

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

6.30 – 8.00 p.m.

Wednesday 20th February 2019

**DBS TRA Members
Present:**

Kay Gaynor	(KG)	Festus Elaweremi	(FE)
George Dorman	(GD)	Nina Deborah	(ND)
Jan Wan	(JW)	Jean Simpson	(JS)
James Cooke	(JC)	Guida Almeida	(GA)
Lynne Cooke	(LC)	Asli Yusuf	(AF)
Mr Din	(MD)	Anna Din	(AD)
Carley Osedo	(CO)	Mark Whitford	(MW)
Sabrina Whitford	(SW)		

Home Group

Richard Glaister	(RG)
Sonia Watson	(SMW)
Yvette Richards	(YR)
Leigh Scott	(LS)

Built Environment Communications Group

Ben Knock	(BK)
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Item	Description	Action
1.0	Apologies received from Diana Nkune	
2.0	<u>Minutes Approved from meeting of 23rd January 2019</u>	
2.1	RG explained that the minutes circulated a couple of weeks ago were still in draft form. The minutes that have been approved today are the correct version and, therefore, a true copy. RG asked members to destroy the draft copy that was circulated previously.	
3.0	<u>Actions arising from minutes of 23rd January 2019</u>	
3.1	Sharing TRA contact details: Once secretary is appointed details will be circulated amongst members. Noted however members can exchange contact details prior to appointment of secretary if they wish.	
3.2	Other actions to be discussed as agenda items.	

4.0	<u>Regeneration Update</u>	
4.1	SW queried both the process surrounding the ballot and how Home Group introduced the concept of the ballot to customers, citing the small section at the end of the leaflet. Suggested that tenants should receive a letter detailing the process and implications. LS stated this would happen and is a requirement of the ballot process.	
4.2	SW suggested HG need to ensure key messages in publicity material reflect the importance of the subject.	
4.3	YR provided an update on regeneration activity including details of the initial brochure drop and follow up door knocking exercise.	
4.4	Two visits have been arranged to a new development for DBP customers. Dates confirmed as 23 rd and 28 th February. Photos will be taken of properties on the day and shared with DBP customers. If interest is high from customers Home Group will try and organise a further visit to the new development.	YR
4.5	KG said that not all customers received letters informing of visits. HG to check this. Suggestion that future communication should be delivered by hand.	
4.6	<p>LS informed members that</p> <ul style="list-style-type: none"> • activities will take place to further inform customers running up to the Ballot • the Ballot is likely to take place May/June 2019 • the ballot will be administered by an independent company • the ballot will be postal • the estate will only be regenerated if the ballot receives a majority yes vote from customers 	
4.7	<p>LS asked the group if there were other appropriate ways of communicating with customers; acknowledging the concerns that mail is either not being delivered or may get caught up with other post and potentially being overlooked.</p> <p>SW advised that a single letter or brochure, providing a simple overview of all the steps and implications of regeneration/ballot should be issued to customers.</p> <p>GD suggested ensuring mail is addressed to persons living at the property rather than a generic address</p> <p>KG suggested delivering by hand.</p>	
4.8	BECG – an external company appointed by HG will be door knocking on the estate to continue to gather views from customers regarding the regeneration. This is taking place in the daytime and in the evenings.	

<p>4.9</p>	<p>The exhibition will provide customers with an opportunity to see typical flat and house plan layouts proposed for the regeneration, information about the ballot, eligibility and phasing plan. This is a drop in event for all customers of the estate</p> <p>2 dates have been scheduled for the exhibition:</p> <p>Thursday 21st March: 3.00 p.m. – 7.00 p.m. Saturday 23rd March: 11.00 a.m. – 4.00 p.m.</p> <p>Home Group staff will be available to answer any questions about the regeneration and the ballot.</p> <p>Suggestion made that customers should receive an information pack from the exhibition to take away and share with those who could not attend.</p> <p>It was also suggested a model of the proposed regeneration should be available.</p>	
<p>4.10</p>	<p>Discussion regarding understanding the size of the new properties and how this may be difficult because of the various property types.</p>	
<p>4.11</p>	<p>HG to look to provide information on each property type including dimensions with a comparison to existing house and flat sizes.</p>	<p>LS</p>
<p>4.11</p>	<p>SW sought confirmation on commitments made by HG at the beginning of regeneration consultation. She asked about the commitment of ensuring customers would have the option of an additional bedroom (need +1).</p> <p>LS confirmed that this commitment is part of the offer to customers. Advised the committee that HG role is to listen to customers ensuring they are informed of choices up to the vote and afterwards. This ensures customers are making a fully informed choice based on the facts.</p>	
<p>4.12</p>	<p>SW raised concerns surrounding the general maintenance of properties on the estate. Suggested that poor maintenance has contributed to the decline of the properties. She suggested that if properties were maintained and repairs carried out this might have increased the lifespan of the properties.</p> <p>LS advised that there were no plans by Home Group not to complete specific day to day repairs. The decision to pursue regeneration on the estate is based on the age, condition and construction type of the properties. Home Group appreciate the significance of the regeneration and are keen to work with customers to provide the best possible standard of homes now and into the future.</p>	
<p>4.13</p>	<p>MD said that the houses as well as the flats have issues and problems. MD highlighted concerns regarding the Customer Service Centre communicating and addressing housing maintenance issues.</p> <p>LS acknowledges the concerns raised by the TRA regarding maintenance and suggested that a dedicated discussion is arranged.</p>	

