

Juniper Crescent Community Estate
 Board 16
 Date: 03 December 2024
 Location: Castlehaven Community
 Association, 23 Castlehaven Rd, London
 NW1 8RU
 Time: 18:30 - 19:30

Raj Mandair (RM) Riverside	Regeneration Manager
Dan Heron (DH) Countryside	Development Manager
Ian Simpson (IS) Communities First	Lead Advisor
Rhys Williams (RW) Connect PA	Public Consultation
Will Brown (WB) Connect PA	Public Consultation

No	Content
1	Introductions
	<ul style="list-style-type: none"> • RW introduced himself to the Estate Board • DH sent apologies
2	Update on the Planning Application
	<ul style="list-style-type: none"> • RM updated the Estate Board that the Planning Application has not yet been submitted <ul style="list-style-type: none"> ○ The application is ready to submit, and is being held up by outstanding agreements with neighbouring landowners that have yet to be finalised ○ It is hoped that submission will happen before the end of the year • A resident asked if Riverside is applying for grant funding for the regeneration. RM explained that they had applied for a GLA Affordable Housing Grant, but that this was always part of their planned funding and not specifically tied to Juniper Crescent • A resident asked if the delay in planning would impact the timeline of the moves and the regeneration. RM noted that there is leeway built into the planning programme to allow for this, and an October 2025 deadline is still expected. • A resident asked if the delayed submission would impact the timeline for releasing extra internal housing stock. RM updated that, regardless of the date of submission, they will now be seeking internal approval for this in January
3	Update on progress with moves from Riverside
	<ul style="list-style-type: none"> • RM noted that of the 40 adult children registered in Phase 1, there are 16 who have either not accepted an offer or have yet to move. There are now 2 adult children with a need greater than one bedroom who have now moved. There are 42 households still to move, and 3 have accepted in the last month • RM noted that this process has gone well, but has been recently affected by an internal restructure that impacted the lettings team – as such, 15 void properties had been held back, but this should now speed up. RM noted that the process has not changed for residents following the restructure, but that residents will soon have a Housing Officer (to be appointed). • A resident asked if there are any properties currently available. RM updated with the specifics at the time of what properties were available. • A resident asked if they would have the right to refuse a property offered, specifically for IMR tenants. RM clarified that residents have been engaged throughout, and Riverside will match houses to need. If a house were not fit for purpose, residents would not be forced into accepting it. • A resident asked for an update on the parking permit query raised at the previous estate board. RM updated that residents should apply for a new permit, and the Regeneration Team will

	<p>provide a refund to compensate for the difference at which residents move their vehicle from Juniper Crescent. RM noted that this is not reliant on CPM.</p>
4	<p>Update from the Estates team</p>
	<ul style="list-style-type: none"> • Nnadozie Orisakwe (NO) attended to provide an update on repairs • Lights <ul style="list-style-type: none"> ○ It was agreed that lighting had been an issue, particularly for Block 110-119 ○ Reporting has been processed for this, and this has been picked up ○ A job for Block 110-119 was surprisingly cancelled, and NO has been chasing the reasoning for this ○ NO could not provide a date for completion of this job at the meeting, but will update in about a week • A resident expressed concern about the service charge, noting that they were paying for services that were not functional, and asked what can be put in place on this. It was stated by the resident that it is approaching the point at which they were considering submitting a formal complaint, and expressed concerns on health and safety grounds. It was requested that the amount residents are due back should be calculated. <ul style="list-style-type: none"> ○ NO stated that they would contact the repairs team, and put this in writing ○ A report will be sent out in a week on these outstanding issues ○ NO requested that residents contact the Service Charge team in relation to services not received, and they will calculate a figure following investigation into the complaint. RM to email the details to the resident about this. • A resident asked what the timeframe would be on the repairs being resolved <ul style="list-style-type: none"> ○ RM noted that a job has been raised for the 11th December for the street lights • Concern was also raised about the quality of the gardening done on site, and queries were also raised from residents about the gate and intercom system <ul style="list-style-type: none"> ○ RM updated that the intercom systems on the gates will be moved to the blocks that are currently not working, ensuring the same system on all blocks ○ A new system will be connected to the gates, which can be connected to phones ○ Communication will be going out to residents about this ○ A resident raised that Riverside should consider those who do not have phones, and that digital exclusion is an issue. It was requested that it be fed back that the system is currently not fit for purpose, and it was also noted that no consultation had been held over the update to the systems ○ NO will include information on the gates and intercom in his update, following a discussion with the team responsible • RM provided an update on the windows, noting that these affected should have been contacted by TCL and windows will be repaired
5	<p>AOB</p>
	<ul style="list-style-type: none"> • Festive Event <ul style="list-style-type: none"> ○ RM noted that the event would be from 11:00-15:00, with the reindeer booked from 11:00-14:00 ○ RM raised the hot food arrangements and asked for residents' preferences on this <ul style="list-style-type: none"> ▪ Residents suggested that it should be somebody on the estate, and a resident who previously cooked food for an event was mentioned – RM will get in touch ▪ RM asked if residents interested in helping out would be happy to join a WhatsApp group ○ A resident asked what the plans were for the event. RM noted that it would be similar to the previous year. ○ RM asked if residents wanted facepainting at the event. Residents said yes, noting that it was popular last year. A resident provided RM with a contact for this. ○ RM noted that info would be going through doors tomorrow for this, and that communication will also be sent to previous residents who have since moved

- **RM** noted that a parking exemption would be put in place over the Christmas period. Residents requested that it be longer than last year, and asked for 21st December – 2nd January. Discussion was also had around a parking exemption during Eid, and it was noted that this must be flexible to allow for the lunar observation. **RM** will pass these requests to the team.
- **RM** noted that the Hub is currently out of action, as it has been affected by electrical issues
 - A resident asked who pays for the electricity for the Hub. **RM** noted that residents do not pay for this
- It was requested that the minutes for Estate Board meetings be uploaded earlier, at least a week before the next meeting
- Discussion was had about Connect's role on the Estate Board, with **WB** and **RW** explaining to residents their function at these meetings and their work more broadly

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