

BENHILL RESIDENTS' STEERING GROUP MEETING NOTES (No.10)

Venue: Thomas Wall Centre, 52 Benhill Avenue, Sutton SM1 4DP

Date: Thursday 12th September 2019 **Time:** 7.00pm - 9.30pm

Attendees: Residents from Benhill Estate

Regen Team: Michael Hunte (LBS), Amina Rafique (LBS), Lauren Fabregas(LBS)

Guests: Catherine Charlton (SHP), Suzanne Richards Jones (SHP)

Observers: Colin Hawkins (SFTRA), Margaret Phillips (SLA), Beverly Bridgen (SLA)

Apologies: Cllr Ali Mirhashem, Cllr Richard Clare, Cllr David Bartolucci, Lara Amato (SHP), Tom Bremmner (LBS)

Absent: PC Tugwell and PC Kimberley(Metropolitan Police)

Chair: Clive Lynch (Resident)

| 1. | Welcome: Introductions & Housekeeping | Action Owner |
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| | <p>Clive Lynch (CL) introduced SHP staff Catherine Charlton (CC) and Suzanne Richards Jones(SRJ).</p> <p>CL apologised for the non attendance of the police. Residents were disappointed that Police had not attended.</p> <p>Michael Hunte (MH) provided apologies from the 3 ward Councillors who were unable to attend due to their attendance at the Sutton Local Committee. MH also apologised for the clash of dates between the RSG and Local Committee and advised the group that the Housing Regeneration now have the dates of future Local Committee meetings and so can plan future RSG around the Local Committee date going forward.</p> | |
| 2 | Housing Estate & Area Management Issues | |
| | <p>CL's email to SHP about issues on the estate was circulated to all attendees.</p> | |

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| | <p>A resident expressed concerns about the state of the estate, which was looking run down and being neglected by SHP.</p> <p>CL asked SHP about the market research company, Volantas, appointed by SHP to complete service satisfaction surveys (prev provided by Procurity). CL felt that SHP should not have shared resident contact telephone numbers without their prior permission.</p> <p>SRJ explained that the 7 GDPR principles were implemented. Volantas asked residents if they wanted to take part in the survey, which they could decline if they wished to. Residents were also given the option to remain anonymous, so no identifiable data could be shared with SHP.</p> <p>CC gave an overview of the estate regeneration and the issues in the borough. CL raised an issue about the number of absent leaseholders on the estate and other types of tenure including the amount of unregistered HMO's, all of which could have an impact on future plans for regeneration.</p> <p>CC informed the group that a licencing scheme was due to be introduced for all leaseholders, who were renting out their properties. This would allow SHP & LBS to create and process up-to-date information for all absent Leaseholders.</p> <p>CC informed the group that SHP were in the process of carrying out occupancy checks for all properties including absent leaseholder properties. The checks will assess where the urgent need is, in relation to fire safety.</p> <p>Beverly Bridgen (BB) advised that SHP had appointed a new Surveyor who is visiting all leasehold properties, to carry out fire safety assessments. As this is in the early stages it may take some time to complete.</p> <p>CL raised a query about the replacement of boilers. SRJ confirmed that SHP replaces boilers every 10 years.</p> <p>A resident asked when would the metal storage containers going to be removed from the estate. SRJ advised that she did not know exactly when they would be removed from the site but that only a small amount of items stored were for other sites. SRJ went on to reassure residents that in future all material for other sites would be stored near the sites they are working on.</p> | SHP |
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| | <p>SRJ advised the group that a meeting was held with the contractors on 11th September, and they were asked not to start work before 8am, so that there is less disruption and disturbance for residents.</p> <p>Residents would like confirmation of the time frame when these storage containers will be removed.</p> <p>Residents queried scaffolding that was up at Clevedon House. SRJ could not give the reason for the scaffolding and would need to make further enquiries and report back to the group.</p> <p>Resident asked for more to be done about residents having BBQ's on their balconies. SRJ reminded residents to report such incidents to SHP, who will take appropriate action.</p> <p>A group of residents new to the RSG said they were not aware that the meeting would address estate issues. CL advised that the intention was to set up a separate forum through re-establishing the Benhill Residents' Association, in order to give residents a chance to raise their concerns about estate related issues, so that the RSG meeting could focus on regeneration.</p> <p>MH explained that residents had agreed at the last meeting to include within this meetings agenda, an item to discuss the rise in crime on the estate and estate management issues, which is why the Police and SHP were invited to field questions on these matters. Unfortunately the Police did not attend and officers will seek a reason as to why they did not attend.</p> <p>SRJ reminded residents that the quarterly walkabout on Benhill will take place on the 2nd October 2019 at 9am - 11am. The starting point will be the main car park on Brunswick Road. The walkabout will be led by David Ratley. Lara and Mears will also be present.</p> <p>SRJ will get back to residents regarding fly tipping and gardening.</p> | <p>SHP</p> <p>SHP</p> <p>SHP</p> |
| 3. | Matters Arising & Action Log | |
| | <p>CL brought the meetings attention to the Action Log.</p> <p>With regards to Action.1 'An offer of a 1-2-1 meeting to all residents', CL expressed some concern over some of the</p> | |

