NOTES OF THE CUSTOM HOUSE STEERING GROUP MEETING Wednesday, 11 November 2020 @ 6pm via Zoom

Present:

Steering Group members:

Terry R (TR)
Casey H (CH)
Thelma O (TO)
Tony S (TS)
Denise E-B (DEB)
Cynthia P (CP)
Larisa C (LC)
Sue C (SC)

LBN:

Cllr Sarah Ruiz (SR) - Chair of CHSG
Niall Henderson (NH) – Senior Regeneration Manager
Jan Rowley (JR) – Landlord Offer & Ballot Strategy Lead
Dami Segun (DS) - Resident Involvement Lead
Yemi Adigun (YA) – Resident Involvement Manager
Caroline Pillay (CP) - Interim Head of Estate Regeneration
Dave Hughes (DH) – Community Wealth Building
Pete Griffiths (PG) - Strategic Communications Consultant
Mark Green (MG) - Interim Senior Development Finance Consultant
Emily Webster (EW) - Regeneration Manager

NewmanFrancis:

Howard Mendick (HM)
Owen Martin (OM) - notes

Apologies for absence:

Sharlene T (ST)
Marcia S (MS)
Mina Manik
Sam Napa

		Item Lead		Actions
1.	**Welcome and introductions**	SR	SR welcomed everyone to the Steering Group meeting.	
2.	**Notes from the previous meetings for accuracy – 30.09.20 and 13.10.20**	SR	The notes from the previous meeting was agreed by the group.	

3.	**Review Action Tracker**	SR	The Action Tracker was reviewed.	
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4.	**Housing Offer Update**	CP/JR	CP explained that there have been no changes to the Housing Offer since it was last shared with reps. CP mentioned the need to discuss the design aspects of the offer with the CHSG to help further develop the level of detail to ensure residents are fully aware of what is being offered. CP confirmed that more time was needed to develop the design offer. JR explained there are still some outstanding questions regarding the housing offer as well as a number of aspects which require further clarification. The Council will not be able to fulfil some of the wants of residents but will ensure that it will be clear about the reasons why they may not be able to fulfil certain requests resulting from consultation around the housing offer. **ACTION: Issue log to be circulated to reps.**	**JR**

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5.	**Custom House Project Update Report**	NH	NH provided an update on the regeneration process and explained that there has been no change to the key dates of the proposed delivery programme: • Outline Planning Application February 2021 • Detailed Planning Application for the Kick Start Sites February 2021 • Area 6 North Planning Application 2021 • Procurement of House Builder Phase 1A (Kick Start Sites & Area 6 North tbc) March / April 2021 • Phase 1 Planning Consent November 2021 • Area 6 north Planning Consent September / October 2021 • Area 6 North Works commence Late 2021 / early 2022 • Phase 1A Main Works Commence 2022 Custom House Steering Group • Area 6 North Works Phase Completion 2023/2024 <u>Custom House Phase 1</u> It was explained that AKA have submitted a Key Stage 3 Report and the supplementary design information. The Council are undergoing a design review and will be feeding into the relevant design principles.	

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			Discussions have been held with GLA to agree the extent of the regeneration

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boundaries.

Kick Start Sites

Building D1 (20 Freemasons Road)
Notices have been served to Midwifery and the Citizen's Advice Bureau (CAB) service to vacate property in January 2021. The Council are working to assist CAB in locating to alternative accommodation.

The Council will be reviewing the demolition contract for 20 Freemason Road as a separate contract or looking to include this in the Main Works Contract.

Building D2 (16 Freemasons Road)
Council in negotiation with existing GP Practice regarding acquisition and securing vacant possession.

Building D3 (William Patton Gardens) No update since the last reporting period.

Building E (37-75 Ethel Road incl. 35 Ethel Road and Garages) No update since the last reporting period with the exception of utility disconnections to 35 Ethel Road. This site will be included in the procurement of a demolition contract to prepare site for development. Demolition contract will commence after the resident ballot.

Area 3 (Buildings A, B and C)
Building A (North of Coolfin Road) to be awarded decant status in coming months following consultation process. Commercial leases to be terminated alongside a tenancy decant to achieve Vacant Possession following planning consent.

