

BENHILL RESIDENTS' STEERING GROUP (RSG) Meeting notes (No.8)

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

Date: Thursday 6th June 2019 **Time:** 7.00pm - 9.00pm

Attendees: Residents from Benhill Estate

Regen Team: Ian Sellens (LBS), Simon Pickles (LBS), Michael Hunte (LBS)

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

Apologies: Cllr Ali Mirhashem, Cllr Richard Clare, Cllr David Bartolucci
Suzanne Richards Jones (SHP), Lara Amato (SHP)

Chair: Clive Lynch (Resident)

1.	Welcome: Introductions & Housekeeping	Action Owner
	<p>Clive Lynch (CL) welcomed everyone to the meeting. CL wanted new attendees to be aware that we would not be able to go over previously discussed items, or unresolved issues. Previous matters would be explained to new members of the group outside of the meeting either through a discussion directly with the Chair or by contacting the Housing Regeneration team. A folder containing previous meeting notes and handouts will also be prepared for residents to review, which would be kept by the Chair.</p> <p>CL emphasised that a Residents Association should be re-established as a forum for residents to discuss ongoing estate issues. CL is keen to use the Newlyn House room to have more detailed discussions with new attendees and committed to encouraging as many people as possible to join in the ongoing discussions.</p>	IS

2	Matters Arising / Action Log / Notes from previous meeting	
	<p>Michael Hunte (MH) brought the meeting's attention to the distributed "Summary of Actions" document where actions are recorded are monitored.</p> <ul style="list-style-type: none"> ● On Point 1. MH offered residents the opportunity to have a one to one visits with Ian Sellens (IS). The purpose is to find out more about the individual needs and preferences of residents, to take residents through the Regeneration Rehousing & Compensation Scheme (ie The council's initial Offer & Commitments document) and to address any specific concerns residents would like to raise. Please contact Ian on 020 8770 5738 or via email: ian.sellens@sutton.gov.uk / estateregeneration@sutton.gov.uk ● At this time Ilan is initially visiting resident leaseholders & secure tenants. ● On Point 2 & 3, MH discussed the need for a formal Terms of Reference, including the Code of Conduct for the RSG. It was agreed that this topic would be revisited in the future, as it explains the behaviour expected at meetings. ● Item 4. Future engagement with the non resident leaseholders is still to be agreed. ● Item 5: The "Dos & Don'ts" of information gathering and sharing is deferred and will be discussed at a later date. ● Item 6: The Benhill web page is now live and the intention is to add the minutes/notes from previous and future meetings to the website. ● Item 7: Request for IS to resend out the Housing Standards: Minor Alterations to the London plan. <u>Update</u>. This document was included in the email sent 	IS

	<p>out to the RSG members on 16 April and in the letters but will be re-sent.</p>	
3.	Independent Tenant and Homeowner Adviser (ITHA)	
	<p>MH introduced this item and confirmed that 5 organisations have been selected to join the ITHA panel and that the contractual Framework Agreement is currently in the process of being formalised. Once this has been finalised with all 5 companies, the Council and the RSG can work together to appoint the ITHA most suitable for Benhill.</p> <p>MH explained there are different ways to appoint a ITHA for Benhill through a mini tendering competition process, including clarification interviews or meetings.</p> <p>CL said that he understood the process had already been agreed in a previous meeting, however it was explained that a number of potential questions have been provided by the RSG although the final list of questions to be used had not yet been agreed.</p> <p>MH went on to explain that all of the successful candidates had been asked a number of questions as part of the first stage of the process to get onto the Council's ITHA Framework Panel, therefore the RSG would only need to agree the specific questions relevant to the Benhill appointment.</p> <p>MH handed out a list of potential Stage 2 questions which the RSG and the Council could review with a view to agree the specific questions for the ITHA panel members. The list of questions were based on previous discussions and feedback from the RSG.</p> <p>CL recommended that the RSG meet separately to decide what questions they wanted to agree. CL suggested that the onus should be placed on potential Advisers to undertake their own research into Benhill, such as visiting the estate and talking to local residents to get a better feel of the estate and a better understanding of the issues.</p> <p>Jenifer Williams (JW) requested a copy of the original tender submission from the Stage 1 process, including the answers to questions asked by the Council. Documents to be distributed to CL & JW for review by the RSG in preparation for the Stage 2 questions and selection process.</p>	MH/IS

