

**Douglas Bader Park (DBP) TRA Meeting  
Colindale Community Concourse**

**6.30 – 8.00 p.m.**

**Wednesday 20th March 2019**

**DBP TRA Members  
Present:**

Kay Gaynor	(KG)	Festus Elaweremi	(FE) Acting Chair
George Dorman	(GD)	Janet Hatrick	(JH)
Jean Simpson	(JS)		
Poli M Yusuf	(PMY)		
Denis Din	(DD)		
Carley Osedo	(CO)		
Diana Nkune	(DN)		

**Home Group**

**MPS**

Richard Glaister	(RG)	Phil Tovey - Partnership Director	(PT)
Leigh Scott	(LS)	Kelly Judd - Customer Care Manager	(KJ)
Emma Murgatroyd	(EM)	Trina Berger – Operations Manager	(TB)
Sonia Watson	(SW)		
Paul Day	(PD)		
Robert Morritt	(RM)		

**Built Environment Communications Group**

**Ben Knock (BK)**

Item	Description	Action
1.0	Apologies received from: Maria Spencer, Anna Din, Sabrina Whitford, Mark Whitford, Sarah James, Nina Deborah, Guida Almeida.	
2.0	<b>Election of Chair</b>	
2.1	RG explained that at the formation of the TRA in December 2018 it was agreed that a Chair and Vice-Chair be created. At the December meeting Idil Abdi volunteered to be interim Chair and Festus Elaweronmi volunteered as interim Vice-Chair. The customers present at the meeting agreed. Idil is unable to continue as interim Chair because of personal reasons. Therefore, Festus is in effect acting Chairman and will therefore chair today's meeting with the customers' agreement. All customers present agreed.	
2.2	RG explained it is important to elect a Chair and Vice-Chair. This could take place at the next meeting on the 24 <sup>th</sup> April 2019. The structure of the meeting will be in two parts. The first part of the meeting as an Annual General Meeting (AGM) when the Chair and Vice Chair will be elected	<b>RG</b>

	<p>and possibly the Committee if there is an agreement and consensus on the day and the constitution is agreed and signed off. The second part of the meeting will be a TRA meeting with an agenda. All members of the community will be invited to attend the AGM and customers will have an opportunity to put themselves forward to occupy key roles such as the Chair and Vice Chair. All the customers present agreed that the start of the next meeting should be an AGM. Home Group will publicise accordingly in the next newsletter which is sent to all DBP residents.</p>	
3.0	<p><b><u>Maintenance Update</u></b></p>	
3.1	<p>PD provided an overview regarding the change in the repairs &amp; maintenance contractor. PD advised that from 1<sup>st</sup> April 2019, Roalco will no longer be the maintenance contractor. The contract has been awarded to MPS. Roalco did tender for the contract but they were unsuccessful.</p>	
3.2	<p>PD explained that we are currently in a transition stage with Roalco completing current works orders and future works regarded as non -urgent being transferred to MPS. PD said that during this transition period there may be some delays with non-urgent work being completed, but he anticipates that the impact on the customers during the transition period will be no more than 2 weeks. PD introduced MPS team to the TRA.</p>	
3.3	<p>PD went on to detail some of the key requirements of the new contracts such as:</p> <ul style="list-style-type: none"> <li>• If you report a repair, when the maintenance contractor visits your property they will ask if there are any other maintenance jobs that require attending to. The contractor will endeavour to undertake these jobs at the same time providing they have the right skills and are qualified to undertake the work,</li> <li>• Certain individuals currently employed by Roalco will be transferred to MPS</li> </ul>	
3.4	<p>PT advised that if contractor was not skilled to undertake additional jobs, for example if a qualified plumber was required and the operative was an electrician, they would report all outstanding work, with the customer present, to Home Group's Customer Service Centre.</p>	
3.5	<p>PT informed the TRA that MPS maintenance team will have vans stocked with parts which will enable them to complete the most commonly reported repairs on the day.</p>	
3.6	<p>All jobs will be automated and operatives will have hand held information technology devices, which will list job requested by customer as well enable operatives to immediately advise the office of when jobs have been completed or if there is a need for associated work/ further action.</p>	
3.7	<p>MPS staff will be available in the neighbourhood office through opening hours so customers can raise jobs or ensure current works orders are completed. A small stock of equipment to fulfil the most commonly reported jobs could also be held in the estate office.</p>	
3.8	<p>PD informed how to report jobs will be detailed in the forthcoming newsletter.</p>	