4.14	Members noted correspondence about a new maintenance provider for the estate, MPS. MPS were previously called Mitie which concerned many of the members around the table. RG suggested arranging for maintenance and MPS to attend the next TRA meeting.	RG
<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p><u>TRA Constitution</u></p> <p>RG detailed the written content of the constitution advising the structure will enable the group to understand their purpose and responsibilities. The constitution is inclusive, because all DBP customers are automatically members. The constitution gives the TRA protection to avoid meetings being dominated by a group or an individual with their own personal agenda.</p> <p>BK provided individual narratives on key sections within the Constitution</p> <p>Objectives: TRA is here to represent the interests of the whole estate Framework: Anticipate members will operate under a code of conduct and that representation needs to reflect community and impending Ballot/regeneration Elected members: Proposed the Committee will comprise of 4 key roles: Chair, Vice Chair, Treasurer and Secretary, plus 8 committee members Total number of members 12. All DBP customers will have access to the meetings by requesting an issue is discussed at a meeting or through Chair's approval attendance at the meeting. Management AGM – Will be open to all customers of DBP. AGM will be held bi-annually. The AGM will elect the 4 key roles and the additional 8 member.</p> <p>BK stressed the important of existing members participating in agreeing, developing and signing off the constitution</p> <p>RG highlighted the importance of ensuring members were not only committed to the TRA but physically had the time to attend meetings and participate.</p> <p>Copies of DBP TRA meeting minutes will be held at the DBP neighbourhood office as well as downloaded onto HG website.</p>	<p>Members to agree constitution at meeting 20/03/19</p>
<p>6.0</p> <p>6.1</p> <p>6.2</p>	<p><u>TRA Training Plan</u></p> <p>RG provided an update. SMW has met with a number of TRA members and completed their individual training requirements. SMW is still collating information from members surrounding training needs and will be in contact with new/existing members who have yet to complete Skills Audit. SMW thank the individuals who have taken the time to complete the skills audit.</p> <p>RG has looked at training that could be provided by external organisations and Home Group.</p>	SMW/RG

6.3	RG will collate the individual training requirements and 6.2 into a training plan.	RG
7.0	<u>Update on Quality of Life Survey - QLS</u>	
7.1	RG explained the purpose of the survey is to identify customer's views on a number of areas, such as, crime, the neighbourhood, accessing services and employment. The outcomes of the survey help to form community development activities. RG said that Home Group are thinking carefully about when the survey should be sent to the customers. Home Group are aware that lots of information is currently being sent to the customers.	
7.2	FE advised that the TRA should get involved with the QLS. Encouraging customers to complete the surveys and actively speaking to customers.	
8.0	<u>Feedback from Coffee Morning</u>	
8.1	YR advised that there was a discussion regarding the regeneration of the estate and the ballot.	
8.2	A question was raised in the TRA meeting. If it's a no vote would Home Group seek a stock transfer to another organisation. LS said there are no plans for this to happen.	
8.3	SW queried the potential for the HG to change the building specification if a yes vote was received. LS confirmed that legally no changes could be made to the plans so the specification would not alter.	
8.4	SW queried what the situation would be if the no vote took place.	
8.5	LS advised that HG have a statutory obligation to manage & maintain stock and this would continue	
9.0	<u>AOB:</u>	
9.1	Date of Next Meetings. Venue: Colindale Community Trust 20th March 2019 6.30pm – 8.00 p.m. TRA thank HG for an informative meeting	
	<u>Meeting Closed at 8.00 p.m.</u>	