

Marlowe Road Steering Group Meeting

Date: Thursday 5th October 2017
Time: 6.30-8.00pm
Venue: 168 Marlowe Road (the project shop)

ATTENDEES

Chair Jan Gill (JG) LBWF Interim Estate Regeneration Programme Manager

Minute taker Jacqueline Franklin (JF) LBWF Regeneration Officer

Residents Tracey Kemp (TK) Marlowe Road resident
Christine Adams (CA) Northwood Tower resident
Lesley Pearce (LP) Northwood Tower resident
Michelle Edwards (ME) Marlowe Road resident
Steve Brett (SB) Marlowe Road resident
Shirley Wright (SW) Woodside Park Ave resident
Kay Wright (KW) Woodside Park Ave resident
Michelle Kearney (MIK) Ferndale Ave resident
Martin Kearney (MAK) Safer Neighbourhood Chair

Officers Meera Kumar (MK) LBWF Senior Development Officer
Khemba Ankhrah (KA) LBWF, Community Safety Officer – ASB Lead

Countryside Summer Aston (SO) Resident Liaison Officer

Apologies Ross Jenyon (RJ) Senior Construction Manager

Dale Walker (DW) LBWF Head of Housing Development & Regeneration

Adam Clarke (AC) Design & Build Manager

Tracy Chandler (TC) Community Development Manager

Andrew Ochia (AO) LBWF Development Officer

Michelle Carroll (MC) LBWF Decant Project Officer

MINUTES

			Action
1	Introductions	JG opened the meeting with round table introductions.	
2	Minutes of the last meeting and matters arising	<p>CA reported that lorries were still arriving on site earlier than the published times of 8am until 6pm and this was causing a disturbance. CA confirmed that she had kept a log of all offending lorries.</p> <p>MK said that she would take this issue up with Countryside.</p> <p>JG advised that she had not yet completed her action regarding the Terms of Reference. This was in reference to sending out a letter balloting residents on whether they wish future steering group meetings to be held jointly or if Northwood Tower and Marlowe Road Estate preferred separate meetings.</p> <p>ME advised that she had some amendments for the minutes. JG said that she would take these after the meeting.</p> <p>LP advised that she had not had an update following the FRA meeting held with Property Services. JG asked whether LP had received the summary report. LP confirmed that she had.</p> <p>LP raised concern about NWT not being included in</p>	<p>MK to contact RJ</p> <p>JF to arrange for letters to be sent out to both NWT and MRE</p> <p>JG to chase CG (Chris Grace).</p>

		<p>the CPZ (controlled parking zone)</p> <p>LP enquired about visitors permits for NWT residents and highlighted examples of why this is necessary i.e. appliance repairs, visits from NHS staff etc.</p> <p>MK advised that she would be meeting with Highways and would update at next meeting.</p> <p>ME asked why this issue was being raised now when it had already been raised at previous meetings.</p> <p>ME advised that it was minuted that NWT were previously balloted and agreed for their car park to be removed.</p> <p>JF clarified that this was not the case. The previous ballot was to find out current car parking usage only.</p> <p>NWT grounds maintenance query raised. MK advised that the charge was £1.02 pw for 30mins of shrub maintenance per fortnight.</p> <p>LP disagreed and said that the charge was much more.</p> <p>MK confirmed that she would recheck the charge and update.</p> <p>LP said she would email the charge details for her flat to MK</p> <p>LP asked if the Caretakers Manager could attend the next meeting</p> <p>LP advised that Electro signs are still parking on the pavement and using cones to block the space.</p> <p>MK confirmed that she had reported this issue to Head of Neighbourhoods and they had agreed to</p>	<p>MK to meet with Highways and provide update.</p> <p>MK to clarify service charge amount for NWT and report back</p> <p>JF to invite Caretakers Manager to next meeting</p>
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		<p>conduct more patrols and visits in the area.</p> <p>MAK asked which member of the Safer Neighbourhood Team had been invited to the meeting</p> <p>JF advised that we had not invited anybody but that was an aspiration. JG apologised and reminded the group that there would be inevitable slippage as the team are one person down and AO and JF had been asked to cover aspects of the work, in addition to their own duties, until a new member of staff is appointed. KA suggested that he would contact the SNT to advise of next meeting date.</p> <p>ME advised that the Police had said that contact with the Council was limited and suggested that communications were not good.</p> <p>KA refuted this and said that he had regular contact with the Police and had been in attendance at a meeting with Police this week.</p> <p>Discussions continued around the issue of locking the gate at Dukes Passage to reduce and or deter ongoing ASB.</p> <p>MK confirmed that the padlock to the gate at Dukes Passage was to be welded shut tomorrow.</p> <p>MAK advised that he had had confirmation from MM (Maureen McEleney) during a previous meeting that this had already been completed.</p> <p>KA apologised and advised that he had assumed that it would have been done straight away and had reported back to MM the same. KA provided further clarification on the events leading up to the report on closure of the gate.</p> <p>KA confirmed that two letters had gone out to all residents recently. One was regarding the intention to lock the gate and the second was advice on Police contact numbers and reporting. These were</p>	
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		<p>hand delivered by staff from Housing Management.</p> <p>ME said that she had not received the letters.</p> <p>TK confirmed that she had.</p> <p>Future minutes to be numbered for ease of reference.</p>	<p>JF/AO</p> <p>Minutes to be uploaded onto the website by next week w/e 13/10/17</p>
3	Anti-social Behaviour Q & A's	<p>KA explained his role in detail and talked about how he works alongside the Police to try to tackle ASB across the borough but in particular on Marlowe Road Estate and the surrounding areas. KA opened up with a question on how residents felt the current levels of ASB on the estate were now and whether they had noticed any improvement recently.</p> <p>Residents responded no and went on to provide accounts of ASB they have encountered and a general discussion about ASB was held.</p> <p>MAK advised members of the ASB figures that he had been provided with by the Police which supported residents' concerns that ASB was the same or worse.</p> <p>KA advised that the statistics provided by MAK did not reflect that of his which were updated by the Police in a meeting last week. KA advised that the trend was ASB incidents had been coming down steadily and he went on to provide illustrations of some types of ASB and methods being used to combat those.</p>	

