

**What:** London Borough of Lewisham Resident Panel Meeting

**When:** 28th November 2023

**Time:** 18:00 – 20:00

**Venue:** Evelyn Community Centre

**Present:**

1. Rachel F
2. Wonde M
3. Keith W – ETRA Chair
4. Annalisa E
5. Charles R – LBL Building Safety Team Resident Engagement & