****

**19.00 Thursday 25th February 2021**

**Steering Group Meeting Notes**

**SG Members**: Shaz Mohammed, Rekha Mehta, Fiona Allen, Ranjan Narayanasamy, Varsha Patel, and Dennis Barker, Kandiah Thayaparan, and Bill Beardon.

**Council**: Alison Pegg, Anthea Watkins, Mary Hannington, Salome Irungu and Charlene Samms.

**Higgins**: Joan Borzak and Jason Ludlow (Project Director).

**HFTRA**: Paddy Lynne.

**ITA**: Raj Kumar, John Harvey and Zainab Malik.

**Guests**: Rachel Dimind (MyYard).

**Apologies**: Ken Woods, Erica Fontaine, Shivakuru Selvathurai, , Amita Jagai-Kempster, Sharon Reid, Duad Amin, Ali Noormohammed, Shamim Manji, Cllr Sarah Butterworth and Cllr Dan Anderson.

1. **Notes of meetings held 28th January and 18th February** were agreed.
2. **Good News Stories**
3. Zainab was congratulated on starting her new job this week with Hertfordshire police.
4. Mary reported that the submission for the Affordable Housing Awards (Inside Housing) had been completed and all the positive quotes received from steering members were appreciated. Short list date is currently advised as 25th March.
5. **Phase 1 Progress Update** ***Alison / Mary***
6. **CCTV Phase 1** - Mary confirmed the new CCTV system will comply with Secured by Design standards and the camera locations will be confirmed with the steering group. In addition, the CCTV for phase 1 will be integrated with the phases 2 and 3 as they are handed over. Also the CTTV will be linked to the Harrow wide CCTV system, which will be going out for tender some time after April.
7. **New road parking security**- Joan confirmed Higgins have taken on board the residents feedback and are in the process of installing cameras, vision panels and perspex hoarding which will allow the parking area to look more open. Additionally, a traffic mirror will be installed on the corner, which is currently a blind spot.
8. **Disabled and visitor parking** - Mary confirmed that three spaces will be available for disabled and visitor parking on Phase 1, once 50% of Phase 2 has been completed a ‘car club’ will be established. The CPZ will be looked when the last phase has been completed.
9. **Electric charging points** - there will be at least one charging point for Phase 1.
10. **Virtual tours of new homes and balcony spaces** – Given the number of dwelling types to be modelled, VR is an expensive option and it is anticipated by the time that the properties are ready for viewing (in 12 months’ time) COVID-19 restrictions will no longer be in place.
11. **Bathrooms and kitchens** – Mary confirmed that the steering group and wider residents will have the opportunity to look at samples in due course, and as part of the allocations process a refresh of housing needs the options will be undertaken in the near future.

**4. Higgins Update** ***Joan & Jason Ludlow***

1. **Interim parking control**s - Currently there are limited options to restrict parking due the roads being un-adopted and being public highway land. Joan reported that whilst there is clear signage to say no parking, on occasions the site gate on Osmond Close is blocked by inconsiderate drivers. However, Joan is keen to try to introduce parking permits for existing residents, which may help to deter non-residents from using the car park spaces. Joan will start the process by issuing a letter to all residents regarding introducing permits. This will allow Higgins to monitor who is parking from outside and may support the case for securing a Control Parking Zone in the future. Kandiah was keen to ensure on the new development that there are restrictions on large vehicles/caravans being brought onto the estate. Raj reported that Ken will be organising a meeting with Gareth Thomas regarding CPZ. Ranjan believed that TFL had access rights to part of the estate, however this does not appear to be the case. Alison also confirmed that there were no changes planned to the Wesley Close entrance
2. **BT Wi-Fi outage** – Jason attended the meeting to apologise for the inconvenience caused from the Wi-Fi outage and confirmed that Higgins have agreed to offer compensation for those who have been out of pocket as a result. BT confirmed the connection is stable and service has resumed, however a small number of residents who are Sky subscribers are still experiencing issues, this is to be resolved between BT and Sky. Jason was pleased to report that all the main utilities supplies have now been re-directed included gas, water and electric. They are now only awaiting the redirection of the Virgin fibre cables. Key communication lessons have been learnt from this experience and moving forward any issues that may arise, all residents will be informed by mail. Furthermore, Joan will be issuing a bulletin for all residents every Friday providing an update on progress.
3. **Road cleanliness** – Joan confirmed that Higgins has a road sweeper/washer on the estate every day and anybody unhappy with the roadside cleanliness can contact her directly.
4. **New Recruit** – Taliyah will be attending the next steering group meeting, she is currently busy with her studies.
5. **Social Value Update** – Joan shared the report produced by Amy, which Raj had circulated to all steering group members. The highlights included Amy and Taliyah presenting at Harrow College, AJ attended two events and Amy supported the national apprentice week by attending an event organised by Xcite.
6. **Sharing images** – Shaz requested that it would be helpful to have regular photographs of the redevelopment displaying the progress to those residents who are unable to get out due to COVID-19. It was agreed that Joan would produce a montage on the third Monday of each month and will be added onto the Grange Farm steering group WhatsApp group .Alison confirmed that there is a short film of the demolition work and in addition a time motion camera will capture the progress of the new buildings going up.
7. **Genesis Notting Hill Properties** – Ranjan requested an update on whether these properties have been handed over to LB Harrow, Mary confirmed negotiations are still ongoing.

**5. Community Development Update** ***Anthea / Rachel***

1. **Easter events** – Due to lockdown plans unlikely to be lifted until 12th April, Easter events will again have to be virtual. Anthea requested any ideas and thoughts from the steering group which included delivering Easter Eggs, goodie bags and Easter card competition which was proposed by Dennis. Joan asked Neil and Jason whether Higgins could support this initiative.
2. **MyYard food project** – Rachel was pleased the project was progressing well and she has a team of around 15 volunteers. Overall MyYard are delivering between 220-250 bags of food every week across Harrow. Dennis praised MyYard for their fantastic work and the difference it makes for those from low-income households. Rachel and her team are hoping to customise the food deliveries further to cater for the needs of individual families. Rachel is liaising with Amy to create a campaign which showcases the positive impact the MyYard project is having on the community.
3. **Allotment (Plot 1 Pleasant Place)** – Anthea and Rachel were please to inform the site has been secured. However, the council cannot provide the services to assist the initial clean of the site, which will require a digger. Jason confirmed the Higgins team will visit the site to consider whether they would be able to assist with the clean-up (Rachel will forward the details of the site to Jason and Joan).
4. **Young Changemakers** – Rachel was pleased with the steady progress we made on the initiative and is working with two specialist agencies to support this initiative. The lockdown restrictions have made it difficult to maintain personal connections, but steady progress is being made. The most recent activity which was making pizza was a great success.
5. **Newsletter** – Anthea asked for ideas for the newsletter to be produced at the end of March. Dennis suggested some people still require reassurance that the new development does not have any cladding and it was clarified that there is no cladding to the new buildings. Mary advised she would look for images of the brick material being used - for inclusion with the article.
6. **12 month programme**- Anthea confirmed that she will be looking to produce a 12 month programme of activities as the roadmap out of lockdown takes shape. For example, to consider at what stage the community hall can be brought back into use and ideally whether a summer event can take place. She would welcome ideas from the steering group on ideas for the event if it is to go ahead.
7. **History Project** – Anthea was hoping to make progress and report back to the steering group at the next meeting.

6**. Complaints Procedure**  ***Charlene Samms***

Charlene was welcomed to the meeting. Under her role as customer and resident engagement manager, she is responsible for managing and monitoring complaints.

She explained that MP’s and councillor complaints/queries are responded to within 10 working days. Stage 1 complaints received from residents are responded to within 15 working days. Stage 2 complaints are responded to within 20 working days. Thereafter, residents have access to the housing ombudsman service.

Charlene confirmed that LBH adheres to the complaints code produced by the housing ombudsman. A distinction was made between a complaint of dissatisfaction with the service and an initial report of an issue. For example, if Charlene and here team receive an issue about a repair they will aim to resolve it at the earliest opportunity.

Alison clarified that a complaint can be reported to any member of staff and it will be investigated accordingly. Alice and Raj mentioned a recent report of a repair not being undertaken, it was found that the person had not reported the matter for over 12 months and therefore it would not be reasonable to classify this as a stage 1 complaint.

Ranjan reported that some internal blocks at Wesley Close had not been cleaned by the caretaking team, this for example would not been deemed a complaint, but a request for a service to be undertaken. If that request is not responded to then it would be reasonable to make a formal complaint.

On a positive note, Fiona said she was pleased with the caretaking services during these challenging times of lockdown.

**7. AOB**

1. Raj thanked all the attendees for their contribution.
2. Raj and the whole steering group thanked Zainab for all her hard work over the last five year and wished her every success for the future. Zainab thanked everyone for the gifts she received and would hope to visit grange farm from time to time to see the progress with the redevelopment.

**8. Date of next meeting:** Thursday 25th March 7pm