3.9	DN mentioned that there is a fly tip consisting of a large sheet of glass between the garages on Highlea & Parklea Close. DN asked if the glass be removed.	<b>Housing Manager to action</b>
4.0	<b><u>Approval Minutes for last meeting – 20<sup>th</sup> February 2019</u></b>	
4.1	Site photos were taken on the visits to the Hill development in the Isle of Dogs. These photos will be available at the forthcoming exhibitions (on the exhibition boards)	
4.2	LS said that examples of property floor plans will be available for review at the March exhibition days. The architect will also be available if customers have any particular questions.	
4.3	Information on the notice boards displayed at the exhibition days will be available to customers. Customers will receive an information pack detailing key dates and additional information regarding the regeneration proposal.	
<b>5.0</b>	<b><u>Regeneration Update</u></b>	
5.1.	EM discussed the Exhibition sessions which are taking place on Thursday 21 <sup>st</sup> March between 3.00pm-7.00pm and Saturday 23 <sup>rd</sup> March between 11.00am–4.00pm.	
5.2	All customers on the estate have received an invitation. The Exhibitions will provide up to date information to customers regarding key dates, floor plans and as requested by customers a model of the proposed development. There will also be information on the forthcoming resident ballot.	
5.3	Home Group employees from Regeneration and Operations will be present to answer customer questions. As detailed in 4.3 customers will receive an information pack.	
5.4	JH asked what will happen if the customers vote No and the regeneration doesn't take place. RM said that the estate would remain in its current form. Home Group would continue to manage and maintain properties as they do now.	
5.5	RM explained that to undertake the regeneration of the estate, Home Group will be seeking grant funding from the Greater London Authority (GLA) and additional funding will be released through the sale of new built properties.	
5.6	DN queried who owns the land for the estate. EM confirmed that Home Group are the owners of the land.	
5.7	RM explained the Ballot process in more detail. An independent organisation called Electoral Reform Services (ERS) have been commissioned to administer the ballot. ERS have conducted similar ballots across London.	

5.8	<p>On the 15<sup>th</sup> and 16<sup>th</sup> April Home Group will hand-deliver offer documents to all customers living on the DBP estate. The offers are legally binding, so Home Group cannot legally break these agreements or change the agreement once the customers have received the offer document.</p>	
5.9	<p>The timeframe to undertake all ballot activities is set by the GLA. The ballot and the decision derived from it need to be completed within a 6 month period from offer documents being delivered to customers. Customers will have the opportunity to vote by text, on-line or by post. Customers will have 3 weeks to return their ballot paper.</p>	
5.10	<p>Customers who haven't sent back their ballot paper with 1 week of remaining; will be contacted and sent additional ballot papers with the last ballot paper received counting as their vote. If a customer doesn't return their ballot paper by the deadline, their vote doesn't count. Only the customers that return their ballot paper within the deadline will influence the final result. A date for the ballot has not been agreed, but currently there is a preference for completing the ballot before the start of the school summer holidays on the 18<sup>th</sup> July 2019.</p>	
5.11	<p>Customers will receive written, formal confirmation of the ballot result from ERS. This will also detail the percentage turn out and the split (for/against) of those who voted.</p>	
5.12	<p>Home Group have a legal responsibility to inform customers of the outcome of the Ballot we will do so in the documentation circulated on the 15<sup>th</sup> and 16<sup>th</sup> April.</p>	
5.13	<p>JH sought clarification on when the proposed work would start if the ballot returned a majority yes.</p> <p>EM advised it would take at least 6 – 8 months to develop a planning application, which would then impact on the start date of the build.</p>	
5.14	<p>JH asked if the new development would have a community centre.</p> <p>EM said that she has had feedback from Barnet Council that the regeneration of Grahame Park estate includes the building of a community hub. It has been recommended that Home Group work in partnership with the Grahame Park redevelopment as opposed to duplicating a community facility.</p>	
5.15	<p>FE asked how those in houses who possibly fear loss of space, etc. can be informed about the benefits of the regeneration.</p> <p>EM: Home Group plan to build houses, flats and maisonettes and where possible cater for those who have high needs. For example, customers in existing properties, some in three and four bedroomed houses, required five or six bedrooms in their new homes.</p>	
5.16	<p>Currently, only 2 properties on DBP meet current space standards. The flats have a larger specification than the current square footage of properties. There will be boards at the exhibition which detail the minimum space standards required in new homes.</p>	

