



Lisgar Terrace Steering Group Minutes

6pm on 19 November 2020 via Zoom

Attending

Name	Title
Jo Philpot	Resident
Adriana Peixoto	Resident
Graham Nolan	Resident
Lauren Howard	Resident
Frances O'Mahony	Home Services Manager
Ian Pattinson	Senior Regeneration Manager
Emma Barnett-Warden	Area Services Manager
Tony Hughes	Head of Home Management
Alison White	Community Engagement Manager
Paulina Cumbicus	Customer Involvement Officer
Rus Khisamutdinov	Durkan - Project Manager

Apologies

Name	Title
Mrs H Rodriguez	Resident

Meeting Minutes

Minute	Detail	Action
1.	<p>Introduction</p> <p>Introductions were made around the table.</p>	
2.	<p>Covid-19</p> <p>TH gave insight into how Covid-19 has impacted SHG services and staff.</p> <p>Original lockdown took place very quickly on 23 March and all staff worked have worked from home for the most part. Very limited services offered such as responding to an emergency, but Estate Care did continue.</p> <p>Had to immediately support many hundreds of staff to work from home on devices or home computers. SHG did not stop delivering services but it was very challenging and continues to be challenging in these circumstances – main priority is to keep residents and staff safe.</p> <p>Had to understand government legislation and how that affected our services, staff and residents. Had to get up to speed very quickly. SHG responded very well given circumstances. Provided basic service during initial lockdown period from March until June. Early July we could look at</p>	



	<p>remobilising services as government started lifting restrictions. SHG trying to work through backlog such as empty homes and repairs so had a lot of catch up to do and continue to do so. SHG are not operating business as usual, we continue to maintain gas servicing and fire risk assessments but still dealing with backlog of mutual exchanges, repairs and customer service enquiries.</p> <p>Government restrictions due to be reviewed on 2 December but may be extended. In meantime, staff are principally working from home and can only use estate offices by approval so we can continue to manage activities to ensure safety of colleagues re social distancing and cleaning regimes. Estate offices continue to not be available to residents to visit due to this. SHG will continue to review service offer on a regular basis alongside government announcements to see if we are able to review our service offer.</p> <p>TH reiterated it continues to be a challenging time. Priorities are keeping residents and staff safe and signposting residents to our website where there is a link about our service offer. SHG continues to provide support to residents, particularly vulnerable residents.</p> <p>Tony advised there were also supply chain issues which impacted repairs. Also, schools were closed which also affected our staff.</p> <p>Graham asked about cyclical decorations – will this still be going ahead? Answered in Operations Update below.</p> <p>Service centre update – every colleague has been given a device to be able to access SHG’s business systems. Due to social distancing rules, our advisors cannot all be in the office which means 1/3 of staff only can be working from our office. Advisors working on a rota and have telephone systems in place to take calls.</p>	
<p>3.</p>	<p>Recap of what’s happened since last meeting</p> <p>IP advised looking at November for completion of estate and gardening works and confirmed since last meeting:</p> <ul style="list-style-type: none"> • Bike sheds now open. • Water in bin sheds. • Have begun marketing properties and show flat now open. <p>Landscape areas – Phase 1-3 – grassed area – agreed with Durkan will raise soil and will put down new turf. Graham advised residents have seeded and put some plants in to make it look lovely.</p> <p>Top part can be done soon although contractor recommends doing the works in Spring. Graham advised they need some topsoil in now – Rus advised they can do this.</p> <p>Some sharp metal corners are very exposed on some landscaped areas. Adriana advised this is a H&S matter. Ian/Durkan to look in.</p>	<p>Durkan</p> <p>IP/Durkan</p>



