

Community Board Meeting
7 May 2025, 5.30 pm
Queen Mary Hall

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| Attendance: Community Board Members: Lesley Charlton (Chair), Poorvi Mehta, Jill Preston, Mike D'Souza, Cllr Susan Skipwith, Cllr Emily Davey, Ayshwarya Madhureshan, Salah Alfadil, Keith Thomas JV: Elaine Taylor (RBK) (Minutes), Malcolm Wood, Mark Ludlow Guests: Semana Nota (RBK), David Pye (RBK), Jo Moulton (RBK), Jane Ball (RBK), Sarah-Jane Day (Newman Francis) | |
| 1. | Apologies were received from Cllr Olly Wehring |
| 2. | Minutes and Actions. <ul style="list-style-type: none">a. Minutes were agreedb. No outstanding actions from previous meetingc. No matters arising that were not on the agenda |
| 3. | ITEM - Community Hub <ul style="list-style-type: none">d. Jo Moulton (RBK) introduced the item with a reminder of the vision for the community centre.e. Jo advised that the layouts had been shaped by engagement and feedback from residents, current hall hirers and intelligence gathered from other community hubs.f. Jo thanked residents for their collaborative work to date.g. Jo presented the layout drawings: on the ground floor, the space will include a large double height hall with integrated storage and access to a kitchen, a flexible social space and cafe, gender specific WCs and an accessible toilet, and a small management office. Storage has been specifically considered and, following engagement, the plans show a large storage area that gives direct access from outside the Community Hub into the large hall. The first floor is accessible by a lift and has a range of flexible spaces, community galleries, a small kitchen and WCs. The first floor can be secured by a lockable door.h. Jo will attend the July Community Board meeting to confirm the final layouts. In the meantime, Board Members are encouraged to contact Jo directly with any comments on the layout plans. ACTION Questions/discussions |

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| | <ul style="list-style-type: none"> i. It was asked whether the plans could be taken away. This was confirmed. j. Jo was invited to attend the Tuesday Group to talk through the plans. <p>ACTION</p> <ul style="list-style-type: none"> k. It was confirmed that the first floor kitchen was a small kitchenette and the main kitchen on the ground floor was larger than the kitchen at QMH. l. It was requested that the plans be circulated as PDFs. ACTION m. A Board Member suggested that when considering the spaces, to think about daily lives and how the community hub might accommodate their requirements. n. There was a discussion about whether gender neutral toilets had been considered. It was confirmed that the current provision meets legal requirements. o. It was confirmed that the badminton court in the large hall will be marked out. p. A request was made for flexible lighting options to be provided. q. There was a discussion about parking for the Community Hub: a Board Member expressed concern that there was no parking for deliveries. David Pye explained that there is a loading bay approx. 80m from the door. A 30-minute loading restriction will apply (which is longer than usual restrictions for the town centre) to allow for the travel distance. r. There was a query as to why there could not be parking off Cambridge Road at the front of the Community Hub. Jo advised that she had discussed this with RBK Highways, but this was not possible due to the location of mature trees and a cycle path. s. There was a suggestion that the location of the Community Hub needed to be reconsidered. The Community Board was reminded that the Community Hub is connected to the residential buildings (i.e. it is not a standalone building) and this layout has not changed since 2018. t. There was a discussion about the location of the temporary and permanent disabled parking bays. It was explained that the temporary parking bays will be relocated permanently into Phase 3 as the space they currently occupy will be needed to reprovide the Multi Use Games Area (MUGA). u. There was a request for level access. v. Plans/visuals of parking areas and their surroundings, including the surface materials and distances involved, were requested for the July Community Board. ACTION |
| 4. | <p>ITEM - Project Pandora</p> <ul style="list-style-type: none"> a. Jane Ball (RBK) introduced this item, which informs the Board of progress towards the handover of the new homes. b. The centralised Energy Centre will provide heat and hot water to the new homes. Landlord Services will be engaging with residents to explain the implications. |

