

# Marlowe Road Steering Group Meeting

Date: Thursday 26<sup>th</sup> January 2017

Time: 6.30 - 8.00pm

Venue: 168 Marlowe Rd E17 – Project Shop

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## AGENDA

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| 1. Introductions                                   | Nick Powell                       |
| 2. Minutes of the last meeting and matters arising | Nick Powell                       |
| 3. Programme update                                | Jan Gill/Meera Kumar/ Ross Jenyon |
| 4. Decant Update                                   | Tarie Chakare                     |
| 5. Engagement Update                               | Bea Symington                     |
| 6. AOB   | All                               |

## ATTENDEES

### Present:

Chair:	Nick Powell ( <b>NP</b> )	LBWF, Head of Strategic Housing and Investment
Minute Taker:	Bea Symington ( <b>BS</b> )	LBWF, Regeneration Officer
Residents:	Steve Brett ( <b>SB</b> ) Saeeda Aktar ( <b>SA</b> ) Fred Saville ( <b>FS</b> )	Keith Heavan ( <b>KH</b> ) Michelle Edwards ( <b>ME</b> ) Tracey Kemp ( <b>TK</b> )
Officers:	Meera Kumar ( <b>MK</b> ) Jan Gill ( <b>JG</b> ) Tarie Chakare ( <b>TC</b> ) Andrew Ochia ( <b>AO</b> )	LBWF, Senior Regeneration Officer  LBWF, Decant Officer LBWF, Development Officer
Countryside Properties:	Adam Clarke ( <b>AC</b> )	Design and Build Manager

### Apologies:

Residents:	Simon Jones Hilary Blackburn H Dundar Roger Carter Sheena Gilling	Antoinette Foster Norman McKenzie Sandie Gasper Joanna Richardson
Officers:	Jacqueline Franklin	LBWF, Regeneration Officer
Countryside Properties:	Ross Jenyon Tracy Chandler Nickolas Clarke	Senior Construction Manager Community Development Manager Senior Development Manager (Development)



Agenda Item		Action
1.	Apologies were received from Jacqueline Franklin followed by introductions by the group.	
2.	<p>NP checked the accuracy of the minutes for the last meeting ME stated that they were of a better quality than those of the past two years. JG thanked ME NP moved the discussion to status of the actions of the last meeting</p> <p><b>Action 1 – JG to Respond to ME concerning the pack of queries raised.</b> BS and JG stated that they had responded to ME concerning the pack of issues raised and passed queries onto libraries. BS stated that she had liaised with the libraries team and that they had responded to ME’s questions via the post. ME confirmed this was correct.</p> <p><b>Action 2 – MK to report lighting issue to Highways Department</b> MK stated that she had not reported this issue yet but would email a representative from Highways on Monday. MK checked the location on the area of issue with the group ME answered that the area of issue was within the previous minutes TK answered that it was the passage near Countryside’s compound.</p> <p><b>Action 3 – MK to check the letter delivery with the caretakers and inform the group</b> BS stated that she had checked back with the Caretakers regarding the delivery of the letters and that they had confirmed they have delivered them. ME reported that a number of residents had not received various letters and the copy of the last set of minutes. JG responded that she would check the council policy and look into a process. AO reported that when he worked at Islington Council he utilised a company which delivered letters and conducted mail shots which included an audit trail. JG asked whether these companies operated on volume. AO confirmed that they would. JG stated that this was something that the team could explore. ME queried whether letter delivery was included within the caretakers’ duties and reported that they had a high workload already due to the volume of anti-social waste they had to deal with. JG responded that letter delivery should be a function included within the caretakers’ duties. NP and JG reiterated that the team would look into the issue and report back to the group</p> <p><b>Action 4 – The Council and Countryside to discuss paid parking permits and return to the group.</b> MK reported that the Council and Countryside had agreed to extend the existing permits for Northwood Tower residents and also re-open the application process to residents who had moved onto the estate subsequently to the original permits being issued. A letter had been sent out to all Northwood Tower residents informing them of this and the process for applying for new or extended permits. ME asked which residents this letter was sent to. MK responded that it was Northwood Tower residents. ME requested to be sent a copy of the letter.</p>	<p>MK to email highways regarding the lighting issue on the estate</p> <p>JG to check council systems for letter delivery and research and appropriate process</p> <p>Team to look into the issue of letter delivery and respond to the group</p> <p>BS to send ME a copy</p>