	<p>Adriana commented that Georgiana looked very beautiful at present due to the amount of work residents have done. Some blocks do not have so much resident involvement so do not look so nice. Ian suggested a separate meeting with architect and landscape architect to see what it will look like and what changes have been made since planning – likely to be in New Year due to Covid-19 – Ian will advise.</p> <p>Bin stores – lighting stays on – Durkan will change lighting so can switch off.</p> <p>Access to main archway – one access point for cars which will be electric gates under arch and key fob access for pedestrians. How will this relate to the service charges – IP to check on implication on service charge and will feedback at next meeting.</p> <p>At present, gates are always open until 5pm. Query raised regarding when will the gate be closed? Ian advised the gate will work off a mobile device – tradesman button will connect to SHG. Will need to look into this more and feedback. Ian will invite the correct person who is dealing with at Durkan and feedback about service charge implication.</p> <p>Gerder gate will be removed and a brick wall will be erected around the boundary of the estate with a pedestrian access point. All railings will be reinstated along Lisgar Terrace to the park. There will be a way that if non residents use the community centre, they will be able to buzz through to the community centre to allow access.</p> <p>When deliveries/repair services etc. come onto the estate, where will they park? Do residents want a service drop off point on the external part of the gate? There are 3 visitor bays which can be used for deliveries. Is it possible we can change the visitor bays to 'drop off bays'? Ian confirmed he can change the names of the bays but cannot change their location.</p> <p>Community centre – looking to start refurbishment in March.</p> <p>Play area – with planners at Local Authority to agree so can start in New Year.</p> <p>Car park – additional parking for phase 1-4 will be made available but not to phase 5. Phase 5 are being sold without parking. Ian will send out a plan to show parking spaces. Adriana asked if the parking will be against the social housing blocks – this was confirmed.</p> <p>Artwork shown – residents previously agreed on design which reflects the nearby park which has some comments similar in nature. Can a memorial be erected? Ian to look into this – can a time capsule be put in?</p>	<p>IP</p> <p>Durkan</p> <p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p>
4.	<p>Contractor project update</p> <p>Durkan</p>	



	<p>Progress – project delayed by 2 months due to Covid-19.</p> <p>Block E, (what day in) Aug Block H 24/09/21 Block I 05/11/21 All external works 02/12/21</p> <p>All 3 blocks are fully watertight.</p> <p>External works start in February, archway area in May/June and will close Gerder gate then too. Hoarding will be moved. Vehicular access will be two-way.</p> <p>Graham noted that Durkan were doing a great job ensuring safe entrance/exit on to the estate and thanked them. Also commented how pleasant and nice the operative is who manages the traffic.</p> <p>TH asked if members of the steering group could tour the building with PPE when they are nearing completion? Ian confirmed this will possible and he will arrange nearer the time.</p> <p>Rus can provide a virtual walk through and put on website to view blocks as they are now and also include footage of the sales flat.</p> <p>Adriana has been taking pictures of the works throughout the months of building work and will happily share with SHG/Durkan – possibly can display in the new community centre once open and upload to new platform once available.</p> <p>Window cleaning – SHG have a budget to undertake this and Rus suggested to do this around spring time but this is at the Steering Group’s discretion. Scaffolding will start to come down mid-December in stages – end of March – beg of April all scaffolding will be removed – agreed window cleaning to be completed in April once all scaffolding removed.</p>	<p>IP</p> <p>IP/AW</p> <p>IP/AW</p> <p>Durkan</p>
<p>5.</p>	<p>Future and remit of Steering Group and Resident Involvement</p> <p>Based on programme update, TH expecting there to be another 12 months of meetings. Tony advised have included on agenda as he wanted to signal that we are expecting 2021 to be the final year for meetings of the Steering Group.</p> <p>Tony wanted to raise this now so we can think ahead for future resident involvement, hence Paulina’s involvement now.</p> <p>Graham has proposed that a Tenant Resident Association (TRA) be set up in the future. Concerns as to whether Phase 5 residents would want to be involved and take over the running of the resident involvement group going forward. Would need to have a strict system of AGM, terms of reference and how it would work.</p> <p>Paulina advised SHG have a process for that. SHG would want any TRA</p>	