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| | <p>c. Whilst we are preparing for the handover of the new homes, there is still no precise date that can be shared.</p> <p>d. Update on staffing: Sian Edwards has been successfully appointed as Tenancy Service Lead, with an emphasis on CRE and line management responsibility for three housing officers. The Estate Services role, which is currently vacant, has been readvertised.</p> <p>e. There will be a celebration of the reopening of Queen Mary Hall. It was confirmed that there will be representatives from Landlord Services and CRE rehousing in attendance.</p> <p>Questions/discussions</p> <p>f. Regarding the Heat Network: it was requested that the implications be set out in bullet point form, clearly identifying how it will affect residents.</p> <p>ACTION</p> |
| 6. | <p>ITEM - Update from Newman Francis</p> <p>g. Newman Francis gave their Annual Report, highlights were as follows:</p> <ul style="list-style-type: none"> - Added a face-to-face service with a monthly drop-in, for two hours at Archway - Attended engagement events - Undertaken outreach through door-knocking - 65 contacts during the year, of which 29 were by phone, 7 by email and 29 drop-ins - Of the 65, 48 were straightforward queries, which were resolved quickly. These could have been dealt with by the CRE team. 13 contacts were more complex and either unhappy with a response they had received, didn't understand, or wanted independent advice to check that the facts were legally correct. 2 contacts required very intense support. 4 contacts related to phases 4 & 5. - Challenges mainly relate to the leaseholders in later phases and frustrations related to selling their properties. - Involvement in the updating of the EQIA was welcomed. - Delays to Block E have generated enquiries and identified support needs. <p>h. The conclusion is that the drop-in is successful and will be continued. The comprehensive and speedy responses from the CRE Rehousing team was acknowledged.</p> <p>i. Contract has been extended for a further 12 months.</p> <p>Questions/discussions</p> <p>j. A Board Member queried whether the information being received by residents was clear. Sarah-Jane advised that there had been some confusion regarding letters sent to CRE by the Central rehousing team. This was resolved. Letters sent by the CRE team are clear.</p> |

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| 7. | <p>ITEM - Relocation of Site Office</p> <ul style="list-style-type: none"> k. Malcolm Wood (Countryside) presented the proposals to relocate the site office. l. This is required so that landscaping works for phase 1B can be completed. m. The proposed location is the concrete deck above the former Surrey Sports. It will require a bench to be resited and a tree report, as there will need to be works to existing trees. n. To minimise impact on residents, any glazing facing residential homes will be frosted. o. Communications would be sent out to residents using the existing channels. The Community Board was asked to consider whether any others should be used. ACTION <p>Questions/discussions</p> <ul style="list-style-type: none"> p. Residents were invited to send in their comments directly to Malcolm Wood. ACTION |
| 8. | <p>ITEM - Regeneration Update</p> <ul style="list-style-type: none"> q. No questions had been received in advance of the meeting. <p>Questions/discussions</p> <ul style="list-style-type: none"> r. None |
| 9. | <p>ITEM - Community Chest</p> <ul style="list-style-type: none"> s. Semana Nota (RBK) advised that two applications had been received. A summary of the applications was circulated with the Agenda pack. t. Regarding Senior Bootcamp for ages 65+. Currently operates in Tolworth and has been signposted to CRE by RBK. Following a discussion regarding support around advertising and monitoring the uptake, the Community Board supported this application. Semana Nota to ACTION u. Voices of Hope: to provide a women's group for survivors of domestic violence and other abuse. The Community Board requested more details regarding when the group would operate, the location and duration of the group. Semana Nota to follow up. ACTION <p>Questions/discussions</p> <ul style="list-style-type: none"> v. None |
| 10 | <p>AOB</p> <ul style="list-style-type: none"> w. None |

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| 11. | Next Meeting: Wednesday 2 July, 5.30 pm at QMH |
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| Action | Item | By | Update |
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| 1 | Community Hub - plans to be circulated as PDFs | Jo Moulton | Complete |
| 2 | Community Hub - Send comments on plans directly to Jo Moulton | Community Board | Complete |
| 3 | Community Hub - plans/visuals of parking areas and surroundings, including hard landscaping material | Countryside | Complete |
| 4 | Relocation of site office - advise of any additional communications channels | Community Board | No comments sent |
| 5 | Relocation of site office - send any comments directly to Malcolm Wood | Community Board | No comments sent |
| 6 | Community Chest - Senior Bootcamp - application approved to go to next stage | Semana Nota | Complete |
| 7 | Community Chest - Voices of Hope - more information required | Semana Nota | Information the CB requested has been received, application has been approved. |
| 8 | It was requested that the implications of the heat network be set out in bullet point form, clearly identifying how it will affect residents. | Jane Ball | An agenda item for meeting on 2 July 2025. |

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