

**Wornington Green Residents' Meeting**  
**28 March 2019**  
**Minutes**

| <b>Catalyst Officers in Attendance</b>                       |           |                                       |
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| Tim Porter   | <b>TP</b> | Head of Preconstruction and Viability |
| Fearghal O'Hara  | <b>FH</b> | Regeneration Manager                  |
| Sandeep Dole   | <b>SD</b> | Housing Regeneration Manager          |
| Patricia Poorman   | <b>PP</b> | Partnership & Outreach Officer        |
| <b>Independent Tenants' Advisor (ITA) in Attendance</b>      |           |                                       |
| Mekor Newman   | <b>TP</b> | NewmanFrancis, Director               |
| <b>Residents' Steering Group (RSG) members in Attendance</b> |           |                                       |
| Karina Skinner   | <b>KS</b> | RSG Chair                             |
| Louise Tasker  | <b>LT</b> | RSG Member                            |
| Jonathan Franco  | <b>JF</b> | RSG Member                            |
| Christine Dingle   | <b>CD</b> | RSG Member                            |
| Shaip Bajgora  | <b>SB</b> | RSG Member                            |

**Apologies received: Irundeep Singh (NewmanFrancis), Julie Kamara (RSG Vice-Chair)**

**19 residents attended this meeting (incl. RSG members)**

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| <b>1.</b> | <p><b>Welcome</b></p> <p>KS introduced the agenda and welcomed everyone to the meeting.</p>  |  |
| <b>2.</b> | <p><b>Minutes of Last Meeting &amp; Matters Arising</b></p> <p>Demolition - CD asked for clarification on the demolition which stated in the minutes it was not starting to the new year. FH advised this will now take place from April 2019</p> <p>New pushbike lockups – PP reported that these have now all been installed and that keys are being allocated and there are still some spaces available. Residents should contact Jonathan is they need a space.</p> <p>Housing management issues from Sue will be covered by SD in the Housing Management Update (see section 4 in the minutes).</p> |  |
| <b>3.</b> | <p><b>Regeneration Update – FH</b></p> <p><b>Bond Mansions:</b><br/>Bonds Mansions is expected to be completed by the end of summer. The regeneration team will be liaising with residents that are</p>  |  |

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| <p>due to move into the properties in the block. The scaffolding is due to be moved off the front of the block this coming month in April.</p> <p>FH advised there will be parking at the front of Bond Mansions on both sides of the road. Residents can apply to RBKC for a resident street permit if they live in the borough.</p> <p><b>Demolition of Wells and Murchison House -</b><br/>The delay in demolition which was to initially take place in the new year has been due to some issues with disconnecting gas and electricity services to the buildings. Electricity and gas have now been fully disconnected from Wells and Murchison House.</p> <p>In 2 weeks' time, the demolition machinery will arrive on site. The demolition works are expected to start in April and will be completed by May/June 2019.</p> <p>After the demolition, the road realignment will commence. RBKC has allowed for the link road to be closed off and this will be occupied by the contractors. Murchison Gardens is the new road that will be created.</p> <p>The design of the street will incorporate traffic calming measures for road safety and traffic management. The Here and Now newsletter which is due to be distributed by next week will feature the detailed information about the creation of the new road.</p> <p>It was agreed that TP and FH would organise for RSG members to be taken around to visualise the new roads.</p> <p><b>Update from Tim Porter:</b><br/>The next phase after 2a (Bond Mansions) is 2b. The blocks that are to be demolished to allow space for the new buildings at Phase 2b are (Katherine, Macauley, Chesterton, Breakwell and Chiltern) and this will be taking place at the later end of this year.</p> <p>2b (block 6) has planning permission and building work is expected to start this year and is expected to be completed in 2022.</p> <p>As a later part of the process, Phase 3 blocks will be demolished and then be redeveloped – the blocks that will be affected as part of this phase include Rendle, Paul House, Thompson House, Pepler House, Olive Blythe, Norman Butler, 300 Ladbroke Grove. Catalyst aim to submit the Phase 3 planning application by the end of the year.</p> <p>TP updated that work will be starting on the park with RBKC in two weeks. The focus of this will be on installing new play equipment and to</p> | <p>TP / FH</p> |
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|                  | <p>start the transition from the temporary to the permanent park. The remaining demolition on the permanent park site will be the Venture Centre</p>   |  |
| <p><b>4.</b></p> | <p><b>Update from Sandeep Dole</b></p> <p><b>Rehousing:</b><br/> All properties are now allocated, and Catalyst will be making contact with residents soon regarding moving plans.</p> <p>Viewings of the new properties will take place 2-4 weeks before handover.</p> <p>There will be a welcome to your new home event for residents. There is also a Countdown to your move brochure, and this is still available for those moving and will be issued during move plan stage and the welcome event also.</p> <p>Catalyst are also currently working with 10 residents who wish to move off of the estate. 1 offer accepted and 2 are currently pending.</p> <p><b>Security:</b><br/> The security guards stopped patrolling 10/03, Catalyst have since had approval for installation of CCTV in problematic blocks - mainly phase 3 and Watts communal area.</p> <p>The Anti-Social Behaviour (ASB) team are working closely with local police to identify hotspots and to increase patrols</p> <p>There was a Watts House evening walkabout on 29/11 – communal area to Watts is being repaired as a result.</p> <p>All lights have been repaired on the estate, and SD noted that the caretakers have been very proactive in reporting communal repairs.</p> <p><b>ChasWest</b><br/> New repairs contractor ChasWest went live on 27/03.</p> <p>Residents should start to see an improvement in the service received – with a 7 days average repair time and 4 different time slots (8am-12pm, 12pm-4pm, 4pm-8pm, and weekend appointments).</p> <p>Residents will receive text message updates when the contractor is en-route.</p> <p>Residents were advised to still phone the Catalyst Customer Services number (0300 456 2099) to report repairs.</p> |  |

