

## **BENHILL RESIDENTS' STEERING GROUP MEETING MINUTES (No.11)**

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

**Date:** Thursday 7th November 2019 **Time:** 7.00pm - 8.30pm

**Attendees:** Residents from Benhill Estate

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

**Observers:** Cllr David Bartolucci, Colin Hawkins (SFTRA)

**Apologies:** Tom Bremmner (LBS), Cllr Richard Clare, Cllr Ali Mirhashem, Margaret Phillips (SLA), Bev Bridgen (SLA)

**Chair:** Clive Lynch (Resident)

		Action Owner
<b>1</b>	<b>Welcome, Introductions &amp; Housekeeping</b>	
	<p>Clive Lynch (CL) thanked everyone for attending the meeting and explained the reason for the Residents' Steering Group (RSG). He also confirmed that this was the 11th meeting to date.</p> <p>CL went on to explain how the 'Residents Only' meeting benefits the group prior to the main RSG meeting, by enabling them to agree on any pressing issues, which the group can bring to the main meeting.</p> <p>CL asked the group to adhere to respectful conduct during the meeting, outlining the behaviour expected from members of the group. He also advised that any questions should be directed through the Chair.</p> <p>CL explained that it would be beneficial for all residents to start a new Residents' Association, to enable them to discuss any estate matters outside of the RSG, so that it does not overtake the RSG's estate regeneration discussions.</p> <p>CL asked residents to send photos and articles to the 'Chair' email address that they wish for him to raise at any future meeting with Sutton Housing Partnership (SHP).</p> <p>CL introduced Colin Hawkins from SFTRA and said how much he is a positive influence and support to the residents within the Borough.</p>	

2	Matters Arising & Action Log	
	<p>CL asked who had received the minutes prior to the meeting. There was a show of hands to confirm this. CL reminded everyone to leave their email addresses so that they could be added to the email recipients list for future meeting confirmation.</p> <p>CL advised the group that he'd been provided with a report from Sutton Housing Partnership (SHP), providing an update the on-going communal repairs and estate management issues, which were highlighted and discussed at the last steering group meeting. It was agreed with SHP that they would provide their report on a regular basis and in a format similar to that provided by the Housing Regeneration team. CL would then present the SHP report (Action Log) to the Residents Only meeting so that residents could receive a comprehensive update on communal and estate issues. CL could also raise issues directly with the SHP Management team.</p> <p>CL went on to share some of his fond memories of living on the estate for 30 years. This included the estate having a very close community with lots of children playing outside, fireworks, BBQ's, water fights, trips and residents helping their neighbours. He expressed a keenness for Benhill to return to this.</p> <p>A resident asked whether CL had created a facts sheet, which could provide new attendees with a snapshot update of what had previously been discussed and agreed. CL advised this is something that he will look into putting together, but hasnt had a chance to yet.</p> <p>CL raised the use of the Office/Training Room in Newlyn House and how he could make better use of the room as a drop in centre for all residents if they have questions regarding the estate. He also advised that SHP had mentioned that there may be some funding available to improve the training room facilities, such as installing toilets.</p> <p>Michael Hunte (MH) showed everyone a copy of the Benhill Newsletter that was posted to everyone on the estate in October. MH explained that the newsletter provides all residents with an update on Benhill Estate Regeneration, as well as including relevant information and contact details. There is also a lever arch file available which contains all previous notes and handouts from past meetings. This is held by the Chair. The Councils Benhill Estate Regeneration web page is also up and running and contains the notes from previous meetings.</p> <p>A member of the group asked officers to use full words in their notes, instead of abbreviations, or alternatively to include a key at the end of the minutes. Example of the abbreviations given included: RTB (Right to Buy) and ITHA (Independant Tenants &amp; Home Owner Adviser).</p>	<p>CL</p> <p>Housing Regen Team</p>