	<p>A resident also suggested that ITHA candidates could be chaperoned around the estate.</p> <p>Qu1: What is the timescale to appoint the ITHA? Ans1: MH hopes that an ITHA for Benhill could be appointed within 2 months.</p> <p>BB believes a written response is helpful but equally the ITHA should be able to answer queries “off the cuff”.</p> <p>SP believes a reading stage is important but that might determine the next series of questions. SP suggested that a subgroup might be helpful in sifting the best approach and questions.</p> <p>Colin Hawkins (SFTRA) (CH) brought the RSG’s attention to the Aylesbury Estate meeting he attended and emphasised the importance of appointing an ITHA to support residents through this process. CH stressed the importance of finding the right fit for Benhill that works for the residents. They need to bring an energy and drive to the RSG.</p> <p>MH summarised his understanding of what the RSG wanted to consider as a process for appointing an ITHA for their estate:</p> <ol style="list-style-type: none"> 1. Consider asking ITHA’s for a written response which the RSG could sift / shortlist down to say 3 companies to a final selection stage. 2. A Benhill RSG subgroup to meet to decide their preferred selection criteria and questions. <p>CL indicated what he wanted from the ITHA to reflect Benhill needs. Signs of initiative but didn’t want rigid guidelines. The successful ITHA needs to know the needs of the area and show their experience of working on sites similar to Benhill.</p> <p>IS to distribute contact details with resident permission to enable CL to advise residents of Newlyn House meetings</p>	IS
4.	Frequently Asked Questions (FAQ) factsheet	
	<p>SP raised the issue of how we go about keeping all residents up to date on the key issues raised as the RSG meetings. One way of providing residents with this information is through a Frequently Asked Questions (FAQ) factsheet.</p>	

	SP circulated a draft FAQ and explained that it was important for the Council to establish early questions, which are appropriate for where we are at that moment.	
5.	Feedback from Resident only meeting on 30 May 2019	
	<p>Feedback on the residents only meeting was provided by CL.</p> <p>CL believes it is imperative that the Benhill Residents Association is reconvened so that the RSG meeting is not used for housing management issues, since the resident only meeting had spent a lot of time concentrating on those issues.</p> <p>CL advised that there were low numbers in attendance at the last residents' only meeting, with just 6 residents attending.</p> <p>Some concerns were expressed about the changes at SHP, and how SHP were intended to deliver better service with less resources which is creating a real stress on the service. There seemed to be a general drift towards reporting items online.</p> <p>MH explained the need for residents to use of the "Report it" function available via the Council and SHP websites, so that on-going estate issues could be raised, recorded, tracked and monitored.</p> <p>A residents asked for confirmation of the new level of rents and service charges on the new Durand Close scheme (ie now called the Lavenders scheme). IS agreed to source this information and feedback to the group by September, as he would need to approach external organisation for this information.</p> <p>CL said that he was happy to provide his address to residents who enquired.</p> <p>Future sessions at the Newlyn House caretaking office will not be for formal meetings, but rather short drop in discussion sessions.</p>	IS
6.	Aylesbury Estate, Southwark- Case Study- Feedback from April meeting	
	CH provided an update on the Aylesbury Estate meeting he attended. CH advised that it was an excellent session and showed the importance of working together.	

	CH was asked to provide one particular highlight from the meeting that he attended. CH explained that we should not drift off into a fantasy of expectation, but instead focus on finding out the reality of the situation and working hard together to achieve the end results.	
7	Agreed Next Steps	
	<ol style="list-style-type: none"> 1. Date of the next Benhill RSG meeting was provisionally scheduled for Thursday 18 July 2019 (Meeting now confirmed for Thursday 18 July 2019 at the Thomas Wall Centre, 52 Benhill Avenue). 2. Date of the next Benhill Resident Only meeting provisionally scheduled to be held during the week commencing 8th July 2019. (Meeting now confirmed for Thursday 11 July 2019 at the Thomas Wall Centre, 52 Benhill Avenue). 3. The Residents Only meeting will be used to discuss and agree the questions for ITHA for Benhill. This will also form the primary agenda item of the full RSG meeting. 	
8	Suggested future agenda items	
	None	
9.	AOB	
	<ul style="list-style-type: none"> ● SP advised the meeting that he was leaving Sutton Council to take up a new position at Wandsworth Council. ● A residents advised that they had heard a rumour about the future of Benhill Estate, that the council has decided to pursue an infill development option. SP reiterated that this was not the case and that nothing had been agreed on the estates future. These type of rumlours show the need for a FAQ or myth busting documents. ● IS provided an update on his 1-2-1 interviews. IS confirmed that he had completed 102 interviews across 7 blocks on the estate. The blocks contacted so far are: 	

	<ul style="list-style-type: none"> ○ Chesterton House, ○ Newlyn House, ○ Glenrose House, ○ Stancliffe House, ○ Denewood House, ○ Clevedon House and ○ 87 Benhill Avenue. <p>A number of appointments are in the pipeline.</p>	
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10.	Summary of Actions	Owner
i	Residents to consider taking up the role of RSG Vice Chair and Correspondence Secretary.	RSG
ii	Provide details of the new rent and service charge levels for the new home on the Lavender scheme (Formerly Durand Close)	Ian Sellens
iii	Support the RSG in understanding data protection, including the “Do’s & Don’ts of information gathering and sharing.	Ian Sellens
iv	Progress on ITHA panel procurement (Stage 1 & 2)	Michael Hunte
v	Creation of a file of old previously distributed documents for the caretaking room.	Ian Sellens
vi	Distribution of document: Housing Standards: Minor Alterations to the London Plan.	Ian Sellens
vii	Tender responses from the 1st Stage ITHA procurement to be shared with CL and JW for review by the RSG.	Ian Sellens

Links to helpful websites:

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

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