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|  | <p>SD advised that this is to be publicised to residents and also put in communal areas.</p> <p><b>Lifts maintenance:</b><br/>Lifts are now being serviced every 4-6 weeks (compared to every 8 weeks previously).</p> <p>All lifts have an EMU – which sends alerts when a lift is out of service – and this will usually be addressed and repaired the same day.</p> <p>SD to feedback a full report of life maintenance at the next meeting.</p> <p><b>Merger</b><br/>Ian McDermott the new CEO for Catalyst started in January. Catalyst and Aldwyck Housing Group will be merging as of 1<sup>st</sup> April .</p> <p><b>Age UK</b><br/>The Age UK contract is coming to an end at the end of April and Catalyst are unable to extend this. It was a 3-year contract which has already been extended twice.</p> <p>The support needs of residents on estate has changed – and SD advised that Catalyst are looking to review the service they offer to suit all ages and support residents across Wornington Green and Friary Park.</p> <p>Catalyst will update and inform residents once they know more and were not able to advise sooner due to the sensitivity of the subject and wanted to have conversations with Age UK first.</p> <p>Catalyst will still continue to support residents using their in house support service with Catalyst Gateway. Residents were advised to speak with their Housing and Regeneration Coordinator if they have any concerns or would like to be referred.</p> <p><b>New Catalyst Offices</b><br/>The Catalyst office on Ladbroke Grove will be moving to Portobello Road around early-mid June. Catalyst will be occupying 4 out of the 6 new units.</p> <p><b>Here &amp; Now (Newsletter)</b><br/>The April edition of the Here and Now will be delivered to the estate next week.</p> | <p><b>SD</b></p> <p><b>SD</b></p> |
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| <p><b>5.</b></p> | <p><b>Design Working Group (DWG)</b></p> <p>Catalyst are currently working with a resident design working group which have so far had 2 meetings (introductory session, and non-residential spaces). TP informed that the next session will discuss Roads, Paths and Access on 2.4.2019.</p> <p>There will be a wider Phase 3 consultation event in early June which will give residents an opportunity to look at the initial design proposals for phase 3 and feedback any comments or suggestions.</p> <p>MN asked for feedback from residents that attended the Design Working Group meetings:</p> <ul style="list-style-type: none"> <li>• One resident felt that it should be clearer whether residents were part of the group or observers</li> <li>• KS said people should attend and even if you're observers. They still can put their point across</li> <li>• Ideas came up about a farmer's market, shops, or routes to encourage connectivity of the housing and the shopping area</li> <li>• One resident asked other residents whether they supported a supermarket.</li> <li>• One resident was against the concept of a supermarket and another said there is already one locally.</li> </ul> <p>MN fed back the conversation about involving the private residents at the last Residents' Steering Group (RSG) meeting. This was focused on how to bring both private residents and Catalyst tenants together, and that this would be a topic to be discussed at the RSG Away Day.</p> <p>MN informed the meeting on the outreach strategy to target Phase 3 block residents which is to encourage more people to attend, and to ensure all blocks are represented. MN clarified that for those who are unable to attend, NewmanFrancis will feed their views and questions at the DWG meetings to feed into the design process.</p> |  |
| <p><b>6.</b></p> | <p><b>Update from NewmanFrancis (ITA) - MN</b></p> <p>MN updated on the NewmanFrancis Independent Tenants' Advice Service (ITA) and their role which is to provide independent &amp; impartial advice and support to Catalyst tenants throughout the regeneration process in understanding their rights and options.</p> <p>MN advised on the work NewmanFrancis are doing to get more block representation in the DWG and RSG.</p>  |  |

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|                  | <p>MN also spoke about NewmanFrancis' strategy to encourage more people to attend public meetings, which includes more door knocking / promotion ahead of meetings.</p> <p>It was agreed for there to be a flyer about the ITA service to be put on noticeboards (also in different languages). NewmanFrancis to arrange with PP.</p> <p>PP will attend an RSG meeting to get some feedback on Here and Now</p>   | <p><b>MN/PP</b></p> <p><b>PP</b></p> |
| <p><b>7.</b></p> | <p><b>AOB</b></p> <p>Two residents (Natasha &amp; Micky) updated on Wornington Word which is a heritage project that will record and archive the history and experiences of people who live / visit the estate. This will be archived in the Kensington Library.</p> <p>Wornington Word was launched in January 2019 at the Venture Centre who are a partner on this project, and there are currently workshops and a documentary being made. There is an upcoming training session which will take place to support people to capture information and people's history.</p> <p>The next Wornington Green Residents' Meeting will be on Thursday 27<sup>th</sup> June 2019, 6pm-8pm at Portobello Hall.</p> |                                      |