

Community Board Meeting
25 March 2026, 5.30 pm
QUEEN MARY HALL

| | |
|--|--|
| <p>Attendance:</p> <p>Community Board Members: Poorvi Mehta, Mike D’Souza, Jill Preston, Ayshwarya Madhureshan, Keith Thomas, Sebina Sebamalai, Councillor Olly Wehring, Councillor Susan Skipwith, Elaine Taylor (RBK), Malcolm Wood (Countryside)</p> <p>RBK: Semana Nota (Resident Engagement and Social Value Lead), Jane Ball (Corporate Head of Landlord Services)</p> <p>Guests: Sarah-Jane Day (Newman Francis), Dominika Staszkievicz-Miah</p> <p>Chair: Lesley Charlton</p> | |
| 1. | <p>Apologies</p> <p>Councillor Emily Davey Salah Alfadil</p> |
| 2. | <p>Minutes/Matters Arising</p> <ul style="list-style-type: none"> a. Minutes were agreed b. JB reported that inspections of tower blocks and low rise blocks are carried out daily and weekly respectively. Noticeboards are to be updated. c. PM requested that draft minutes be circulated within two weeks of the Community Board meeting. |
| 3. | <p>Housing Landlord Services update - Jane Ball</p> <ul style="list-style-type: none"> d. JB introduced the “Our Stronger Together Housing Vision 2026–2030”. This is a vision and set of values which have been co-created with residents and will be rolled out across the service to include external consultants/contractors. The vision and values will be published on the RBK website and will clearly describe what residents can expect from the Council and vice versa. They will form part of performance reviews for staff. e. JB introduced the Residential Supply Agreement. This is the supply agreement for heat and hot water that residents will be required to sign at the same time as they sign up to their tenancy agreement. It was once again confirmed that residents are not able to choose their supplier for heat and hot water. MW explained that it is a requirement of the Planning permission that a communal heat network is provided. Communal heat and hot water needs to be supplied and maintained and the costs are recovered from residents by the Residential Supply Agreement. <p>Questions/discussions</p> |

| | |
|----|--|
| | <p>f. There was a discussion about the stock condition surveys that will be undertaken on CRE and the request to understand the investment decisions for the future. It was also noted that there were a lot of voids and issues with anti-social behaviour.</p> <p>ACTION Andrew Campion to be invited to the next Community Board Meeting.</p> <p>g. There was a discussion about ensuring the Residential Supply Agreement was clearly understood. ACTION JB to produce FAQs.</p> |
| 4. | <p>ITHA Update from Newman Francis - Sarah-Jane Day</p> <p>h. S-JD gave the annual report to close the second year. The number of enquiries has reduced from 65 (2024–25) to 19 (2025–26). Most enquiries were resolved by email/phone with the CRE regen team. Two had required a follow up. The time of the drop-in had been changed to later in the day to make it more accessible for working residents. This did not have any impact on the number of enquiries and the drop-in time has reverted back to 4 pm to 6 pm. Posters and a further flier drop are intended over the coming months.</p> <p>i. S-JD is moving on and will be replaced by Irandeep. The Community Board thanked S-JD for her hard work and wished her well for the future.</p> <p>Questions/discussions</p> <p>j. There was a discussion about ASB, noise complaints, and lifts not working. As above, Andrew Campion would be invited to the next Community Board to discuss these issues with Board Members. It was reiterated that in the event of any issues, residents should contact their housing officer in the first instance. Residents are also encouraged to report incidences to the police (this can be done anonymously via Crimestoppers)</p> |
| 5. | <p>Programme Update and Practical Arrangements - Malcolm Wood, Project Director, Countryside</p> <p>k. MW gave an update on the delays caused by the energy centre. He confirmed:</p> <ul style="list-style-type: none"> - the LLP wants the system to work properly when residents move in - whilst testing for resilience, faults were discovered - a solution including temporary boilers has been agreed between the LLP and the Council - the faults have now been repaired but we are now into another period of testing and commissioning - no confirmed dates can be given at this stage. <p>Questions/discussions</p> |

| | |
|----|---|
| | <p>l. There was a discussion about residents' frustrations with the delays. There were also reports that residents were still confused about the cause of the delays. ET reminded Board Members that if they are unable to answer residents' queries/concerns about the heat network they should refer them to the CRE regen team.</p> <p>m. The Community Board discussed additional ways of reaching residents to demystify the heat network and the delays including producing a video, a letter from the Community Board, and drop-in for residents. ACTION JP to draft a letter from the Community Board. ACTION SN to look into a video and drop-in.</p> |
| 6. | <p>Social Value Strategy Update - Semana Nota</p> <p>n. SN introduced the refreshed and updated Social Value Strategy. This includes the latest census data and results from the most recent surveys (in particular Social Life). The report concluded that the four key priority areas that underpinned the previous Social Value Strategy would continue as they were still relevant. These are:</p> <ul style="list-style-type: none"> - improving health and wellbeing - investing in communities - supporting employment, education and skills - creating opportunities for young people. <p>o. Next steps, once approved by the Community Board, are that the Social Value strategy would be reviewed by the LLP Board. Once approved, work can then commence on the Social Value Action plan to deliver the Strategy.</p> <p>Questions/discussions</p> <p>p. There was a discussion about particular aspects of the Social Life Report that are not picked up in the SV Strategy. ET informed Members that the matters raised were operational and are being addressed separately.</p> <p>q. It was noted that the mortality rate was still higher than the rest of Kingston, and it was hoped that this would reduce as the regeneration progressed.</p> <p>r. It was noted that youth/young people featured highly in the SV Strategy. SN explained that there was a very high proportion of young people who live on CRE. Other demographic groups are still represented under three of the four social value themes.</p> <p>s. It was noted that there is evidence of highly trained people living on the estate who, having gained their qualifications in a different country, and are living on a low wage.</p> |
| 7. | <p>Regeneration Update - by exception</p> <p>t. ET advised that due to absence of a member of staff, the question that had been raised by a Board Member would be responded to within the next few weeks. ACTION ET to circulate response to questions raised.</p> |
| 6. | AOB |

| | |
|----|--|
| | <p>u. Community Chest Applications:</p> <ul style="list-style-type: none"> - Shared Enterprise - approved - Creative Youth - first tranche approved. SN to ensure the activity is inclusive. - CRE Youth Club - approved - ACTION: invite Paul Rees to next Community Board meeting - Basketball Camp (Easter) - approved |
| 7. | Next Meeting: 28th May 2026 |

| Action | Item | By | Update |
|--------|---|---------------|--------------------------------------|
| 1 | Andrew Campion to be invited to the next Community Board Meeting. | Jane Ball | |
| 2 | JB to produce FAQs for Residential Supply Agreement | Jane Ball | |
| 3 | JP to draft a letter from the Community Board. | Jill Preston | Completed |
| 4 | SN to coordinate video and drop in regarding the Heat Network. | Semana Nota | CRE Newsletter was produced instead. |
| 5 | ET to circulate response to questions raised on the Regeneration Update | Elaine Taylor | Completed |
| 6 | Invite Paul Rees to next Community Board meeting | Semana Nota | Completed |