	<p>JG answered that the team would send her a copy of the letter.  ME asked how many residents the letter was sent to.  MK answered that it was sent to all 99 residents of Northwood Tower.  <b>Action 5 – MK to meet with the owner of the pet shop to discuss car parking.</b>  ME stated that this was not done as within the last steering group meeting MK stated she would visit the pet shop owner on the following Monday and instead of this she met the owner ad hoc in the Post Office.  MK confirmed that this was correct and that she had met with the pet shop owner subsequently and issued the business with a free parking permit due to their need to transport livestock.  <b>Action 6 – JG to pass ME’s questions to the Libraries Team.</b>  NP stated that this action had been covered already  ME confirmed  <b>Action 7 - MK to look into a notice outside the former Cat Rescue shop.</b>  AO confirmed that this had been done  SB reported that there was still an issue with people dumping rubbish outside the shop.  ME asked where the notice was located.  SB responded that it is hanging from the grill of the shop.  <b>Action 8 – JF to send Kenneth Gill ASB issues.</b>  BS reported that JF had passed on the ASB issue to Kenneth Gill.  SA reported that there were still youths hanging out in the stairwell  NP said that the team would follow this up with Kenneth Gill  SB informed the group that there is an on-going issue with two abandoned cars at the end of Marlowe Road.  TK reported that she had reported the issue on the Council’s website and also phoned the number on the Council website. TK also reported that there was an issue with youths surround the cars.  NP asked whether the vehicles were still there.  TK confirmed that they were and that when she reported it to the Council they asked her to report it to Highways.  NP told TK that the team would follow the issue up with the Highways Team and check the address of the cars  TK informed the group that she had reported the registration numbers to the council and to the police.</p>	<p>of the letter</p> <p>Team to report that the ASB issue was on-going to Kenneth Gill</p> <p>Team to follow the issue of the abandoned cars with the Highways Team and check the address of the cars</p>
3	<p>AC gave a programme update to the group. AC reported that since the last meeting the car parks had closed. Countryside were looking to start on site this week but that this was delayed due to an issue with the licence between the Council and Countryside. The first works will be the closing of the boundary for the 1A works on the corner of Marlowe Road and the car parks. The second stage will be the erection of the timber hoarding. Once this is secure then they will start clearing the area in order for the proper construction to start. There will be 5-6 weeks of enabling works conducted by utilities companies which will include diversion works. The enabling works on Marlowe Road will enable Countryside to start on other work. Following this there will be piling rigs. This will be managed by other companies appointed by Countryside. An update will be provided at the next meeting. There should be limited disruption. AC stated that if anyone has any questions or concerns then they could visit Countryside compound.  ME asked the opening hours of the compound.</p>	

<p>AC responded that the hours were 9-5.  NP asked whether this was during the working week.  AC confirmed that it was and that there was a phone number to call which will reach the site manager.  ME asked what provision there was at the weekend  AC said that there was an out of hours number.  NP asked whether the piling rigs would be within the enabling works.  AC responded that the piling will be within the later works and that noise would be within the permitted hours.  ME asked what the permitted hours were.  AC answered that permitted hours were 8 -5 during the week and 8-1 on Saturdays and that Countryside were not looking to have Saturday working within the enabling works.  NP asked what was left to do regarding the compound.  AC answered that the compound has been set up for a while with only the painting of the exterior to do.  AC reported that there were no real issues on site and that the security company had reported that there were no major disruptions.  JG asked whether there would be a change in the compound's layout once the RLO is installed.  AC said that there wouldn't be as there was a gate at the end of the compound.  NP asked what RLO was.  AC responded that it was a Resident Liaison Officer.  SA said she had sent an email to Paul Sweeny from Countryside but he had not received it.  AC told SA to forward the email onto him and he will send it across.  NP asked what the recruitment process was.  AC responded that it was a four week process and they were looking to appoint at the end of February.  ME stated that there was a conflict of interest with a resident being employed as the Resident Liaison Officer.  JG acknowledged the potential issues but that this was standard practice across London and that she has confidence in this approach.  JG said that she would collate information on the use of residents as Resident Liaison Officer's across London and send to ME.  NP asked the group if there were further questions for AC.  AC informed the group that there had been a slow start but they are looking to start next week and once it has started it will move quickly.  ME asked whether the show house would be in place in May.  AC responded that the show unit would now be in place in September.  Countryside experienced delays with the start date, which caused the delay.  SA asked if Countryside were not starting on site due to the issue with the licence from the Council or delay due to the works on site.  AC answered that it was due to the licence not the enabling works.  ME asked if it was September for the marketing suite or all the marketing.  AC responded that there would be a soft launch with the marketing and communications material followed by a hard launch which will include the marketing suite.  ME asked for clarification on the start date and whether this had been agreed</p>	<p>JG to send ME information on residents employed as RLOs</p>
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	<p>as in a previous meeting it was stated that they would start on site in January. AC said that the Partnership experienced a slight delay signing the development agreement Countryside are still looking to start on site in early February.</p> <p>TS asked why notices had been put up in the car park and on cars if the car park was still not closed.</p> <p>AC answered that it was a three week process to take possession of the car park but that this had taken less time than anticipated.</p> <p>TS answered that that only half of the car park had been shut.</p> <p>AC responded that they had opened the car park on a temporary basis at the request of the Council due to the delay in starting on site to enable residents to use the car park for as long as possible.</p> <p>ME reported that there had been issues with employees who wanted to do works on the estate and were carrying tools but were told that they couldn't park in the car park and where unaware of the closure.</p> <p>AC answered that all the workmen had to do was called into the compound or asked the gateman in order to be given access.</p> <p>ME asked why there has not been liaison with Osbournes about the closure AC answered that Countryside were only liaising with Obournes about the works. If there was an issue with a single workman then Countryside representatives were always on site and could be contacted.</p> <p>TS stated that there were no signs around the car park with a phone number and that signs should be erected.</p> <p>JG responded that the team would look into the erection of such signs.</p> <p>AC responded that they would look into that.</p> <p>NP stated that the Council were liaising with Osbournes in regards to works on Northwood Tower.</p> <p>ME asked what major works will be happening and reported that residents on Northwood Tower are under the impression that they will be decanting.</p> <p>AC reported that Countryside's works haven't changed and that they are in discussion with the Council and Osbournes in regards to separate works.</p> <p>ME responded that residents of Northwood Tower are under the impression that they will be decanting.</p> <p>NP responded that Northwood Tower residents would not be decanting but that the Council will liaise with residents regarding the works. Osborne and the Council are in discussions and that there will contact residents closer to the time of any works being conducted.</p> <p>SA asked what was happening with the playground.</p> <p>MK responded that the Council were waiting for the completion of the additional works to the temporary playground. The Council are looking to get value for money on the works and the team is looking to instruct the chosen company tomorrow or the next day. Once the tarmacking has been completed then the playground will open and the aiming for works to start on the 9<sup>th</sup> or 10<sup>th</sup> of February and the opening by the 3<sup>rd</sup> week of February in time for half term. The team are aiming for an opening on the 13<sup>th</sup> of February.</p> <p>ME asked NP what the figures are for the number of properties which had been decanted.</p> <p>NP said that this would be addressed in the next item</p>	<p>Team to look into the erection of signs within the car park</p>
4.	<p>TC informed the group that 95 households have decanted from Marlowe Road and all 95 properties are being used for temporary accommodation.</p>	

*Post Meeting Note – As of 26<sup>th</sup> January 2017 - There are currently 95 voids on Marlowe and 11 in Shernhall blocks making a total of 106 voids across the estate, including the Project Shop.*

ME asked whether the properties were in use by secure tenants.  
 TC responded that they were all in use by temporary accommodation tenants.  
 TC reported that there are two more properties which are soon to be decanted.

ME asked what the process is for signing up temporary accommodation tenants and what obligations there are around their behaviour.  
 TC answered that she is not involved in the process or engagement with the temporary accommodation tenants.

ME reported that there has been a steady increase of ASB in these properties and the tenants are in the mind-set that they can do what they like and it is not acceptable for there to be so much noise when there are midwives and new mothers trying to sleep.

TC asked whether these issues had been reported to the Neighbourhoods Officer.  
 ME responded that the residents are exhausted having reported the issues multiple times.

JG said that she would check with the Neighbourhood Officer about this issue.  
 NP said that although they are not secure tenants they still have a tenancy agreements.

ME reported that residents are chucking rubbish on the floor and from windows.

NP said that the council can move tenants on if there are on-going issues.  
 ME reported that 15 residents had all reported the same address and were told that it is not easy to remove a tenant. ME requested that the when these tenants were signed up it is made clear to them that all residents need to co-exist and that music at 2am and issues with rubbish are not acceptable.

TH joined the meeting.

SA asked how to contact the council about anti-social behaviour.  
 TC answered that residents can call 02084963000 and follow the instructions.  
 SA stated that they don't have authority to manage the residents.  
 ME stated that when issues are reported residents are told they are imagining things and in order for a resident to be removed they have to be taken to court.

SA told the group that there are people coming into the block.  
 NP asked if the issue was at just one address.  
 ME answered that it was not just one address but that residents know which addresses are used as temporary accommodation as they know the area.  
 ME asked that at the time of signing up residents they are made aware that they need to keep the area clean.

NP said that the team would flag up these issues to the Neighbourhood Officer.  
 ME asked what the figure is for the number of properties on the estate.  
 NP answered that there are around 250 properties including leaseholders.  
 MK answered that it was around 200 properties on the estate with 95 households have been decanted and all 95 used as temporary accommodations.

NP said this was slightly reduced due to the bungalows being knocked down.

Team to check the ASB issue with the Neighbourhood Officer

	<p>TC informed the group that JF will feed back to the team about leaseholders at the next meeting action. There will be further decanting required for Phase 2 and this will be reported to the group when the project moves towards Phase 2.</p> <p>NP reiterated that this only refers to residents who choose to move away from the estate.</p> <p>ME asked when Phase 1 will be ready for occupation.</p> <p>AC answered that the build will last for 18 months then the properties will be ready for occupation.</p> <p>TK asked how many flats there will be in Phase 1.</p> <p>AC answered that there will be 35 in the first block and 66 in the second block. In Phase 1 there will be 35 social flats and 101 in total for private sale.</p> <p>NP said that the team is in the process of buying back a number of properties from leaseholders.</p> <p>MK said that there are around 20 properties left to purchase.</p> <p>NP said that JF would report back to the group in the next meeting regarding the purchase of leasehold properties and that around 34 have already moved off the estate action.</p>	
5.	<p>BS gave an update on the engagement activities. A letter was sent out to all residents regarding the car park closure and to Northwood Tower residents regarding the parking permits and permit extension. There has been engagement with residents coming into the project shop to discuss bidding. There is a drop in session planned for Northwood Tower residents planned for 2-7pm on Tuesday the 7<sup>th</sup> February in the community room regarding temporary changes to their entryways. A letter regarding this drop in session has just been given to the caretaker for distribution. BS will be attending the safer neighbourhoods meeting on the 7<sup>th</sup> February. There will be an event in conjunction with Wood Street First when the temporary playground opens.</p> <p>ME asked what the timing of the safer neighbourhoods meeting was.</p> <p>BS answered that she did not have it to hand.</p> <p>NP asked what stage the hoarding designed was at.</p> <p>BS answered that a meeting had just been held with Council Communications team and Countryside.</p> <p>AC answered that Countryside had received the Councils design elements and that the hording designs will soon be finalised. The full hoardings will come at a later stage and the advertising will be phased in. the final proposals for the hording will be passed to the Council for sign off over the next couple of weeks.</p> <p>ME asked what the overall numbers of private units.</p> <p>AC answered that overall there are 436 units with 286 for private sale.</p> <p>NP asked when the next newsletter will be issued.</p> <p>BS answered that the next newsletter will be issued in March 2017 and the last newsletter went out in December 2016.</p> <p>KH asked what was happing with parking issues and the changes to the intercom into Northwood Tower.</p> <p>MK answered that the intercom will be moving to Vallentine Road and that there would be further internal discussions with Countryside.</p> <p>NP informed the group that there are proposed upcoming works to Northwood Tower and that residents will be briefed once these are finalised.</p> <p>KH reported that it doesn't feel like Northwood Tower residents are being</p>	

	<p>briefed or consulted. Northwood Tower resident only receiving one years free parking after which they have to pay £40 is unacceptable.</p> <p>JG answered that the project is a challenging one to achieve and that the Council appreciates that Northwood Tower residents will experience disruption during the regeneration.</p> <p>JG said that she will look at the parking strategy and come back to the group.</p> <p>NP said that the Council was looking into the possibility of improvement works for Northwood Tower and once these have been finalised then residents will be consulted about them. The Council are conscious that Northwood Tower residents are affected by the regeneration but not receiving much of the benefits. The Council is looking into the possibility of a window replacement programme, balcony refurbishment and cleaning of the block.</p> <p>KH stated that residents paid for parking previously and it were now going. Residents had had a free car park previously and now they were being asked to pay £50.</p> <p>ME stated that there been consultations and promises made by the Council but this had not resulted in anything for the residents.</p> <p>NP answered that the Council has been made aware of the car parking issues but there are not unique to this estate. The Council has a policy of encouraging sustainable transport in the borough through the use of public transport, cycling safety and walking and that this was the direction of Council policy. The Council is conducting an on-going review of car parking and accessing car parking on estates.</p> <p>KH stated that residents had paid for parking, paid for the garden and paid for the concierge service which was then stopped and taken away. Now the car parks were being taken away but at the same time the rent was being put up.</p> <p>NP said that the team were conscious of these issues and are going to work around the development with improvement works as the Council don't want Northwood Tower residents to miss out on the benefits of the regeneration. The plaza and the playground in the new development will be a larger space and real improvements will be made. The regeneration will take up to five years and that at the end of the process there will be larger communal areas.</p> <p>SA asked whether the Northwood Tower car park would be coming back.</p> <p>NP answered that it would not.</p> <p>SA asked if it was anyone under two bedrooms which would not receive a parking place and anyone above would receive a space.</p> <p>KH answered that Northwood Tower was only one or two bedrooms.</p> <p>SA asked if residents would have to pay for parking in the new development although it was free now.</p> <p>MK said that the 3-4 bed properties would have a parking space not 1-2 bed properties.</p> <p>KH asked what the percentage of the development were 3-4 bedrooms.</p> <p>AC answered that it was not many and that the 3-4 bedroom properties were in the later phases. The houses within the estate would have off street parking which will not be linked to the wider parking.</p>	<p>JG to look into parking strategy and return to the group</p>
6.	<p>NP asked if there was any other business.</p> <p>ME said she wished to raise an unconventional point. She wanted to report that residents are directly affected by the Councils decisions. Residents are aware of the opinion of someone involved in the project on Marlowe Road and Northwood Tower had said 'they couldn't wait to clean up the estate'</p>	

<p>JG asked if this was allegedly said.  ME answered that it was not and that residents are aware of this opinion.  JG asked the name of the person ME was referring to as she would like to deal with this issue.  ME answered that JG was doing a fantastic job but residents were aware of this thinking.  NP informed ME that if she wished him to take it up with individual then the Council had a complaints process for the behaviour of Officers and Members.  ME answered that the council didn't have a good track record for investigating itself.  NP answered that at the council had a process and at the end of the process was the Ombudsman.  SA said she had once made a complaint.  NP told the group that if anyone wished to make a complaint an any issue then they were able to and the comments of this type were not acceptable as the Council was conducting this project in order to make improvements to people's lives.  SA said that residents could get together and make a complaint  BS told the group that if anyone wished to make a complaint outside of the meeting then Officers were via. email or available in the project shop.  NP told the group that issues and complaints can also be raised with elected representatives.  ME said she did not wish to make a formal complaint but wished the issue to be minuted.  BS informed the group that the date of the next Steering Group would be the <i>Thursday the 9<sup>th</sup> of March from 6.30pm until 8.00 pm.</i>  NP closed the meeting thanking attendees for their time.</p>	
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