

Community Board Meeting

21ST JANUARY 2026, 17:30–19:30

Attendance:

Anum Saqib (Clerk)

Community Board Members:

Poorvi Mehta, Ayshwarya Madhureshan, Councillor Susan Skipwith, Councillor Emily Davey, Keith Thomas, Councillor Olly Wehring, Sebina Sebamalai, Malcolm Wood (Countryside Director), Elaine Taylor (CRE Director), Jill Preston, Mike D'Souza.

Guest:

Semana Nota (Resident Engagement and Social Value Lead), Mark Ludlow (Countryside Associate Director), Sarah-Jane Day (Newman Francis, Senior Engagement Consultant)

1. Welcome and Apologies:

Lesley Charlton, Salah Alfadil

2. Minutes and Actions

Minutes approved

3 Housing & Property -Condition and Compliance Update

Presenter: Jane Ball

Housing conditions and property standards were discussed, including regulated inspections and planned works for phases 3b-5.

Current operations include three permanent housing officers.

Areas covered:

- Property condition reviews
- Resident access requirements
- Long-term 15–20 year planned maintenance programme
- Residents will be informed in advance where access to homes is required.

Resident Concerns Raised:

Queries were raised regarding kitchen and bathroom replacement works and inspection processes.

Response:

It was confirmed that no new legislation has been introduced, but resident concerns are being addressed.

ACTIONS: Jane Ball issued clarification to residents on inspections and planned works.

Maintain engagement with affected residents.

3.	<p>Enquiries & Service Updates Newman Francis update</p> <p>Presenter: Sarah-Jane</p> <p>Report for September 2025 - January 2026</p> <p>Telephone enquiry volumes reviewed:</p> <ul style="list-style-type: none"> ● September: Increase noted ● October: Increase noted ● November: No significant issues reported ● Overall, enquiry levels have been relatively quiet recently with just 3 phone enquiries. ● Seasonal issues, including increased door to door knocking were highlighted, and residents were reminded of available service routes. ● Residents are reminded of available service routes. <p>ACTION: Arrange necessary repairs identified through enquiries. Review and improve notice board positioning to enhance visibility. Investigate reported lighting issues and provide follow up.</p> <p>Organising repairs</p> <p>Notice board positioning</p> <p>Lighting issues raised for follow-up</p>
4.	<p>Energy Centre & Heating Systems Update</p> <p>Presenter: Malcolm Wood</p> <ul style="list-style-type: none"> ● Blocks B and E homes are now completed ● The energy centre is operational ● Boiler (heating) systems are running and undergoing testing ● Occasional breakdowns reported but considered manageable. <p>System resilience confirmed:</p> <ul style="list-style-type: none"> ● Two boilers installed ● If one shuts down, the other can continue operating
4	<p>Testing, Maintenance & Infrastructure</p> <ul style="list-style-type: none"> ● Pressure testing explained (tests increase pressure to identify leaks) ● Tests were completed last year ● Two faults were identified and rectified ● Electrical preventative maintenance was completed four weeks ago ● Heating and boiler testing have been completed ● When heating issues arise, the council intervenes. <p>Pipe System & Works Planning:</p> <ul style="list-style-type: none"> ● Approximately 50% of testing has been completed to date

	<ul style="list-style-type: none"> ● Planned works may be moved forward where required ● Residents will receive notice of any changes ● Flexibility in planning is required if issues arise in specific areas. <p>ACTIONS:</p> <p>Complete the remaining testing works.</p> <p>Provide advance resident notifications.</p> <p>Monitor and respond to heating issues.</p> <p>Adjust works programme as required.</p>
5	<p>Wider Kingston District Energy & Water Network Update</p> <ul style="list-style-type: none"> ● Engagement with external stakeholders has improved significantly compared to previous years. While the initiative is not currently within the organisation’s active portfolio, ongoing discussions represent a positive step forward. ● A single, interconnected district energy network is being developed in line with GLA requirements, comprising primary and secondary pipework and heat interface units within homes. This enables future phases (e.g. Block C) to connect seamlessly where infrastructure is already in place. ● The network is designed to be scalable and energy-source flexible. Although the system currently operates on gas, it is future-proofed to enable transition to low-carbon solutions, including heat pumps, in line with Future Homes Standards, and to accommodate emerging energy sources in the longer term (2040–2050). ● Water conservation and district network solutions have potential applicability across seven identified locations, supporting long-term sustainability and adaptability. ● The Board noted that early infrastructure investment supports carbon reduction objectives and provides long-term operational flexibility. <p>ACTIONS</p> <p>Continue stakeholder engagement and provide updates to the Board.</p> <p>Monitor compliance with GLA and low-carbon requirements.</p> <p>Review future alternative energy and water-based solutions.</p>
6.	<p>Regeneration Update</p> <p>The Board noted that the regeneration update is suitable for public communication. The Board agreed that the regeneration update should be simplified prior to public communication.</p>
7.	<p>Resident Engagement & Feedback</p> <p>Semana Nota:</p>

	<p>Residents requested clearer information on the role of the Community Board and resident representatives. Suggestions included a newsletter, drop-in sessions with resident reps, skills training, and clearer communication channels. Feedback supported improved visibility and engagement.</p> <p>ACTIONS: Prepare communication on Community Board and resident roles. Draft content for next newsletter. Draft minutes to be circulated earlier then approved at next meeting Review training needs for resident representatives.</p>
8.	<p>Meeting date and agenda for next meeting. Papers attached with the agenda:</p> <p>The board agreed to a meeting on 25th March.</p>

Action	Item	By	Update
<p>Provide clear communication to residents on inspections processes and planned works</p> <p>Continue engagement with affected residents regarding property work.</p>	Housing & Property	Jane Ball	
<p>Progress repairs identified through enquiries.</p> <p>Resolve and improve notice board positioning to enhance visibility. Investigate and resolve reported lighting issues</p>	Enquiries & Service Updates	Sarah-Jane Day	
<p>Complete remaining testing programme</p> <p>Monitor and respond to heating faults</p> <p>Continue</p>	<p>Testing & Infrastructure</p> <p>Energy Centre</p>	Malcolm Wood	

<p>stakeholder engagement and report to Board</p> <p>Review future energy and water options</p>	<p>District Energy & Water</p>		
<p>Clarify the role of the Community Board and resident representatives.</p> <p>Develop enhanced engagement approaches(e.g newsletter, drop in sessions)</p> <p>Review training needs for resident representatives.</p> <p>Ensure draft minutes are circulated in advance of the meeting.</p>	<p>Resident Engagement</p>	<p>Semana Nota</p>	