promoting the RSG • Follow up from publicity sent in letters on estate • Contact information for the local police and how to get in touch with them. <p>JD advised that some of the suggestions will be fed into later issues, as the next edition of the Here & Now will be going out in August.</p>	<p>JD</p> <p>JD</p>

	<p>CR advised that the new branding is a marriage between private sale and community. The marketing name for the estate will be Portobello Square.</p> <p>Some residents were concerned that Wornington Green was not on the name of the new Here & Now.</p> <p>Two different colour schemes and branding approaches were presented. Residents were asked to feed back comments to Catalyst by the end of next week.</p>	
7.	<p>Feedback from Design Consultation & Design Working Group (DWG)</p> <p>JD updated on the feedback from the phase 3 Design Consultation events there were held in June.</p> <p>KS suggested for the percentage of comments made about the taller building. JD advised that a percentage can be presented at a future meeting, and Catalyst will aim to get this information to the RSG before then.</p> <p>KS asked how people will still be informed about phase 3 design proposals. JD advised that a brief summary of the boards will be presented in the next Here & Now.</p> <p>LT asked how the move of the Venture Centre will be carried out moving forwards. JD advised that the building is owned by RBKC and that the council will retender for the contract. JD also updated that the new community facility is being built to the standards of the existing Venture Centre space, and that Catalyst are liaising with the centre on the designs of this facility.</p> <p>JD also informed that the pedestrianisation of Portobello Road will also include spaces for deliveries.</p> <p>One resident asked whether there will windows will be designed for kitchens. FH advised that some kitchens will have windows designed, and that those properties that are open plan may not have windows designed for their kitchens.</p> <p>Some of the feedback which came out of the design consultation events is listed below:</p> <ul style="list-style-type: none"> ● Pale brick is popular with residents ● Recessed balconies were popular with residents. ● Some residents felt that there was too much glass in doors of the new builds. ● Doors need shelter 	

	<ul style="list-style-type: none"> • Green Roofs are good • Natural planting • Re provision of the Kitchen Garden • Residents are keen to see more trees <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>Some residents asked whether more amenities can be put into the communal areas of new blocks. Catalyst will look into this.</p> <p>KS asked whether copies of feedback from the Consultation Event can be put in the office. PP to look into this.</p> <p>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.</p>	<p>JD / TP</p> <p>PP</p> <p>JD / FH</p>
<p>8.</p>	<p>Update from NewmanFrancis (ITA) - IS</p> <p>IS advised that NewmanFrancis (ITA) will be on the estate on Thursday 18th July and Thursday 25th July should residents wish to organise home visits in advance.</p> <p>IS advised that part of the outreach would be to recap on the Design Consultation Events for Phase 3, in particular for residents who are less familiar or unable to attend the recent design consultation events. IS also advised for residents to get in touch for independent or impartial advice or support around the regeneration.</p> <p>There will also be upcoming Design Working Group (DWG) sessions which will be looking at Internal Communal Areas (4th July) and Interior of Homes (1st August). IS advised if residents were interested in joining the DWG to get in touch with NewmanFrancis.</p>	
<p>9.</p>	<p>AOB</p> <p>The next Wornington Green Residents' Meeting will be on Thursday 26th September 2019, 6pm-8pm at Portobello Hall.</p> <p>PP advised that there will be no Portobello Park party this year because of the works taking place in the park, and that there will be other plans made for the community on a smaller scale.</p>	