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| | <p>personal questions on the 1-2-1 survey. CL explained that some residents were not comfortable about answering some of the questions around sexuality, as this was extremely personal questions. CL questioned why such questions needed to be asked at this stage in the process. CL informed the meeting that he was seeking legal advice from Stonewall about the need for such questions.</p> <p>MH reassured residents that this information was important for the Council to better understand the characteristics of the residents on the estate and that this was especially important in assessing the impact that regeneration could have on certain equalities groups listed as having protected characteristics under the 2012 Equalities Act. Such information would also assist the Council in preparing and Equalities Impact Assessment to assess whether or not protected groups would be adversely affected by regeneration proposals. This is government policy and the Council has a public sector duty under the act. MH advised that he could look into arranging training for the RSG, on the equalities issue, which might help them understand the need of gathering this information.</p> <p>CL stressed he did not want this information used for any form of social cleansing purpose and further questioned the need for such questions to be asked at this early stage in the process.</p> <p>JW felt that these questions could be asked after an ITHA is appointed. She wanted clarification that residents were informed that they did not need to answer these questions. MH stated that residents could decline to answer any question in the questionnaire if they are in any way uncomfortable about the questions being asked. He also reassured the group that going forward the Regeneration Team, emphasise this point more strongly going forward. MH also agreed to take residents views on this matter under advisement and agree a way forward in collaboration with the Chair.</p> <p>MH went on to advise the group that the Regeneration team are currently working on updating the questionnaire to include additional questions for residents around their social value need. This would include asking residents whether they could benefit from extra support, around health, training, employment, business, financial and general wellbeing, in order to improve life chances for local people. The team would then work with residents and support agencies to</p> | |
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| | <p>meet these needs, whilst also directing residents to specialist services available across the borough.</p> <p>Action 4. Establish a plan on how to engage with non resident leaseholders. JW wanted to ensure that there was a representative from the RSG at any non resident leaseholder meetings.</p> <p>Action 7. Progress on ITHA procurement. CL informed the group that he and Jennifer Williams (JW) had both met with the Council's Procurement team to discuss the evaluation criteria and how it will need to be defined. The procurement approach will include inviting candidates to submit a written response to questions devised by the RSG, as well as a video presentation in response to a specific question to be agreed by the RSG and then attend an interview, where they would be asked some further questions.</p> <p>Action 8. Creation of a file of old previously distributed documents for the caretaking room. MH confirmed that the file containing all the previous meeting notes and documents had been prepared and shared with the Chair. It is currently being reviewed again to ensure all relevant documents are contained.</p> <p>MH reiterated that the Regeneration team will also be uploading all previous note and key documents from previous RSG meetings to the Benhill Estate Regeneration web page. I was however acknowledged that not all residents have access to the internet.</p> <p>Action 10. MH to invite Tom Bremner (TB) to a future RSG meeting. TB was unable to attend the meeting, although CL has met Tom and will be meeting with him again for a catch up on the 16th September.</p> <p>Action 11. Rent & service charges for each bedroom type including the Disable Person Unit.</p> <p>A resident asked how much the rents were at Ludlow Lodge and Richmond Green, so that they would have an idea of what to expect if Benhill was regenerated. MH explained that the rents at Ludlow Lodge and Richmond Green could not be used as comparables for potential new rents on Benhill, but suggested that residents could ask the Council to include rent protection as part of the offer to existing residents. The rent and service charges for Ludlow Lodge and Richmond Green will be shared at a future meeting, once these have been provided by the Council's new build team.</p> | |
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| 4. | Feedback from Residents Only Meeting on Thu 5 Sep-19 | |
| | <p>CL discussed management issues as they had taken over the previous Resident Steering Group.</p> <p>CL expressed residents concerns that the 1-2-1 questionnaire was far too detailed at this stage in the regeneration process.</p> | |
| 5. | Independent Tenant and Homeowner Adviser Update | |
| | <p>CL & JW to feedback to other members the advice that was given to them by the Procurement team during their respective meetings.</p> <p>MH explained that the important next steps is for the RSG to agree the questions for the written submission, video and interview stages of the selection process. There also needs to be a clear understanding of what the group will be evaluating through the video. Supplementary questions could also be asked to tease out any important clarification the group may have about the answers provided by candidates.</p> | JW/CL |
| 6. | AOB & Date of next meeting | |
| | <p>CL gave out information about his blog and said that residents would be allowed to add their comments or information.</p> <p>BB asked if all print outs of the blog, could be put onto the notice board to ensure accessibility for all.</p> <p>CL expressed the need for the same amount of social housing to be provided after regeneration. He also felt that new social housing on the regenerated estate should not be subject to the RTB.</p> <p>Colin Hawkins felt that the group was making progress, which was enabling a good outcome. However, he acknowledged that there was much work still had to be done to meet the Mayors requirements for regeneration.</p> <p>JW felt there was a need to clearly indicate to any new member, that the regeneration process had been going on for a period of time so it is not possible to go through everything that had been discussed previously during subsequent meetings. JW also suggested that a fact sheet be prepared to reflect progress made thus far.</p> | Housing Regen |

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| | <p>A resident suggested that management issues should be added to the end of the agenda for future meetings to give residents an opportunity to have their questions raised and to avoid estate issues taking up significant amounts of time during the meeting.</p> <p>MH emphasised that it was important that the RSG continues to build momentum and that appointing an ITHA is becoming increasingly important and should be the focus of activity to keep the momentum going.</p> <p>CL informed members that London Open Day will be on the 21st and 22nd September, where the general public can visit buildings and estates in London . He advised members of the group to take this opportunity to visit other social housing estates.</p> <p>Dates of the next meetings:</p> <ul style="list-style-type: none"> • Resident only meeting to be held on the 31st October. • Benhill RSG meeting to be held on the 7th November. | |
| 7. | Suggested future agenda items | |
| | Not considered at this meeting. | |

| 8. | Summary of Actions | Owner |
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| 1 | Rent and service charge levels for the new homes at Ludlow Lodge and Richmond Green to be provided to members of the RSG. | HousingR egen |
| 2 | Housing Regeneration team to arrange training on data protection for the RSG in understanding data protection, including the "Do's & Don'ts of information gathering and sharing. | HousingR egen |
| 3 | CL & JW to feedback information on the advice given to them by the Council's Procurement team. | CL/JW |
| 4 | Future meetings to put any management issues at the end of the agenda. | HousingR egen |
| 5 | SHP to update residents on fly tipping and gardening. | SHP |
| 6 | SHP to give residents a time frame as to when the storage containers will be removed. | SHP |

Links to helpful websites:

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| Mayor of London - Better Homes for Local People, Good Practice Guide to Estate Regeneration (February 2018) https://www.london.gov.uk/sites/default/files/better-homes-for-local-people-the-mayor-s-good-practice-guide-to-estate-regeneration.pdf |
| GLA Capital Funding Guide, Section 8 - Mayor of London - Funding Conditions that require Resident Ballots for Estate Regeneration Projects (July 2018) https://www.london.gov.uk/sites/default/files/gla_cfg_section_8_resident_ballots_-_18_july_2018.pdf |
| GLA Housing Standards - Minor Alterations to the London Plan (March 2016) https://www.london.gov.uk/sites/default/files/housing_standards_malp_for_publication_7_april_2016.pdf |
| HEB Report - Estate Regeneration Rehousing and Compensation Scheme (15th October 2018) https://moderngov.sutton.gov.uk/ielIssueDetails.aspx?IId=40537&PlanId=0&Opt=3#A139427 |
| Estate Regeneration Good Practice Guide (December 2016) https://www.gov.uk/government/publications/estate-regeneration-good-practice-guide |
| Benhill Estate Regeneration Webpage https://www.sutton.gov.uk/info/200502/housing_advice_and_options/1781/benhill_estate_regeneration |
| Sutton Link https://consultations.tfl.gov.uk/trams/sutton-link/user_uploads/sutton-link-consultation-report.pdf |
| Report It (Sutton Council) https://www.sutton.gov.uk/info/200447/report_it or telephone: 020 8770 5000 |
| Report It (Sutton Housing Partnership) https://www.suttonhousingpartnership.org.uk/report-it or telephone: 020 8915 2000 or contact Lara Amota (SHP Housing Manager) on 202 8915 2181 |

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