Named points of contact for the tenants/single leaseholder/shopkeepers in the consultation letter have reported no/little contact to date. The consultation has

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			now finished for the shopkeepers and leaseholders (but ongoing until 11/11/20 for the secure tenants), working towards decant status (awaiting any feedback by 11/11/20 from secure tenants about inclusion in the regen programme. If no responses/objections, then a paper to Darren Levy for secure tenants to be granted decant status will be prepared and submitted with some reference to other tenures now formally included in the overall programme. Area 3 decant precedes Area 4 with 2 remaining leaseholders being offered buy backs and commercial leases being served notices to terminate. <u>Area 4 (Buildings G, H, J and K)</u> 32 remaining leaseholders to be bought back along Ethel road and Leslie Road, including tenant decant. <u>Custom House Phase 2</u> Custom House Phase 2 Key Stage 1 Design is now complete. <u>Area 6 North (Vandome Close, Freemasons Road, Gogg Pub Site)</u> Options Analysis to be procured to determine best route to market e.g. MMC or traditional method providing a turnkey solution to assist early delivery of much needed affordable housing. Vandome Close Garages to be included in borough wide demolition. There have been delays to disconnect gas as a result of Covid. Colleagues in housing are currently being consulted on unit mix and rents to inform design brief. 50 Coolfin Road (Shed 22) will be visited by Bailiffs seeking to evict squatters to take possession of the site in order to secure the site for contractors to	

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			progress tenders for a demolition contract to prepare the site for affordable housing. Site security is also being arranged. <u>Meanwhile Use</u> May Wynne Site: following recent discussions to consider this site as a Kick Start site in advance of contractor input, the decision to proceed with a temporary community led street tree nursery located at the May Wynne Site is to be progressed in partnership with the local community and East Architecture. It is proposed that this partnership will extend to include a Growers Kitchen and other interested parties in the production of local fruit and vegetables. The council has engaged East to provide outline design proposals for the site, and East will work closely with the community and the council in developing these designs through the consultation design events. A revised Outline Programme: (under review) • Community led Meanwhile Use Steering Group Pricing, detailed design and lead-in • Works • Trees Planting and vegetable boxes etc • Opening: tbc <u>High Street Lighting</u> Project and cost have been approved for the works to be completed. LBN High Street team are acquiring the correct equipment and installation of new light fixtures and this should be progressed through November subject to work availability during the lock down period. This is to be confirmed.	

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			It was agreed to have a glossary to the project update report to ensure reps have a full understanding of the terms used. **ACTION: Add glossary to project update report. NH** It was asked how the E16 CLC's Feasibility Study of the two sites link in with the Council's plans to use them as Kickstart sites. It was explained that it is an Options Feasibility Study, and all options are being considered. Part of the work that is coming back is the consideration of the role the CLC envision.	
6.	**Overview of the Custom House Project Team**	CP	CP presented an organisational chart of the current team involved in the Custom House regeneration project. The document has been circulated to the Steering Group and it provides a summary outline of the roles people have in the Council. **ACTION: Add Dave Hughes to the chart** **ACTION: Regularly update with any changes in the team in the future**	**CP** **CP**

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7.	**Update on resident engagement:** **a. Introduction to financial viability and funding** **b. Feedback from the 'Reach Out' weekend** **c. Planned engagement activities**	MG/ DS/ HM	a. <u>Introduction to financial viability and funding</u> MG provided a presentation on financial viability and funding, covering: • The definition of viability ○ A site is viable if the value generated by its development exceeds the costs of developing it and also provides sufficient incentive for the land to come forward and the development to be undertaken. • Components of viability • The viability appraisal process • Sources of Affordable Housing Subsidy • How Subsidy Impacts Scheme Income • Creating a viable development **ACTION: Slides to be circulated with Steering Group.** b. <u>Feedback from the 'Reach Out' weekend</u> DS provided feedback on the 'Reach Out' weekend event, detailing that in bad weather conditions the event achieved positive results with just under 50 people attending. DS acknowledged the effectiveness of the Steering Group members who volunteered on the day and did a great job encouraging more residents to approach the exhibition tent.	**MG**

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			On the day, the team was able to door knock every home in the regeneration	

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			area, having approximately 80 conversations with residents and obtained the	

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			contact details of 30 households. MPC (the new communications team)	

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			recorded residents' key feedback on the Landlord Offer and provided residents	

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			with a Housing Offer booklet which explained how the regeneration would	

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			impact on their households.	

