



LERF MINUTES – 1 May 2025

Attendees: Mariee Wymer (Acting Chair), Jan Power (LERF member), Stacey Coleburt (LERF member), Sue Evans (LERF member), Liz Jenkins (LERF member), Jeanette Ollard (LERF member), Jessie Gilsean (LERF member), Mercy Zvenyika (LERF member), Vanessa Ropke (LERF member), Ronke Oludapo (LERF member), Sam Barnes (LERF member), Sharon Jordan (LERF member), Zulf Awan (Community Engagement Manager, MKCC), Rahul Munday (Development Manager, MKCC), Sam Key (Resident Liaison Officer, GRAHAM), Kevin Farrell (Tpas), Nicola Watson (MKCC), Nicola Stribling (MKCC)

Apologies: Margaret Prescott (LERF member)

1. Welcome & introductions	Action
<p>Mariee opened the meeting and welcomed everyone.</p> <p>2. Minutes</p> <p>Minutes of 6 March 2025 agreed as a true record.</p> <p>3. Matters Arising</p> <p>Page 2, item 3 – CB to share times/day for Housing Officers drop-in sessions. Carried forward. ZA to request a written report from Chris Boyo for Mariee. Completed.</p> <p>Page 2, item 3 – CB to update MW with any work carried out regarding identifying abandoned vehicles and getting them removed. Carried forward. ZA to request a written report from Chris Boyo for Mariee. Completed.</p> <p>Page 2, item 3 – CB to look at the potential options available including permits, dedicated parking areas and allocated parking. Carried forward. ZA to request a written report from Chris Boyo for Mariee. Completed.</p> <p>4. Lakes Estate Local Lettings Policy – Nicola Stribling (MKCC)</p> <p>Nicola (Allocations & Lettings Manager) introduced the draft Local Lettings Policy (LLPs) and took the meeting through the contents. She explained that MKCC uses LLPs for large blocks, significant growth sites or where there are community issues such as anti-social behaviour.</p> <p>MKCC intends to use the Lakes LLP for first lets on the new development sites after which lettings will be made through the standard Housing Allocations Policy. Priority will be given to the Secure Tenants of Serpentine Court, former Secure tenants of</p>	



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<p>Serpentine Court with the Right to Return and Secure Milton Keynes City Council tenants moving as a permanent decant (transfers).</p> <p>The aim of the Local Lettings Policy will be to reflect key features to ensure a sustainable, mixed and balanced community on the Lakes developments.</p> <p>Thereafter, depending on stock availability:</p> <ul style="list-style-type: none"> • Up to 10 % of lets will be prioritised for applicants with a local connection to the Lakes Estate living in the area for a minimum of 2 years • Up to 35 % of lets will be made to working applicants (full or part time) or those who are not able to work due to a disability and are in receipt of benefits as a result. This % can include those moving as part of the regeneration works or permanent decant. <p>For all lets:</p> <ul style="list-style-type: none"> • No household with children under the age of 10 to be allocated second floor flats or above. <p>In deciding the allocations for each of the above criteria, priority will be awarded using the following hierarchy.</p> <ul style="list-style-type: none"> • Remaining Serpentine Court Secure tenant • Secure MKCC tenant moving as a permanent decant (transfer). • Tenancy Start date • Housing Priority Band • Application received date <p>All applicants housed from the Housing Register will have a verification check where we will consider if the following factors are a risk to the tenant or others around them:</p> <ul style="list-style-type: none"> • Checks on current and former tenant rent accounts where applicable. • Checks on former addresses and with the previous landlords on conduct including any anti-social behaviour. • Identity and affordability checks. <p>The phasing of the new sites was discussed, and Nicola went through the availability of the different types of property and explained how Secure Tenants of Serpentine Court may have to wait until a particular phase is handed over to MKCC to find the right property match for their housing needs.</p>	



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<p>LERF members were satisfied with the contents of the draft LLP and Nicola said she would progress the document to become a formal MKCC policy.</p> <p>Guide for Secure Tenants of Serpentine Court: in response to a question from a LERF member, Nicola confirmed that she and Nicola Watson are currently working on a guide for Secure tenants who are going to moving to one of the new sites. The guide will cover subjects such as how to claim Home Loss and Disturbance payments; removals; Housing Needs Assessments etc.</p> <p>Nicola Watson provided an update on the re-housing of Serpentine Court Secure tenants and reported that good progress is being made with Housing Needs Assessments. 71 formal offers are complete; a further 2 offers will be made by the end of the week. 4 Secure tenants are waiting for formal offers and properties have been identified.</p> <p>5. Construction Progress Update – Rahul Munday (MKCC)</p> <p>Current status:</p> <p>Good overall progress continues to be achieved across all sites, assisted by the good weather.</p> <p>GRAHAM Construction, has given indicative dates for the first handovers, as follows:</p> <ul style="list-style-type: none"> • Burnmoor Close - 20th June 2025 • A3 site A3 (Morar Close) - 4th July 2025 <p>(Please note that these dates may change, subject to progress on site.)</p> <p>Work has also commenced on construction of the play areas in Warren Park and Rahul shared a set of photos with the meeting.</p> <p>Meetings are ongoing to collate the documentation needed for handover; this includes the preparation of the Home User Guides (HUGS). These will be provided to new tenants and will provide the initial information they need when they move into their new properties, including explaining the operation of equipment provided. The HUGS will also serve as a reference for residents to look up necessary information in the future, as they will include items such as operation manuals.</p> <p>Pellings, Clerk of Work service continues to send regular reports which include regular inspections of the site, checking materials & workmanship, and Health and Safety Compliance.</p>	



