

# MEETING NOTE

Meeting: **Avondale Drive Estate**  
Meeting: **Resident Steering Group (RSG) meeting 1**  
Time/Date: **18.30-19.45, 19 November 2020**  
Venue: **Online via Zoom**  
Present: **See below**  
Next meeting: **Date to be confirmed**

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## 1. Welcome and introductions

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The first Resident Steering Group (RSG) for Avondale Drive Estate was held online on 19<sup>th</sup> November 2020.

The meeting was facilitated by Ciron Edwards and Gina Murgatroyd of Iceni Projects.

Catherine Cummings and Marion Finney represented Hillingdon Council.

14 residents attended the meeting.

The agenda for the meeting included:

1. Welcome and introductions
2. Role of the group
3. Estate wide design consultation
4. Developing a Residents Charter
5. Appointment of the Independent Tenants and Leaseholder Advisor (ITLA)
6. AOB

## 2. RSG role

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- The RSG is open to all residents on the estate and will meet every 2 to 3 weeks
- The RSG will steer and inform the wider estate design consultation and the creation of a Residents Charter
- The RSG will act as a sounding board for the project team
- Representatives from the RSG will sit on the interview panel for the ITLA
- The next RSG meeting is expected to take place online but online meetings will be replaced by face-to-face meetings as soon as restrictions allow
- The next RSG meeting will be confirmed by Iceni via the RSG WhatsApp Broadcast Group and follow-up phone calls

Points raised by the RSG:

- Is it possible to record this meeting? - Iceni will be recording the RSG meetings for our records and to share with those members that are unable to attend.

**Post-meeting point of clarification:** Below are draft terms of reference for the RSG for discussion at the next meeting.

## **Terms of Reference:**

- **Purpose of the RSG**

The purpose of the RSG is to work in partnership with the Council and the project team to steer the project and wider resident consultation; inform the development of a Residents Charter and act as a sounding board on design.

- **Structure and composition or membership**

The RSG is open to all residents living on the estate - you must currently reside on the estate to attend meetings unless you are providing translation or direct support to a resident of the estate to allow them to access the meeting.

The RSG will be facilitated by Iceni Projects and attended by Hillingdon Council officers and members of their project team as required.

- **Meetings and frequency of meetings**

RSG meetings will run to an agenda and have a clear purpose/aim.

The agenda will be circulated ahead of the meeting and will be open to suggested items from RSG members.

Meetings will typically take place on weekday evenings from 6 or 6:30pm and be arranged at a time that is convenient for as many people as possible.

The RSG will be meeting virtually (using Zoom or similar) whilst government restrictions apply and members will be expected to follow certain protocols such as raising hands to ask questions or make points, or to post messages in the chat function.

Face-to-face RSG meetings will resume at the end of the restrictions.

- **RSG responsibilities**

RSG representatives will form part of the interview panel, with council officers, for the appointment of the ITLA.

Work with Iceni and the Independent Tenants and Leaseholder Advisor (ITLA) to develop the Residents Charter.

- **Conduct at meetings**

RSG members will be expected to respect each other's views and allow members the opportunity to speak.

RSG members will also be expected to treat discreetly any information received ahead of their neighbours as part of preparations for wider consultation, so that it can be released to the wider estate in a structured and considered way.

## **3. Estate wide design consultation**

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- The aim is to consult all households on the estate in December on the potential design of the new estate
- Consultation would normally be through drop-in exhibitions where residents would have the opportunity to speak directly to the architects and project team
- The opportunity for face-to-face consultation will be kept under review and events organised should there be the opportunity within restrictions

- The current proposal is to hand deliver printed packs of consultation material to all households on the estate
- The council will telephone residents to confirm they have received the consultation pack and understand what they need to do
- The project freephone number will be highlighted so residents can contact the team for explanation or assistance
- A link to the online feedback form will be provided along with a QR code that residents can scan and complete via their phone
- A feedback form will be available and posted via freepost back to the team if feedback is not able to be provided via online or by telephone

Points raised by the RSG:

- What will be done about overcrowding and problems with ASB in the meantime?
- What has prompted the council to regenerate the estate now?

#### **4. Resident Charter**

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- Developing a Resident Charter for the estate is a key function for the RSG
- The Resident Charter will set out resident aspirations related to the offer for tenants, leaseholders and other housing tenures

Points raised by the RSG:

- What are the timescales for regeneration? – This is being worked on and will explained when possible
- What is the strategy for residents being moved off the estate (decant)? – This will be addressed in future information
- I'm a council tenant. Will the number of bedrooms I need be part of the housing offer? – Yes, tenants housing needs will be assessed and they will be offered a new home based on these needs.
- What is the housing offer? – This will be published as the Landlord Offer ahead of the estate ballot and will be informed by the Residents Charter.
- Does Hillingdon Council have any experience of regeneration in the past? – The council has not undertaken estate regeneration in the borough to the best knowledge of the team

#### **5. ITLA Interview panel**

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- The ITLA will provide residents with one-to-one independent advice related to the potential regeneration
- The ITLA interview will take place week commencing 23<sup>rd</sup> November
- RSG members volunteered to be part of an interview panel for the ITLA
- The RSG confirmed they were happy for the ITLA interview to take place at the most suitable time for the interviewees (daytime or evening)

Points raised by the RSG:

- Will the decision to appoint an ITLA take affordability into consideration?
- Will the interviewees be taken from each block?
- How many people can make up the interview panel?

Potential RSG interview questions:

- What is your experience?

- How will you overcome language barriers?
- How do we know you'll be independent?

## **6. AOB**

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- Resident questions during the RSG or sent in via WhatsApp between meetings will be recorded and addressed at subsequent meetings

## **7. Meeting actions**

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- Iceni to contact the residents who volunteered to join the ITLA Interview Panel and coordinate their attendance
- Iceni to circulate draft interview questions to the residents who are joining the ITLA interviews
- RSG members to send Iceni any further questions they would like answered
- Iceni to confirm date of next RSG meeting and update members via WhatsApp