		<p>ME reiterated that the Police were not happy with the Councils actions and that they felt the Council were a waste of time when dealing with ASB.</p> <p>KA responded that he was very disappointed to hear that and it would be very unprofessional for the Police to talk about the relationship with the Council in that way. KA requested to know which Police officer had said that.</p> <p>SB and TK advised that ASB was continuing and cited an example of 2 people found rough sleeping in the block outside their front door.</p> <p>SNT asked whether the Council could tackle ASB by taking action against tenancies. TK advised that some of the perpetrators do not live on the estate.</p> <p>KA advised that he had received a list of names of tenants/household members engaging in ASB and actions including challenging tenancies and injunctions were being undertaken. KA confirmed that a few perpetrators were already in custody.</p> <p>ME advised that TA households had exacerbated the problems on the estate.</p> <p>KA advised that residents should report all incidents to the Council as well as the Police. ME asked whether KA was aware that residents were tired of contacting the council due to previously being rebuffed.</p> <p>KA responded no.</p> <p>KA went on to reiterate that residents should contact both the Police and the council to report all ASB. KA was asked why he did not attend SNT (Safer Neighbourhood Team) meetings?</p> <p>KA acknowledged that he didn't attend but agreed to come along to the next one with the Housing Officer.</p> <p>KA advised that a dispersal zone was in operation on Marlowe Road for 48 hours. SB asked why CCTV cameras were moved. ME said that they do not work.</p> <p>SNT advised that one camera is blocked by a tree (adjacent to the Dukes Head pub).</p> <p>KA advised that the estate had been referred to the</p>	
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4	<p>Programme update – next steps</p>	<p>SA circulated a flyer advising of Countryside’s current activities which included confirmation that the piling works had been completed and tower crane erected. Works to the foundation to start on 9th November. The marketing suite will open on 21st October 2017.</p> <p>CA advised that the contactors are causing noise nuisance by shouting to each other instead of talking. She felt this was particularly annoying as she was recovering from illness at the time. JG advised that she would consider something which had been used on a previous regeneration project and would provide details once she had discussed it with senior managers.</p> <p>CA asked if contactors could provide warnings when working on scaffolding. JG said she would look into it.</p> <p>LP reported that there are 2 cranes with no lights on at the top. She said she had text Countryside but no response was received.</p> <p>Request for update on CCTV previously promised by RJ for the hoarding. MK said she would look into both</p>	<p>MK to contact RJ re scaffolding light and CCTV on hoardings</p>
5	<p>Engagement Update</p>	<p>JG advised that there was no further information however she mentioned that the team was low on</p>	

		<p>resources following Bea's departure. JG advised that she had shortlisted a number of candidates and she was hopeful that a candidate could be identified from this.</p> <p>ME asked for Cllr Limbajees' apologies to be circulated as he did not attend the last meeting but was listed as an attendee.</p> <p>ME asked about a property count on the estate. JF said that there were approx. 163 social housing units on the estate.</p>	
6	Decant Update	<p>JF confirmed that there were 121 decants as at 5.10.2017. 72 secure council tenants remaining who are either bidding to move or waiting for a new home on the new estate.</p> <p>JF advised that she would be writing to all 72 secure council tenants this week to find out their housing preferences in order to refresh the information she holds.</p> <p>JF advised that a News In Brief flyer was due to be issued which would provide an update on progress and parking. Parking spaces in the new development will be made available for all blue badge holders and residents occupying 3 and 4 bed properties. Residents occupying 1 and 2 bed accommodation will not be provided with parking facilities. LP asked if one bed private units will receive parking spaces. MK said no. MK said buyers will be made aware of the parking arrangements.</p> <p>General discussion held about parking on the new estate.</p> <p>ME handed in paper detailing 13 questions.</p>	
7	AOB	<p>Post meeting note: Next meeting to be held on Thursday 16th November 2017 at 6.30pm at the Project Shop, 168 Marlowe Road</p>	