<p>5.17</p> <p>5.18</p> <p>5.19</p> <p>5.20</p> <p>5.21</p> <p>5.22</p> <p>5.23</p>	<p>All customers will know before they vote what type and size of property they will be offered. As detailed in 5.6 all offers will be delivered by hand on the 15th &amp; 16th April.</p> <p>KG asked what happens if a customer wants to move off the estate.</p> <p>EM: If the ballot returns a majority yes vote, Those customers who would like to leave the estate permanently will be helped to do so. Because of the regeneration customers who wish to move will receive a higher priority, which will increase the opportunities to move to another area.</p> <p>JH asked what happens if we don't like the offer?</p> <p>LS said talk to the regeneration team, let them know; all offers will be made from the information you supplied on the housing needs form which you completed with a member of the regeneration team. If your circumstances have changed since you completed the form please let us know.</p> <p>The exhibitions will give customers a lot more information of the scale &amp; size of properties but the offer letters will tell you exactly what type of property you will be allocated.</p> <p>EM said that any customers downsizing will get need plus one extra bedroom. However it is important to ensure that a customer in this position is able to afford and pay the new rent. If the customer prefers they can be offered a property with the minimum number of bedrooms to meet their needs. DN said that if you are over 70 years of age and you receive housing benefit you are exempt from paying the under-occupation charge.</p> <p>KG asked what will happen if a customer wants to move but Home Group are unable to source an appropriate property for me.</p> <p>EM said Home Group will use existing contacts within other housing associations and councils to secure properties. However, if a move hasn't been sourced, Home Group will allocate a new home on the estate.</p> <p>LS said if the ballot produces a yes decision Home Group will work with customers to facilitate moves.</p>	
<p>6.0</p> <p>6.1</p> <p>6.2</p>	<p><b><u>Constitution</u></b></p> <p>RG discussed the constitution. Currently the constitution states that the Committee will be a maximum of 12 customers. However, it is the TRA's decision to agree the size of the Committee.</p> <p>RG explained that when a Committee is formed it won't be an exclusive group, because all DBP customers are automatically members of the TRA. They will be able to access the Committee through asking the Chair to raise a question or concern, attending a meeting with the permission of the Chair or attending an open meeting which will be held at particular times during the year.</p>	

6.3	The TRA agreed to implement the Constitution. To implement correctly the TRA agreed for the start of the next meeting on the 24 <sup>th</sup> April 2019 to be an AGM. At the AGM the constitution will be signed off and the Chair & Vice Chair elected.	<b>RG</b>
6.4	The AGM will be advertised in the next newsletter at the beginning of April, so all customers are aware.	
6.5	KG asked how will non- committee members be informed about the name of the new Chair. RG said that it can be included in a newsletter and if necessary a separate communication can be sent to customers.	
<b>7.0</b>	<b>Training Plan</b>	
7.1	RG said when a Committee is formed, Home Group will be able to implement the training plan that has been discussed with TRA members previously. For the training plan to be successfully implemented, it requires a committed group of customers. The training plan couldn't be fully implemented and achieved, if customers join and leave at irregular times. It would also make it very difficult for the TRA to maintain momentum, because you will have customers with different levels of knowledge and experience. This could result in conversations and discussions from previous meetings having to be revisited for the benefit of new members	
7.2	RG said that the training plan can be revised and new training needs added. The purpose of the plan is to equip committee members with the right skills and make the Committee an effective group. The actual dates for training are not fixed and can be changed to accommodate need.	
<b>8.0</b>	<b>Feedback from Coffee Morning</b>	
8.1	There was a discussion regarding the burst water main in Larch Green. There was a concern raised that customers are flushing the wrong things down the toilet.	
8.2	Reporting ASB including Fly tipping – Customers need to report problems either through the estate office or by contacting the Customers Service Centre.	
8.3	GD said that estate inspections are too late to attend in the day. Advised that office open on same day as estate inspection, time allotted allows lead Housing Manager to plan both being in the office and undertaking the inspections.	
<b>9.0</b>	<b><u>AOB:</u></b>	
9.1	KG asked if customers will be in mixed blocks. EM said that the blocks will not be mixed tenure, but phases will be.	
9.2	JH asked if customers will experience a rent increase if we move into temporary houses while the new properties are being built.	

	<p>EM said there will be no changes to how your rent is calculated. If the ballot returns a yes majority and a customer has to move into temporary accommodation, you would still pay your rent at current rate subject to the usual annual review. Customers will retain their existing tenancy rights.</p> <p><b>Dates of Next Meetings. Venue: Colindale Community Trust</b></p> <p>24th April 2019                                      6.30pm - 8.00 p.m. (part AGM)  29<sup>th</sup> May 2019                                         6.30pm – 8.00 p.m.</p>	
	<p><b><u>Meeting Closed at 8.00 p.m.</u></b></p>	