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<p>Visits to site have commenced looking at quality benchmarks (i.e. to ensure that a high quality of finish is being delivered). In the next few weeks, Grahams will be providing access to a 'benchmark property'. This will be a property finished, to the handover standard that MKCC require. This will then provide a 'yardstick' for the quality of finishes across the rest of the project.</p> <p>6. Resident Liaison Officer Report – Sam Key (Resident Liaison Officer, GRAHAM Construction)</p> <p><u>Stakeholder & Community Engagement Monthly Project Summary Report – March/April 2025</u></p> <p>Following a report by a member of LERF at the March meeting regarding machinery being switched on at 7.30am in preparation for the 8am start where they live; and the sound of warning alarms as vehicles begin to move around the site. Sam reported the matter to the five site managers.</p> <p>Sam agreed to carry out a further check on the pothole in Tarbert Close.</p> <p>Sam reported took the meeting through the report and highlighted some points:</p> <p>30 telephone call had been logged during the period of which 3 were complaints and 3 were enquiries.</p> <p>2,565 letters had been issued to residents in the period, and there had been 61 microsite hits.</p> <p>The key themes of enquiries were parking, footpath closures and miscellaneous queries about the estate. There were ongoing complaints about site vehicle parking and site noise as well as an incident involving a scooter accident.</p> <p>Sam took the meeting through the Resident Liaison Officer Key Performance Indicators and the Community Engagement Plan progress and updates.</p> <p>GRAHAM had received compliments about organising site visits and help with careers advice.</p> <p>Under the Community Activity heading, GRAHAM had updated community groups over the Warren Park play equipment, including visits to the local primary schools.</p> <p>In answer to a resident question about Anglian Water spillages, Sam confirmed that GRAHAM was unaware of any issues.</p>	



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<p>7. Community Engagement Manager Update – Zulf Awan (MKCC)</p> <p>Zulf took the meeting through the list of articles in the E Update sent out at the end of March:</p> <p>Regeneration Update – latest news on the development; Events and activities on the Lakes Estate – list of activities provided by LERF and LOLRA; Green Light for Green Homes – Social Housing Decarbonisation Project; Damp and mould in homes – need to be reported to MEARS; Serpentine Court news including any health and safety issues; Locals of the Lakes Residents Association – date of meeting; Lakes Estate Renewal Forum – date of meeting.</p> <p>8. Parking and Housing Management – Chris Boyo (MKCC)</p> <p>Chris reported that as part of a management restructure he is now responsible for housing management in the south of the city, including Bletchley.</p> <p>A new Housing Officer called Debbie Nolan has been recruited to replace Andrew, and she will be starting work on 27 May 2025.</p> <p>In response to a question about untaxed vehicles on the estate, Chris confirmed that he had been liaising with the Environmental Action Team. If the owners do not remove the vehicles MKCC will gather evidence about the times and places and impose the terms and conditions of their tenancy. Ultimately, failure by the owner to comply could lead to a Notice of Seeking Possession being served or an application for an injunction.</p> <p>Following Chris’s written report to Mariee about the parking issues raised by LERF, Chris agreed to arrange a walkabout with LERF members.</p> <p>Chris pointed out that there was an opportunity for the Secure Tenants of Serpentine Court to help shape the caretaking and cleaning arrangements for the new developments. Kevin agreed to prepare a consultation proposal.</p> <p>9. Any other business</p> <p>A LERF member highlighted problems with refuse collection on Drayton Road which is leading to the blocking of Menteith Close and Tarbert Close every Wednesday at 7.45am. Sam and Zulf are aware of the problems and are working on a solution.</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>CB</p> <p>KF</p>



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<p>A LERF member requested that GRAHAM take action to dampen the dust being caused by the dry spell of weather. Sam confirmed that GRAHAM is aware of the issue and doing its best to stay on top of the problem.</p> <p>A LERF member informed Chris about the difficulty a resident had faced with handing back the keys to a garage. Chris agreed to take the details and investigate the matter with a view to backdating the charges to the date when the resident wanted to hand over the keys.</p> <p>10. Date of next meeting</p> <p>Thursday 12th June 6.30pm at Spotlight</p>	