

What: London Borough of Lewisham Building Safety Team Resident Panel Meeting

When: 27th February 2024

Time: 18:00 – 19:45

Venue: Teams meeting

Present:

1. Jon Davis – Building Safety Team Project Team Leader - Chair
2. Charles Richards – Building Safety Team Resident Engagement and Complaints Lead –
Minute taker
3. Keith W – Evelyn Tenants Resident Association Chair
4. Annalisa E - Tennant
5. Gary B – Tennant
6. Wonde M – Tennant
7. Rachel F

Apologies:

1. Caz F

JD opened the meeting by providing an overview of why we have been meeting much more frequently as of late, highlighting the forth coming consultation surrounding updating the London Borough of Lewisham Building Safety Team Resident Engagement Strategy. Detail was provided surrounding the work that we have undertaken thus far and how we intend to use the Resident Panel as a critical friend for the revised LBL BST RES.

JD shared his screen and spoke about the LBL BST Resident Survey, highlighting some of the responses that we received, and the trends surrounding the way the questions were answered. For example, a large percentage of tenants advised that they did not know the evacuation strategy for their residential building. Moreover, a large percentage advised that they not see the current RES,

but would like to receive a copy. The current RES was written some two years back, when Lewisham Homes was still operating as an ALMO.

JD also shared the legal documentation from the.gov.uk website, which highlighted what the Regulator wants to see from landlords like the London Borough of Lewisham. Examples of other Resident Engagement strategies were shown to the group with a view to taking the good elements from the other strategies and using elements that the RP felt were good in writing the new LBL BST RES.

KW asked if we would need to share the new LBL BST RES with members of the Executive Leadership Team, for them to sign it off.

JD confirmed that this would be the case, but he went onto advise that we intend to do as much as possible to the new RES, with the RP's input before it is released to the ELT for comments and sign off. Information was shared by JD highlighting what type of information would need to be included in the new RES. Reference was made surrounding the areas that we intend to consult with our tenants around. Namely, building safety decision making. The LPS sprinkler project was referenced, highlighting what elements residents would be able to influence, such as times for appointments. Reference was also made to the PID – project initiation document that **CR** and **KW** put together and presented to Mulalley to ultimately ensure that tenant's living environments were respected by the contractors whilst undertaking their works. Reference was made to good housekeeping, and how important it is that the contractors clean up after themselves daily. Minimal disruption to our tenants' daily lives was conveyed to the Mulalley team.

JD went back to the consultation, advising the group that the consultation will last for 4 weeks. Not the minimum of 3 weeks. We want to give our tenant every opportunity to feed into the consultation exercise.

KW referenced the previous major works project on the Pepys estate and why it created as many problems as it did for residents of the estate. This time round, surrounding the LPS Sprinkler

installation project, **KW** felt that there have been 0 complaints thus far due to the direction and oversight provided the PID and the Building Safety Team involvement.

JD supported what **KW** asserted and spoke about the importance of courtesy and respect being omni present by the contractors linked to the project.

AE spoke about the impact of the work on her. Expressed frustration surrounding the inability of contractors to clean up after themselves and the impact that seeing the dirt and dust has had on **AE** and others in the block, daily. Articulated some core drilling that has taken place on **AE's** floor and how the dust has been left. **AE** further advised that she does not know if they are coming back to clean up after themselves.

ACTION- JD confirmed that he would return to Mulalley to ask when they will complete the work in Lapwing. CR confirmed that he would email the Mulalley team about their general house keeping on 28-2-24, specifically stating that things need to improve and when they will return to clean up after themselves.

GB asked if the mess is less over night?

AE advised that it is.

KW asked if the core drilling, and the holes left, does this not constitute a breach, which could enable smoke to enter properties.

JD advised that the contractor has 7 days from the core drilling to fill the hole.

AE advised that she has a good relationship with the Caretaking Team for her block and that it is unfair that they are expected to clean up after the contractors.

CR advised that he'd feedback to **AE** when he gets a response to his question, as the meetings and discussions that took place before the project begun highlighted our expectations surrounding housekeeping.

JD provided a timescale of sorts for the LPS blocks programme of works, and where things are currently in the schedule. Reference was also made surrounding some of the reasons why the project is moving at the pace that it is at Hawke Tower.

GB referenced his position as a leaseholder and the costs that they are expected to absorb.

AE asked about Decent Homes works and who is responsible for taking away the cabinets, draws etc

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CR advised that the team involved in the LPS Sprinkler project are not involved in the Decent Homes works.

ACTION: CR to put this query directly to A. Gibbon, who oversees the DH works for LBL.

WM spoke about the project from his viewpoint and advised that things are going well from his perspective. Also advised that he is happy that work has begun in his block.

JD advised, when a discussion was held surrounding the signs that have been installed in the LPS blocks and advised that as we have a good relationship with the provider, he will be requesting that if a bit of painting is required to make the area look good around the signs, the contractor will be asked to return to complete the décor.

WM spoke about an appointment that has been made by Mulalley to undertake an Asbestos test in his home. This makes **WM** feel reassured and safe.

JD went back to sharing the current RES with the group. He then showed the Southern Housing RES, an interactive PDF and asked for comments.

AE advised that she liked the interaction with the doc, felt it was more user friendly and engaged **AE** much more than the current RES that LBL have in place. Felt that the new revised RES should have photos of 'real people' doing real things. Also advised that diversity is important, in response to a question that **CR** asked. Gender and ethnicity mix needs to be shown.

FR agreed with **AE** and went onto state that she would like to see images of HRB's in the new RES too. Use of good size fonts, good fonts choice as well as a mixture of text and infographics. Not a one size fits all approach. Likes the Southern Housing interactive pdf.

KW stated that photos of wheelchair users would be good to see (inclusive) and a walking stick. Also stated that we need to be mindful of the colours that we use when updating our RES, as a poor choice of background colours will make it difficult for those with SEN to make out the text.

FR suggested having photos of real tenants would gain more interest and buy-in from the readers.

JD referenced the consultation process and why we are doing things the way we are. Simply, we want to give all our tenants to share their thoughts and opinions on our approach to updating the LBL BST RES.

KW advised that we need to be mindful of the language we use as it is important that we do not make promises that we are unable to keep.

WM spoke about some of the forums we should put in place as part of the consultation. Namely, focus groups. **WM** also mentioned the use of qualitative questions being used as it will aide us when it comes to analysing the responses.

JD then showed the group the Gentoo BS RES.

GB advised that it captured his attention and set out the reasons why.

FR referenced the choice of fonts and why it appealed.

KW advised that he liked the Gentoo example too. Use of colours, fonts size and choice of font is good.

AE advised that a turquoise background and cream text for our new RES would help those who are neuro diverse to see the text better.

JD then shared some of the content that we will use for our revised LBL BST RES.

AOB

KW asked if we could go back to in person meetings.

KW asked if we would consider using the Civic Suite to invite tenants to come and see the RES and ask questions.

GB asked if I had the opportunity to peruse the email he sent to me recently surrounding e-boards that are in use in Islington.

Meeting close: 19:45

Next meeting: TBC