	<p>to be representative of everyone living there and advised it would should be resident led and managed and a committee formed. SHG would provide support to residents for setting up such as admin support, promotion of TRA, first meeting but expectation thereafter it would be resident led/managed.</p> <p>In order to have a TRA, at least 50% of residents (of all tenures on the development) would need to be in agreement of the TRA for it to be recognised by SHG.</p> <p>Need to look at Lisgar Terrace as one community. Purpose of TRA is that they are the voice of residents which communicates what works and what doesn't (could be SHG services but also external services).</p> <p>Lauren feels it is really important that we turn the steering group into something which everyone has a voice but does not necessarily have to attend meetings but can access the TRA.</p> <p>PC advised every TRA has a committee. The committee will have a Chair and Vice Chair and all the committee are residents and is completely resident driven.</p> <p>SHG will facilitate with venue/digital meeting with initial meeting with lots of practical support available such as newsletters, how to replace a member if someone leaves.</p> <p>Paulina to take forward by offering telephone call/emails to anyone who would like more detailed information.</p> <p>Please email Resident.Involvement2@shgroup.org.uk if you have specific queries. Paulina can also provide some more detailed written information.</p>	PC
6.	<p>Operations update</p> <p>Frances advised Jeff is currently on sick leave. His work is being covered by a temporary worker called Maria.</p> <p>Bulk rubbish on the estate has now been collected.</p> <p>Guy Hunter, Estate Care Operations Manager has left SHG. His replacement is Anna Vachou. Anna has confirmed there will not be an out of hours service provided which initially we thought would close the playground at night. However, a resident has volunteered to close the playground at night and Frances will see if there are any other volunteers.</p> <p>Cyclical decoration planned for Georgiana Court is postponed until next year due to Covid-19.</p> <p>Merlin and Madeline cyclical decorations will also happen next year</p> <p>Lifts – problems with Georgiana and Madelaine Court lifts due to different problems and Madeline required scaffolding so a further delay in repairing</p>	



	<p>this.</p> <p>Adriana advised lifts break down regularly and delays are not acceptable. Service centre giving incomplete and inaccurate information, Jacksons can be very difficult to get hold off. Invite Manager of Lifts to attend next meeting. Can we get some more information about how it works.</p> <p>Paulina advised there are opportunities for residents to get involved and feedback about our contractor service.</p> <p>Dogs – Frances trying to get people to register dogs with them so we have a record.</p>	<p>EBW/AW</p> <p>PC</p> <p>F'OM</p>
7.	<p>Review Terms of Reference</p> <p>Alison shared the terms of reference and highlighted some points:</p> <p>Community Fund – Tony to advise if he knows what this is. Possibly Raj may know. SHG to take this query away and feedback.</p> <p>Alison to update officer details to reflect Ian's and Alison's details.</p> <p>Suggestion box – Ian will ask Durkan to look into replacement as it is broken. May need to look at another location as feedback received that residents were not keen on current location due to them being captured by CCTV. Will need advertising again. Ian would like to look into anon suggestion virtually.</p> <p>Diversity of estate – no interest was received – possibly due to Covid-19 but SHG will continue to look into this.</p>	<p>AW/TH</p> <p>IP/Durkan</p> <p>AW</p>
8.	<p>AOB</p> <p>Minutes of the Steering Group Meeting – request received asking if the minutes can be shared with other residents. Frances will print the minutes and place in each block's noticeboard.</p> <p>Sales materials advertised there is a caretaker on call 24/7 which is not the case. Ian to pick this up with Sales.</p> <p>Newsletter – likely to be end of January/beginning of February 2021. Alison can share draft with Steering Group and ask for feedback on content.</p> <p>Estate newsletter – Frances will do a December newsletter.</p>	<p>F'OM</p> <p>IP</p> <p>AW</p> <p>F'OM</p>
9.	<p>Date and time of next meeting</p> <p>Alison will send dates out and ask for preferences. PC advised Wednesdays are preferred by her.</p>	<p>AW</p>