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			Feedback	

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			• People wanted more clarity of timeframes (i.e. when it is likely they would	

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			have to move).	

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			• More details about the Housing Offer (i.e. what it means for them	

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			personally)	

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			• Some questions asked about moving out of the regeneration area	

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			• Shop owners asked question regarding what the plan is for them	

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			The Council will be contacting people, whose contact details were gathered from	

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			the Reach Out event to invite them to a further engagement session to gain	

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			more feedback. The community reps will be encouraged to attend these	

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			sessions when dates have been confirmed. **ACTION: LBN Engagement Team**	**YO/DS**

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			to arrange engagement session for residents and involve CHSG reps	

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			Reps gave positive feedback on the event stating it was a good chance to meet	

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			everyone in the Steering Group and agreed that this should become a more	

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			regular activity. Reps felt the event was a good opportunity to have a presence in	

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			the area and that the impact of the event was more than the (relatively small)	

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			numbers show as people passing by made contact with the Reps to learn more	

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			about what was happening. (Without necessarily formally signing in to the	

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			event).	

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			Reps were thanked for giving up their time to attend the event.	

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8.	**NewmanFrancis update: Discussion about building trust and a more positive**		*The Housing Need Survey report had been circulated to Reps before the meeting and it was agreed to defer a presentation on the Housing Needs Survey to a future meeting.*	

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	working relationship between the Council and the CHSG reps **a. Housing Need Survey** **b. Training programme**		HM explained that Reps felt hesitant about taking part in the promotional film and reps added that it felt as though it was scripted, and they were not comfortable with that. HM went on to add that he had met with Reps to write an introduction to the Landlord Offer which has been completed and sent to the Council. Again, some reps were hesitant about to signing up to the Landlord Offer as they felt further clarity was needed on a number of key aspects of the regeneration before they felt they could endorse the Landlord Offer. Reps would like to do the video in future but want to have the opportunity to coproduce throughout the process and need more assurances that the regeneration is progressing in the right direction. HM went on to say that Reps then met to discuss the regeneration and this meeting resulted in a letter which was sent to the Council. CHSG then discussed the letter as well as the Council's subsequent reply. There followed an open and honest discussion. HM explained that the Rep's response to the Council's reply had been well received and was largely positive. However, TO did express some reservations about the Council's response in their letter to the Reps. Reps agreed that there was a renewed commitment from the Council to develop a positive working relationship with the community reps and a return to previous co-production principles. It was agreed that that there was now a dedicated engagement team in place (Dami and Yemi) and that this would help the working relationship and encourage positive collaboration. Reps emphasised that they would like more principles of co-production being applied with the Steering Group. It was agreed to re-look at Co-production and	

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			that a good way to get things started would be to arrange a Co-production workshop involving reps, NewmanFrancis and the Council.	

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			ACTION: NewmanFrancis to hold Co-Production training session with Council Officers present	HM/OM/ LBN
9.	**Any Other Business** **□ Update on GLA boundary discussions – Caroline Pillay**	SR/ CP	CP provided the Steering Group with a presentation and an update on the GLA boundary discussions. CP explained that there were ongoing discussions taking place about the boundaries. CP added that the Custom House regeneration area is not a housing estate per se and due to this, agreeing the regeneration boundaries with the GLA was more problematic than it would be on a more traditional housing estate. Reps raised concerns about having one vote for a programme of work that will take 15 to 20 years and whether it would be advisable to have separate ballots for the main phases of work so that residents were able to make informed. DS confirmed that there would now be more time for the community to feedback on the Landlord Offer (Housing Offer) as the timeline was being extended. More information about the new timeline would be provided at the next Steering Group meeting. **ACTION** **ACTION: It was agreed that there would need to be a separate meeting to be held before the next Steering Group meeting to further discuss GLA boundaries as well as the resident ballot**	**DS** **CP**
10.	**Date of next meeting**	SR	Wednesday 9 December, at 6pm over Zoom. **ACTION: YA to send out Zoom meeting invites** **ACTION: HM to talk to reps before the meeting to gather ideas for the agenda for the next meeting**	**YA** **HM**

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