**STRATEGIC TENANT AND RESIDENT PANEL MEETING**

Wednesday 24 November 2021

6.30pm-8.30pm

Melsetter Suite, Fellowship Square

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| MINUTES | ACTION |
| **Present:****STAR Panel Members**Cllr Louise Mitchell (LM) – Chair Bert Morris (BM) – Vice Chair William Wood (WW)Iraah Wehner (IW)Ahmed Hussain (AH)Stephen Jeffery (SJ)Juli Ozer (JO)Lesley Cartwright (LC)Heather Gardiner (HG)**Officers**Rumana Akthair (RA) – Housing Engagement OfficerJane Martin (JM) – Divisional Director Housing OperationsSu Gomer (SG) – Divisional Director for Housing AssetsAdam Jenner (AJ) – Head of PlaceJames McHugh (JMc) – Head of Housing Strategy**Apologies**Charlene Santos – Housing Engagement ManagerShahid Mallam – Head of Insight and EngagementArsalan TariqJosie Lewis  |  |
| 1. WELCOME AND APOLOGIES |  |
| LM opened the meeting. Attendees introduced themselves. |  |
| 2. REVIEW OF LAST MEETINGS MINUTES |  |
| SG commented in relation to item 2 on last minutes that she would like to present to STAR on maintenance at a future meeting. LM confirmed this was on the forward plan.RA to recirculate the forward plan.RA confirmed all actions from previous minutes had been completed. | RA |
| 3. HOUSING STRATEGY |  |
| JMc provided presentation on Housing Strategy. Members agreed heating issue affect private rented residents more due to higher rents. BM asked what can be done with private rented sector housing on improving energy performance.LM explained within private rented sector licenced properties, EPC must be rated above D. LM advised that legislation is slowly changing and it is likely the government will begin insisting on better EPC ratings going forward.WW discovered government is proposing all new homes will be required to have an electric car charging point. LM confirmed this is something that needs to be discussed further as borough has a different view towards car ownership in general.BM asked if all the features of the eco showhome have been implemented into the new development by Sixty Bricks such as Centenary House?LM explained that the ecoshow home is an example of the maximum features can be installed in a home and cost over £100K for the one unit. Centenary house has some of the features installed but not all. Team needed to balance aspiration against pragmatism.SJ asked whether 15 minutes means by walk, bike, bus. JMc explained this was flexibly and dependent on individuals’ situations. We are looking at public transport and how access to bus services and bikes would impact your 15 minutes neighbourhood.LM also suggested that we also need to consider peoples knowledge of amenities in their area.JO was concerned that more properties are being built but no more schools or GPs opened. HG suggested that we need to consider whether there is capacity alongside how close the amenity is. JO asked if provisions are taken into consideration when building new properties.JMc explained that research is carried out into the neighbourhood and this is used to inform planning decisions for new builds. IW suggested there should be some assessment carried out on the impact of new builds on the current residents.JMc also advised that most developers follow considerate construction guidance.HG asked if the new homes being built are solving housing problems for people living in the borough or bringing more people into the borough.LM explained that properties built for shared ownership and private homes are advertised and targeted to people living in the borough first. All social housing properties are only offered to people on our housing register. IW questioned the driver for the 15 minutes neighbourhood. JMc advised this was included in the corporate public strategy. Coronavirus and lockdowns also raised questions about what provisions were available locally. 15 minute neighbourhood is also a well established global concept.IW asked what the reasoning for pursuing post lockdown. JMc explained there are several reasons why this is being persuade including reducing carbon emissions, meeting residents needs, keeping jobs local and local economy etc.IW would like to see provision for homes for keyworkers and older people, to keep the mix in demographic in the borough, featured in the strategy.HG asked to see full strategy. JMc to share with STAR. | JMc |
| 4. PROUD PLACES |  |
| AJ provided presentation on Proud Places - a programme to produce estate improvements to create welcoming environments and sense of belonging for residents. The programme would focus on neglected or disused areas.BM asked if it would be a good idea to include residents on the selection panel?JM explained did consider including residents on the panel but felt it was more important for residents to be involved in the application process and coming up with ideas for improvement in their neighbourhoods.JM wanted feedback on whether panel felt it would be better to have a hard deadline each year for submissions or allow submissions throughout the year and make decisions periodically.The funding is being provided by the capital works budget and therefore has to be spent on Physical improvements. WW asked if the project utilises MSPS’s one person a year social value commitment. SG advised it doesn’t but there are numerous other social value projects by MSPS which does utilise this. IW asked what consultation will take places after a project is selected to ensure majority of residents are in favour. JM advised that consultation would take place by Place Officers before the project is submitted to ensure it has support. No further consultation would take places after.HG was concerned that there seemed to be a lot of gatekeeping in accessing the funding such as initially approaching Place Officers and getting them to like the like. AJ confirmed Place Officers would follow up all ideas regardless of their person opinions. A surveyor will then check the viability of the project before moving forward.HG advised that someone consulted residents in her area about a Proud Places project in September but hasn’t had any update yet.AJ agreed that we need to keep residents more informed throughout the process.JM also advised that she has raised with the team that residents need to be provided with feedback and admitted this is an area that we need to improve on.HG noted no E10 or E11 projects had been selected. LM advised that there are only 2 council owned properties in Leyton ward and most of the council stock is concentrated in the central and north areas. AJ also suggested we could do more targeted promotion in those areas.AJ advised that the team will be looking at sharing ideas with residents now rather than just asking for suggestions.JO said residents were really surprised that the MUGA on Stocksfield Road was progressed as residents don’t usually get feedback and give up on ideas.SJ asked what options are available for TMO residents. AJ advised TMOs can access the funding but more communication is needed with TMO residents to promote the offer. JM advised a comms plan has been devised.HG asked if leaseholders would be charged for the improvements. JM confirmed it wouldn’t. |  |
| 5. AOB |  |
| BM praised the new Place Team but commented that he did not know they existed until they had already been in post for 6 months. IW requested parking update. RA confirmed a meeting had been scheduled with the parking subgroup for 7 December.SJ asked why leaseholders pay more service charge than tenants. Did not feel he got a proper answer. RA to follow up.SJ would like to see the cost of providing Resident News. RA to provide.SJ commented that members had received electronic version of all documents and did not wish to be provided with paper copies going forward. Members agreed.LC advised derelict garages in Billericay are dangerous for local children and rubbish left there are causing disruption. Billericay residents are keen to hear about the garage policy.RA confirmed garage policy had been shared with STAR and encouraged members to feedback. | RARA |
| DATE OF NEXT MEETING |  |
| * Wednesday 2 December – special scrutiny selection meeting
* Wednesday 12 January – Full STAR Meeting
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