**Serpentine Court Steering Group**

**Wednesday 6th June 2018  
Minutes**

**Residents:** Danielle Slaymaker (Chair), Shannon McCaul, Cassy Eliott (Deputy Chair), Sharon Jordan (Deputy Chair), Stella Hoskin, Nicola Cox, Joan Forsyth, Robyn Goodwin, Zamina Abdi, Beatrice Kuria, Tony Stevens, Nasfeexo Cabele, Nadia Hardi, Pauline Wright, Priscilla Oppong.

Anne Bircham (YourMK), Emma-Jane Flynn (Tpas), Samantha Goodwin (Tpas)

**Apologies:** Kevin Farrell (Tpas), Alicia Francis (Newman Francis)

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| 1. | **Welcome, introductions and ground rules**  Danielle opened the meeting with a welcome and introductions.  The previous minutes were agreed as a true record.  Dani thanked Nadia for producing the SCSG logo. |  |
| 2. | **Project Update**  Engagement levels: Anne reported that the level to date stood at 80.4% . The target is 80%, which has now been achieved.  Design events: Two events held on Monday 4th June for Serpentine Resident and on Tuesday 5th June for residents from the four satellite areas. About 800 leaflets were delivered advertising the events. On the 4th June 30 Serpentine Court residents attended along with 22 residents from the surrounding areas. On the 5th June, 19 residents attended from the four satellite areas. HTA will be producing a report about these events by 13th June and this will be discussed at the Steering Group meeting on the 3rd July.  Housing Needs Survey: This has been agreed and will start week beginning 26th June. Newman Francis will send everyone a letter asking them to make an appointment to complete the survey either face to face or over the phone.  Project timeline: Anne took the group through the latest timeline and noted that the ballot is currently set for the end of September 2018. Once the Housing Needs Assessment has been completed we will be working towards the ballot. Anne emphasised that It is really important that everyone votes. YourMK are putting a plan and strategy in place that will ensure everyone understands the options for regeneration, understands the importance of voting for their preferred option and understand when the ballot will be and how it will work. There is going to be a lot of door knocking and outreach work. Tpas will be producing 2 newsletters (one end of June and one early September). YourMK are looking to produce a pictorial guide to help people understand the options and a ballot video. They will also be starting a community coffee morning at Spotlight every month with coffee, cake and a chat / update on the regeneration. Nearer the ballot, there will be an options week with an exhibition and an opportunity to talk to people and ask questions.  There will also be a stakeholder briefing.  Residents Charter: YourMK, Serpentine Court Steering Group and the Council will work to produce a Residents Charter. Kevin will be running a session with the SCSG on what they would like to see in the Residents Charter and looking at good practise examples. The Resident Charter will set in stone what everyone wants  Surgeries: Anne continues to hold surgeries at Spotlight every Wednesday and Thursday from 10.00am – 2.00pm.  Key pieces of information: YourMK going to be producing some key pieces of information and would like some SCSG members to read what is produced to ensure that it is easy to understand and makes sense. Comments can be made by email or through the drop-in sessions. Robyn and Nicola volunteered to be readers. Tpas will also be reviewing the information before it is sent out.  Encouraging people to vote: Anne asked SCSG members for their thoughts on how to encourage people to vote. It was suggested that Tpas have a bigger presence, that there is more use of social media (facebook and twitter), text messaging and people standing outside schools.  SCSG T-shirts: Anne asked whether the group would like to have T-shirts made with their new logo. This would help residents identify who they can speak to with any questions and queries. To be discussed at the July meeting | KF  ALL |
| 3. | **Waste Management Sub Group**  Robyn reported that she had emailed Councillor Khan to ask for his help and support to drive the proposals forward. The walkabout with Serco to look at the proposals for Euro bins in car parks still hasn’t taken place. It was agreed to explore whether residents would like to see Biffa Bins in car parks. |  |
| 4.  5.  6.  7.  8.  9. | **Feedback from Design Events**  This was covered under the project update.  **Residents Charter**  This was also covered in the project update. It is an important living document and sets in stone the key things that are important to residents.  Kevin will be doing a workshop with SCSG on the Residents Charter and will provide examples of good practise. Date to be arranged.  **Project Board Meeting**  Held in London in May. Danielle attended the meeting and also got a tour of HTA offices. Planned for the design events that took place on the 4th and 5th June. Also discussed the Housing Needs Assessment, the ballot and the project timeline.  **Tpas Update**  Tpas ran 3 training sessions for the SCSG during May. The first session looked at tenancies, home loss and disturbance compensation and rent setting. The second session covered Right-to-Buy, Leaseholds, Council Tax and Resident Charters. David Gleeson, the Managing Director of YMK led the third session on Finance and talked about project viability and regeneration funding. The SCSG raised a number of points and queries at the sessions, which Kevin has passed to Alicia for consideration. For example, the SCSG would like YMK to clarify its position on compensating tenants who have built-in wardrobes and beds.  The sessions were useful preparation for developing the resident charter. The SCSG would like the charter to provide detailed information on a wide range of subjects.  Newsletter: Sam will be running a session on preparing the joint SCSG/Tpas newsletter at The Family Room in The Warren on Wednesday 13 June from 6.30-8.30pm. All are welcome. Some of the subjects it will cover include, feedback from the Shaping Places event; news from the SCSG; registering to vote and the role of Tpas. It will also include updates on the Waste Management sub group and tackling the pigeon infestation.  Tpas role in the run up to ballot: Tpas will not be tied to attending surgeries every Wednesday and we will use the time flexibly to engage the wider community and support the SCSG at times to suit them.  There have been no contacts via the Tpas freephone or email in the last month. Kevin has spoken with a few residents at surgery sessions.  **Any Other Business**  Community Coffee Mornings**:** Anne will be starting Community Coffee mornings that will take place on the Thursday before the SCSG meetings. The first one will take place on the 28th June 2018 at Spotlight.  Regeneration Rumours**:** There are rumours circulating amongst residents that the regeneration will not be going ahead. Some residents said some YourMK repairs staff are spreading the rumours however there are no dates and times or names available for following these incidents up. Anne said that the Housing Needs Assessment Survey should help dispel the rumours and make the regeneration more real for people. Need to put something in the Tpas newsletter.  TShirts & Posters: It was suggested that if the SCSG were to have Tshirts in the lead up to the ballot. That they have ‘It is happening’ on the back. The group would also like to see posters being used around the estate and better use being made of the existing notice board.  Pigeon Infestation: Currently waiting for a prospective contractor to send over the relevant documentation and certification in order to undertake the initial inspection and evaluation of the birds nesting within the loft space.    A second quote is expected to be received this week for the works regarding the gels, spikes etc.  Two quotes will be evaluated with the aim to start work within two weeks.  The SCSG would like to know who is responsible for cleaning away the pigeon poo and how often they are supposed to do it.  Changing Street Name: The group would like to change the street name from Serpentine Court. This needs to be included in the Residents Charter.  Fire Safety: Dani has contacted Angela Hearn (Housing Officer) about the current Fire Safety Policy. At the moment there is a ‘stay put’ policy unless the fire is in your home. Each block has one way in / out of the building and there is serious concern that there are no fire extinguishers or fire alarms / smoke detectors in the blocks. Anne to contact HTA to ask that the Design Code incorporates fire safety standards, fire safety equipment and fire exits.  Dani thanked YourMK for opening Spotlight for those that were without electricity and hot water because of the sub-station fire.  **Date and times of future meetings**   * Tuesday 3 July - SCSG 6.30-8.30pm (coffee 6.00pm onwards) at The Warren | KF  AB  SG  AB  KF  AB |
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