**STRATEGIC TENANT AND RESIDENTS’ PANEL MEETING**

Wednesday 12th October 2022

6.00pm-8.00pm

Microsoft Teams

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| MINUTES | ACTION |
| Present:  **STAR Panel Members**  Bert Morris (Chair) (BM)  William Wood (WW)  Stephen Jeffery (SJ)  Josie Lewis (JL)  Iraah Wehner (IR)  **Officers**  Shahid Mallam – Head of Insight and Engagement (SM)  Masuma Begum – Housing Engagement Officer (MB)  Sumitra Gomer – Divisional Director for Housing Assets (SG)  Richard Tomkinson – Independent Mentor (RT)  Jane Martin – Divisional Director of Housing Operations (JM)  Natalie Brown – Estate Parking Project Manager  Julie Curtis – Strategic Finance Advisor  Natalie McPherson - Senior Finance Manager  Apologies:  Cllr Ahsan Khan, Adam Jenner, Arsalan Tariq, Lesley Cartwright, Juli Ozer, Ahmed Hussain |  |
| 1. **WELCOME AND APOLOGIES** |  |
| SM opened meeting; BM took over shortly. Apologies were noted as above.  Noted that Ahmed Hussain and Iraah Werner (resident panel members) have now stepped down. Panel members and the council wanted to formally thank both Ahmed and Iraah for their time and valued contributions. Iraah has served a full term and an additional year on the panel. Both Iraah and Ahmed have also been actively involved in scrutiny reviews and other resident-led working groups making a positive impact in supporting the housing service. The council wishes them all the best for the future and hope they will both remain involved in other capacities. |  |
| 1. **REVIEW OF LAST MEETING’S MINUTES** |  |
| Minutes of last meeting approved.  SM confirmed all responses from Sixty Bricks were provided on Basecamp.  Matters Arising  Question around Sixty Bricks profit margin was raised and what percentage they work to and if this goes back to the council. Chair also asked about delivery phases.  **SM will forward query about profits to Sixty Bricks for a response.**  SM advised that the presentation that was given at the last panel meeting set out the build phases including completed schemes and schemes in the pipeline.  IW asked about progress in relation to the Leaseholder Improvement Panel and if it was possible to provide an update on the web page for Leaseholders?  SM confirmed that officers had met with TPAS to progress. The progress will be put on the website as soon as possible.  **Adam Jenner will respond to IW on when the first meeting is likely to be scheduled.** | SM  AJ |
| **3.** **ESTATE PARKING** |  |
| NB introduced herself and informed the panel she has been project managing the parking schemes since March 2022.  Presentation set out the 2022/23 programme including details of schemes that have now been delivered and those that are in progress. NB took panel members through the programme structure and resident consultation approach. The presentation also highlighted some key challenges and next steps. Panel members were invited to ask questions and make suggestions on how the council can increase levels of engagement from the consultations.  (BM) Question: Is Aldriche Way not on the programme?  (NB) Answer: Aldriche Way was initially identified, however feedback from residents indicated there was not strong support for Parking Controls so it wasn’t programmed in for the current phase.  Programme for this area will run from 2023-24 (next year).  Programme has been informed by areas where there is a high demand for parking controls and need to control for emergency access. Consultation in high-pressure areas to be completed by end of the year.  NB emphasised that controls are implemented only when there is a majority vote, i.e. at least 51% of respondents.  (JL) Question: How often are the CPZ areas patrolled and enforced with traffic wardens?  (NB) Answer: Don’t have information of how often they patrol but will work closely with them and can request for more wardens in priority areas based on intelligence/feedback.  (JL) Question: How and where would I report?  (NB) Answer: **An email address and contact number will be shared after the meeting.**  SJ shared (on chat) the phone number for reporting parking related issues: 02030920112 and fed-back that, in his experience, enforcement is often too slow to respond, or patrols take place at the wrong times.  Officers advised that details on how to report are available online: <https://www.walthamforest.gov.uk/parking-roads-and-travel/parking-services-contact-information>  BM suggested idea is to have more available spaces for parking.  (HG) Question: Is Estate Parking team creating more parking spaces?  (NB) Answer: The programme has currently prioritised those estates which are affected by pressures of non-residents taking up parking spaces. Controlled parking will not mean more parking spaces but, where introduced, it will stop non-resident and commuter parking.  (HG) Question: Can you create more spaces also? Is that a separate programme?  (JM) Answer: Not taking up community spaces to create parking but maximising the parking spaces already available.  (BM) Question: Is there a charge for Parking?  (NB) Answer: Charges do apply and which mirror the Highway fees. First vehicle is £55 per household and increases for second vehicle in the same household due to limited spaces in the area.  **NB will circulate the current charges.**  JM: Happy to give contact details for individual issues on estate, where concerns can be discussed after the meeting.  NB highlighted issues around difficulties recruiting engineers but now have someone on board who will work on layout. Team also liaises with mobility team to find out how many blue badge holders in the area.  Find out if some residents are already accessing other CPZ.  Review will be carried out in 6 months and redesign if required.  Feedback from STAR Panel  HG - suggested in terms of improving consultation, she found day-to-day contact is more useful and effective than surveys and events.  Door knocking is likely to generate better responses in securing feedback from residents than remote options.  **NB- agree to have more of a presence and looking to work with the Place Team to meet with residents in getting feedback.**  IW- Communication and understanding is still not clear to residents about CPZ and Resident Estate Parking. Will this presentation be available for residents? There should be a consistent forum, email or in person, for polarised issues.  Actions which residents suggested previously should be implemented as 80%-90% residents are working at different times. They suggested to use different methods to ask residents and to inform them who to contact for issues.  NB- took on board and agreed for improvements in engagement of individual estates and communication with residents. There is a page dedicated on the website for Estate Parking and will add FAQs.  WW- Estate Parking consultations were cancelled in 2012 due to the Olympics. Residents filled out surveys, but nothing happened. It is taking 10 years to get parking back. You need to speak to residents.  NB- Cannot comment on 2012 consultations but provided assurance that there is now a dedicated team working to deliver the schemes.  Chair thanked NB for her presentation. | NB  NB |
| 1. **Housing Revenue Account (HRA): Government’s Consultation on Rent Increases for 2023/24** |  |
| JC delivered a comprehensive presentation on the Housing Revenue Account (HRA) and the impact of the proposed caps on rents. HRA’s only source of income is from rents and service charges. Losing income means a cumulative loss each year.  JC set out the rent comparisons for social rent, Local Housing Allowance (LHA) and market rents and highlighted the challenges in particular on the 10 yr capital programme that would result from the different levels of the rent cap.  Based on current assumptions:   * All options require reductions in capital investment. Most options require significant reductions, unless the government compensates social landlords for the financial loss.   Other impacts highlighted included:   * Improvements to Council housing will need to be scaled back and the roll out of climate change retrofits will be dependent on external funding. * Alternative options may need to be considered for Sixty Bricks schemes beyond Phase 2. * Investment decisions will require prioritisation and will be subject to resident consultation.   Consultation closed today 12.10.22 and outcome from government is awaited.  (WW) Question: Does this mean Waltham Forest currently plan on better homes? What does ‘building homes for Londoners’ mean?  (JC) Answer: It is about continuing to meet the decent homes standard.  SG- In terms of capital programme subject to available resources, we anticipate delivering decent homes, Climate emergency works, Environmental/Communal works, which are included in the Better Homes proposals-Gvt has not yet clarified as to whether DH+ will be made a stat requirement  HG thinks the % of Cap is wrong way round (3% and 7%)  JC will double check the figures.  STAR Panel were made aware that the impact will become clearer once we have clarity on the level of the cap, but the council wanted to ensure the STAR panel had all the available information.  Panel members thanked JC for her presentation, which they felt was very informative. | JC |
| 1. **STAR Panel: Succession Plan /Recruitment & Selection** |  |
| RT advised the panel on the selection process for new members.   * November 21st: Focus Group for all candidates (a couple of hours) * November 28th: Informal interviews (15 mins each)   Focus group will be face to face and informal interviews via Teams (TBC)  Noted that BM and MM standing for selection again.  IW stepping down, Juli Ozer will step down after the Jan meeting.  **RT would like new members to join selection process. Will email new eligible members to join.**  WW- people without technical skills can still join and it is possible to ask for paper copies. | RT |
| 1. **A.O.B** |  |
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| 1. **Date of next meeting and close** |  |
| Next STAR Panel meeting will be in January 2023. Sarah/Masuma to organise. | MB/SB |