	<p>A resident also asked that officers use the word 'Estate' in front of Management Issues, (ie Estate Management Issues), so that it is clear for residents.</p> <p>CL asked officer for an update on why the Police did not attend the last RSG. MH explained that they had been informed by the local Safer Neighbourhood Team (SNT) that due to unforeseen circumstances, the officer in question was unable to attend on the day. The SNT also wished to apologise for their absence, but emphasised their commitment to attend a future meeting. The Housing regeneration team will try and arrange for the SNT to attend a future RSG meeting.</p> <p>CL asked officers to include contact email addresses in the notes, including his email address and blog details for residents to contact him directly.</p> <p><b>Update on Action Log</b></p> <p>MH took residents through the Council's Action Log.</p> <ol style="list-style-type: none"> <li>1. One to one meeting will be an ongoing process. A show of hands was requested to see who had already had a meeting with officers.</li> <li>2. The Council's visiting protocol is being further developed. MH introduced Amina and Lauren from the Housing Regeneration Team and informed residents that they would continue the door knocking exercise followed by 1-2-1 meetings.</li> <li>3. RSG steering group members have been offered the opportunity to be part of the selection process of an Independent Tenants &amp; Home Owner Adviser.</li> <li>4. The regeneration team are still to establish a plan on how we engage with non-resident Leaseholders. It was explained that we have to find alternative ways to keep non-residents Leaseholders up-to-date.</li> <li>5. Vice Chair volunteer still needed for the RSG.</li> <li>6. The regeneration team have spoken to the Data Protection Lead at the council. It has been agreed with the Chair that there will be a smaller presentation around data protection and CL would be more than happy to attend and feed back to the wider group.</li> <li>7. Independant Tenants &amp; Home Owner Adviser (ITHA) update on Procurement process. ITHA's are independent organisations who provide independent advice for residents, to support them and make sure their voice is heard. CL and Jennifer Williams (JW) are still in the process of preparing the questions for the written submission, video response and interview process.</li> </ol>	<p>Housing Regen Team</p> <p>Housing Regen Team</p> <p>Housing Regen Team</p>
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	<p>CL &amp; JW attended a meeting with the Council's Procurement Team Manager and Housing Regeneration Team to discuss the Independent Tenants &amp; Home Owner Adviser mini competition selection process. All Independent Tenants &amp; Home Owner Adviser bidders should be asked the same questions to ensure fairness, transparency and compliance with Procurement regulations. CL explained that the video response will be part of the process, which residents on the estate will all be able to view.</p> <p>MH confirmed that the Council and the residents of Beech Tree Place have just appointed an Independent Tenants &amp; Home Owner Adviser for Beech Tree Place, who are called Public Voice.</p> <p>8. A file of the previous meeting notes and handouts is now with the Chair of the RSG. If anyone would like to view them they can contact CL</p> <p>9. Tom Bremner (Regeneration Consultant) sends his apologies today, CL advised that he has met with Tom a number of times and held positive discussions.</p> <p>10. Richmond Green &amp; Ludlow Lodge Explained the difference in rents ie, existing tenants rents and new affordable rents which are 65% of Market Rent</p> <p>CL discussed property values, lease extensions that will need to be reviewed by the Independent Tenant &amp; Home Owner Adviser</p> <p>CL introduced Cllr Bartolucci, who explained that he is here to support residents in Central Sutton and advised how impressed and important it is to have a Chair like Clive to be conducting all of the meetings like he does.</p> <p>A resident requested an update on the removal of containers on the estate. CL referred to SHP notes and explained this is due to the contractor using the containers to store equipment which is also used for their work on other estates.</p>	
<b>3</b>	<b>Housing Regeneration Presentation</b>	
	<p>Amina Rafique (AR) and Lauren Fabregas (LF) from the Housing Regeneration Team presented a summary of the initial findings from the Benhill Resident 1-2-1 Surveys, based on 118 meetings completed by Ian Sellens.</p> <p>The presentation included a summary of the following:</p> <ol style="list-style-type: none"> <li>1. A breakdown of the whole estate in terms of its tenure mix</li> <li>2. The property typologies across the whole estate</li> <li>3. The number of bedrooms per home across the whole estate</li> <li>4. The percentage of home with gardens across the whole of Benhill</li> </ol>	

	<ol style="list-style-type: none"> <li>5. The number of Tenanted/Leasehold Households per block</li> <li>6. Tenure of residents surveyed</li> <li>7. The age profile of residents surveyed</li> <li>8. The ethnicity of residents surveyed</li> <li>9. The religious beliefs of residents surveyed</li> <li>10. The number of residents with a disability or health condition</li> <li>11. Number of household members</li> <li>12. A breakdown of residents living in flats and maisonettes</li> <li>13. The types of property residents surveyed would prefer to live in (ie flat or maisonette)</li> <li>14. What residents like and dislike about their estate</li> <li>15. The number of residents that would prefer to remain on the estate if regeneration was to take place</li> <li>16. The voting eligibility of households across the properties surveyed</li> <li>17. How informed residents felt about the regeneration proposal</li> </ol> <p>During the presentation a new attendee asked for clarification on the status of the regeneration programme. The resident felt that the information on the website suggested that regeneration of the estate was going ahead. MH reassured all residents that no decision had been made with regards to regeneration and that there is a process to go through which will need to include a resident ballot before a decision can be made.</p> <p>LF offered to book in a 1-2-1 with the resident in order to explain the process and offer in more detail.</p> <p>CL raised concerns about residents not knowing enough about the regeneration plans and the need for the regeneration team to focus less on 1-2-1 meetings and more on door knocking, in order to raise a greater level of awareness amongst residents. CL also raised concerns over the time it was taking officers to get around the estate to raise this awareness.</p> <p>LF informed the meeting that the door knocking exercise had now been completed on both Woodville and Homedale, and that it is continuing as fast as possible.</p> <p>MH added that door knocking is being extended to the entire estate, but due to limited resources it will take time for the team to get around to seeing everyone on the estate. MH explained that the team are working very hard to meet all residents on Benhill, and that the recent 1-2-1 meetings booked have been a direct result of the door knocking exercise.</p> <p>CL suggested that officers make it clear on the website that 'no decision has been made', in order to stop any confusion on the estate.</p>	<p>Housing Regen Team</p>
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<b>4</b>	<b>AOB &amp; Date of Next Meeting</b>	
	<b>Dates of next meeting(s):</b> <ul style="list-style-type: none"> <li>• 16th January - Residents' Only Meeting</li> <li>• 23rd January - Residents' Steering Group Meeting</li> </ul>	

	<b>Summary of Actions</b>	<b>Owner</b>
1	CL to create a summary page / fact sheet to provide an overview of what has been discussed at the previous RSG meeting's.	CL
2	Officers to use full words in their notes, instead of abbreviations.	Housing Regen
3	Officers to insert the word 'Estate' at the front of any Management Issues, (ie Estate Management Issues), so that it is clear for residents.	Housing Regen
4	The Housing regeneration team to arrange for the Safer Neighbourhood Team / Police to attend a future RSG meeting.	Housing Regen
5	Officers to include at the end of the notes; Clives contact email address and blog details, for residents to contact him directly.	Housing Regen
6	SHP to continue to provide an updated report on estate issues.	SHP
7	Officers to make it clear on the website that 'no decision has been made, in order to stop any confusion.	Housing Regen

<b>Abbreviation</b>	<b>Word(s)</b>
<b>SHP</b>	<b>Sutton Housing Partnership</b>
<b>LBS</b>	<b>London Borough of Sutton</b>
<b>ITHA</b>	<b>Independent Tenant &amp; Home Owner Adviser</b>
<b>RSG</b>	<b>Residents' Steering Group</b>
<b>MV</b>	<b>Market Value</b>
<b>DPA</b>	<b>Data Protection Act</b>
<b>GDPR</b>	<b>General Data Protection Regulation</b>
<b>HMO</b>	<b>House of Multiple Occupancy</b>
<b>RTB</b>	<b>Right to Buy</b>
<b>SNT</b>	<b>Safer Neighbourhood Team</b>

**Links to helpful websites:**

<p><b>Mayor of London - Better Homes for Local People, Good Practice Guide to Estate Regeneration (February 2018)</b></p> <p><a href="https://www.london.gov.uk/sites/default/files/better-homes-for-local-people-the-mayor-s-good-practice-guide-to-estate-regeneration.pdf">https://www.london.gov.uk/sites/default/files/better-homes-for-local-people-the-mayor-s-good-practice-guide-to-estate-regeneration.pdf</a></p>
<p><b>GLA Capital Funding Guide, Section 8 - Mayor of London - Funding Conditions that require Resident Ballots for Estate Regeneration Projects (July 2018)</b></p> <p><a href="https://www.london.gov.uk/sites/default/files/gla_cfg_section_8._resident_ballots_-_18_july_2018.pdf">https://www.london.gov.uk/sites/default/files/gla_cfg_section_8._resident_ballots_-_18_july_2018.pdf</a></p>
<p><b>GLA Housing Standards - Minor Alterations to the London Plan (March 2016)</b></p> <p><a href="https://www.london.gov.uk/sites/default/files/housing_standards_malp_for_publication_7_april_2016.pdf">https://www.london.gov.uk/sites/default/files/housing_standards_malp_for_publication_7_april_2016.pdf</a></p>
<p><b>HEB Report - Estate Regeneration Rehousing and Compensation Scheme (15th October 2018)</b></p> <p><a href="https://moderngov.sutton.gov.uk/ielssueDetails.aspx?Ild=40537&amp;PlanId=0&amp;Opt=3#AI39427">https://moderngov.sutton.gov.uk/ielssueDetails.aspx?Ild=40537&amp;PlanId=0&amp;Opt=3#AI39427</a></p>
<p><b>Estate Regeneration Good Practice Guide (December 2016)</b></p> <p><a href="https://www.gov.uk/government/publications/estate-regeneration-good-practice-guide">https://www.gov.uk/government/publications/estate-regeneration-good-practice-guide</a></p>
<p><b>Benhill Estate Regeneration Webpage</b></p> <p><a href="https://www.sutton.gov.uk/info/200502/housing_advice_and_options/1781/benhill_estate_regeneration">https://www.sutton.gov.uk/info/200502/housing_advice_and_options/1781/benhill_estate_regeneration</a></p>
<p><b>Sutton Link</b></p> <p><a href="https://consultations.tfl.gov.uk/trams/sutton-link/user_uploads/sutton-link-consultation-report.pdf">https://consultations.tfl.gov.uk/trams/sutton-link/user_uploads/sutton-link-consultation-report.pdf</a></p>
<p><b>Report It (Sutton Council)</b></p> <p><a href="https://www.sutton.gov.uk/info/200447/report_it">https://www.sutton.gov.uk/info/200447/report_it</a> or telephone: 020 8770 5000</p>
<p><b>Report It (Sutton Housing Partnership)</b></p> <p><a href="https://www.suttonhousingpartnership.org.uk/report-it">https://www.suttonhousingpartnership.org.uk/report-it</a> or telephone: 020 8915 2000 or contact Lara Amota (SHP Housing Manager) on 020 8915 2181</p>
<p><b>Residents Steering Group Chair Contact Details;</b></p> <p><a href="https://benhillestate.blogspot.com/">https://benhillestate.blogspot.com/</a> Contact Clive Lynch - brsgchair@hotmail.com</p>
<p><b>Housing Regeneration Team Email:</b> <a href="mailto:estateregeneration@sutton.gov.uk">estateregeneration@sutton.gov.uk</a> Contact Housing Regeneration Project Coordinators, Lauren Fabregas 020 8770 5651 or Amina Rafique 020 8770 6323</p>

