

**One Enterprise Ltd (Independent Tenant Advisor)**

**19.00 Wednesday 22nd February 2017**

**Community Hall, Grange Farm, 66 Osmond Close**

**Present**: Ken Woods (Chair), Bill Beardon, V. Ranjan Narayanasamy, Fiona Allen, Rekha Mehta, Varsha Patel, Shaz Mohammed, Shivakuru Selvathurai, Sharon Reid, Amita Jagai-Kempster, Shamim Manji, Marim Sekanderzada, Ghizlane Darugaa and Alison Coudray.

Paddy Lyne (HFTRA), John Harvey, Zainab Malik and Raj Kumar (One Enterprise Ltd)

Alison Pegg and Karen Connell (LB of Harrow)

**Apologies**: Daud Amin (congratulations on the birth of his baby girl), Ali Noormohamed, Chantelle Barker (One Enterprise Ltd) and Claire Flowers (RedLoft)

**Declarations**: No new declarations.

1. **Notes of previous meeting held on 15th February were agreed.**
2. **Matters Arising**

* No matters arising

1. **Steering Group Priorities for Social, Community and Support Activities**

* Raj undertook a break out exercise for the Steering Group members to identify priorities for social, community and support activities, which the Council could potential fund or support. [The suggestions (collated by Sajni) are attached at the end of these notes.] In addition, Raj circulated the previous “Hub Survey” carried out by the Steering Group, which highlighted the key priorities identified by the wider resident base. Alison’s team will consider which activities are feasible and report back. However, it was agreed not to replicate activities already provided locally, for example by Carramea on the Northolt Road.
* Raj will be meeting with Sean Flaherty, the Social Inclusion Development Officer from  
  Watford FC Community Sports & Education Trust on the estate on Friday 24th February to see how sports activities can be introduced on the estate or other nearby places.
* Raj had been contacted this week by the Public Health team (Ann Kirk and Ferhat Cinar) regarding organising a “Healthy Walking” club. Ferhat will be asked to attend the next Steering Group meeting to explain what is required to start the club. He is keen to identify at least six volunteers, who will receive a days training, which can be organised in the Community Hall.

1. **Sharing Information and Key Messages**

* The Council are still waiting for a response from the MoD regarding the planning application. The council will be involving the MP. Bill suggested that if required, the Steering Committee could at a later stage write to the MoD.
* Alison suggested that a newsletter is sent to all the residents with an update on the revised regeneration timetable. Varsha, Rekha and Alison Coudray volunteered to work with the Editorial Board at the end of March (as long as the meeting is after 18.00) and would take place in the Community Hall on Grange Farm.

1. **Views to the GLA Regeneration**

* John had undertaken an initial review of the GLA good practice guide and found more “ambers” than “greens”. However, he will undertake a fuller exercise with the Steering Group at the next meeting.
* In addition, Alison suggested the Steering Group should consider providing comments directly to the GLA about the usefulness of the guide, for which the deadline is 14th March.

1. **Allocations and Bidding Process Clarification**

* Alison did not believe the Council staff are deliberately pressuring people to move off of the estate.
* In regards to the bidding process, Alison explained that residents make the decision themselves if they would like Candis to bid on their behalf or if they prefer, can make their own bids on the LOCATA system.
* The Council are looking to extend the viewing time for working households.
* Residents who are in Phase Two of the regeneration do not need to think about having to move if they do not wish to.
* Fiona and other Steering Group members were unsure why residents were being asked again to complete Transfer Forms. Karen suggested that because of changes in circumstances since the original applications, residents need to fill out the form again. Karen suggested the Council could hold a specific surgery where residents come in to fill out their forms with Candis and other officers. This surgery could also be advertised in the newsletter, along with simple instructions/reasons for how/why the forms need to be filled in.

1. **Home Loss & Disturbance Payments and Removals (Quarterly Update)**

* Sajni will provide an update on the satisfaction levels and key performance indicators for the removal company at the end of the financial year (around April). All complaints will be analysed and issues reported back. Unfortunately, there was limited action the Council can take with regard to the removers first language not being English.
* It was clarified that the Decant Officer and Regeneration Officer (Candis and Sajni) should come out to each property and agree with residents a “removal plan”. For example, if a resident would like their belongings to be moved in a certain order, or items dismantled and then the removal company can be informed accordingly.

1. **Developing the Grange Farm Action Plan**

* Claire Flowers is producing an Action Plan for Grange Farm to outline the resources needed and outcomes to be achieved. The Steering Group were asked to consider three main themes for the Action Plan:
  + Management Plus – for example provide a clear list of contact points (names, department and appropriate number), which could be added into the newsletter or produced as a laminated leaflet; dealing with dog fouling; and illegal parking.
  + Rehousing – Decant Information (covered under previously on the agenda)
  + Community initiatives (covered under previously on the agenda).
* The draft Action Plan will be discussed again with the Steering Group on 22nd of March.

1. **The Great British Spring Clean Friday 3rd March**

* Karen was pleased to announce for the very first time the whole caretaking team will be dedicated to Grange Farm on Friday 3rd March for the clean-up. The team will help remove rubbish and undertake internal cleaning of blocks. The Steering Group were pleased the Council are now dedicating resources to the task. The hours will most likely be the caretakers’ normal hours of 08.00 – 16.00am. Alison would like volunteers to help hand out refreshments from the community hall from 09.30 – 12.30, for which Paddy also volunteered. As with the previous years clean up, it would be positive for Steering Group members to pop over during the day to help and encourage neighbours to participate.
* Marim was concerned to know what would happen after the clean up, because a number of residents are continuously littering and fouling the communal areas. (Marim to discuss the matter further with Karen after the meeting). It was suggested that some residents and the Housing Officer undertake a “walkabout” one or two weeks after the clean-up to establish problem areas and to identify perpetrators.
* Alison suggested that while the clean-up takes place, leaflets can be posted through all the doors to say that the Council will be monitoring the condition of the estate and will take action against residents caught littering and dumping rubbish.

1. **Housing Officer Surgeries (28/03/17 and 30/05/17 11:00am-12:00pm)**

* Karen explained the surgeries have been cut down to one hour due to the small number of attendees. It may be possible to have a surgery during the day and another one in the evening. She also explained that residents who cannot make it in time for the surgeries, have the option to call the Housing Officer and make an appointment to see them before or after the surgery times on the same day.
* The Steering Group were also very keen to see regular estate walkabouts introduced, which Karen explained did take place on some other estates.

1. **Date of Next Meeting**

* **Wednesday 1st March** Feedback on GLA Guide, Walking Club, Clean-up,

Elections update

- **Wednesday 22nd March** Draft Action Plan

* **Wednesday 29th March** Corporate Director, Divisional Director (Housing), Council

Leader & Housing Portfolio Holder

* **Saturday 15th July** Summer Community Cohesion Day

1. **Any other business** 
   1. The Steering Group were pleased to hear that Dave Worrall, Housing Officer has successfully had three vehicles removed from the estate in the last month.
   2. Varsha asked whether a Police officer could come to a future meeting to discuss on-going drug problems on the estate and clashes between the “traveller” clans. Karen and Alison were not aware of the “traveller” issue, which may have been reported as related to “temporary” resident issues. The Council will look into the issues mentioned in relation to the two families and their visitors.
   3. Dog fouling has become a problem on the estate. Alison explained that the Council cannot do anything if the owners are not from the estate as it is public green space. Karen wanted to make it clear to residents that they need proof of activity – description of their dog, owners address etc. Some residents may consider providing photographs or film of incidents, but were concerned about there own safety thereafter.
   4. It has come to the attention of the residents that Genesis residents are continuing to litter and dispose of items on the estate. Alison confirmed that Beljit is currently in liaison with Genesis to sort out this matter.

****