

AGCB Meeting Minutes

Date | Time | Location: 15th January 2024 | 6pm | Microsoft Teams

Attendees: Georgia Metzger (L&Q), James Briggs (L&Q), Molly Purcell (L&Q), Matthew Hermes (Chair), Janet Coke, Ali Abdullahi, Slobodan Vuckovic, Natalie Russell-Wall

Apologies: Adham Aloka, Untza Sale

1. AGM

GM discussed reasons for postponing AGM and asked members what they thought about pushing back the AGM into the March / April going forward.

1. Members agreed that pushing the AGM back into the spring would be best going forwards to avoid lull after Christmas.
2. For this AGM, it would be best to hold the AGM no later than February due to already having been advertised / postponed.

2. Board Meetings

Discussion on attendance and how we can encourage existing and new members to engage.

1. Frustration from board members at lack of attendance
2. Keep up to date with comms and communicating calendars and agendas etc. so that members are kept in the loop and know what they're signing up for.
3. Feeling from regular board members that they are committed and have only missed meetings when absolutely necessary.
4. Apathy with housing management issues is largely the cause of housing management.
5. Difficulty attending due to heavy workloads.
6. Predominant motivations for joining the AGCB at present are:
 - a. Voicing resident concerns
 - b. Pushing for issues to be solved

3. Housing Management

1. AGCB want to engage with housing management from a senior level – general feeling that there needs to be involvement from directors.

2. AGCB want another meeting with Sharon and Darren as a follow up from the walkabout undertaken in Autumn as they cannot see what progress has since been made.
3. The satisfaction of being a board member is that they can communicate positive progress to residents, but this hasn't been the case, creating frustration. Can't do another year on the board with tangible no progress.
4. Residents do not consider their asks to be beyond the scope of NHLs/Housing Management, and yet there has been no movements.
5. GM provided feedback on meeting with Ealing earlier in the day.
6. Housing management need to step up or risks losing any engagement with the board. Housing management has been the dominant focus of board meetings.
7. Jan's first ask as a Board Member was a list of the blocks and the road names – not just phase names.
8. Could block and road names be mapped out and included on the noticeboards?
9. Little things are letting the estate down. Word carries down regarding reputation of the estate and risks putting people off moving into the area.
10. AGCB requested a list of NHLs for each block / phase.
11. L&Q Regen team have been liaising with Countryside regarding the list of signs and phasing etc. and confirm that we need to update the phasing plan. Countryside intends to give an update at the next Board Meeting.
12. The Door is not closing at Lancastrian House (?), so this needs raising with housing management.
13. AGCB suggested that it would be helpful for the NHLs to come to a Board meeting and discuss their roles, responsibilities and areas.
14. Consensus from Board members that there is a general shock and apathy at negligence and view board as a tick box exercise for L&Q.
15. It was agreed in November that all NHLs would share 3 bits of info with residents following walkabouts, but this hasn't been followed through. This could be a simple way to cut down on emails NHLs receive, and would demonstrate that the basic asks from residents are heard, and there needs to be more comms to that are paying service charges for this. Georgia / Molly to go back to NHLs to query why this hasn't been done.
16. Issues reported by residents shouldn't be a surprise to NHLs if they are properly doing walkabouts.
17. SA is LBE's regeneration project, so how can there still be so many issues/nothing happening.

4. AOB

1. Community Board Dinner – Georgia and Molly to make a booking and confirm with members.
2. Jan requested we look into board membership for the Dean of the church.

Actions

L&Q

1. Book table for AGCB New Year Dinner
2. Housing Management to issue updated tracker by 22nd Jan. To be routinely shared on a monthly basis going forward.
3. Coordinate training with L&Q Energy – see if they can come to pre-board meeting catch up to understand what the department does and how prices are chosen.
4. Issue calendar for Community Board key date and issue diary invites by 26th Jan.
5. Coordinate a meeting with Housing Management as a key priority. To include all NHLs. To be included within a board pre-meeting.
6. To liaise with Housing Management about arranging a meeting with Sharon Burns, and Darren as a follow up from the walkabout on Wednesday 8 November. Potential dates to be shared ahead of AGM.
7. Housing Management to provide a schedule of dates of Neighbourhood Housing Leads are to block visits and who is responsible for what patch
8. NHLs to text updates to relevant residents with three headlines as to what they have found/notes.

Countryside

1. Guy to share an updated phasing plan ahead of the next board meeting.
2. L&Q to discuss signage plans with Countryside.

Board Members

1. Abdullahi to share list of upcoming workshops with Resident Board Members and L&Q Regeneration Team
2. All residents to share ideas about aims and objectives for 2024 – Deadline Monday 22nd Jan
3. All residents to share ideas about potential training sessions for 2024 – Deadline Monday 22nd of Jan
4. Matt to speak with Dollis Valley and Chobham Manor Estate Community Boards – calls scheduled for w/c 15th of Jan.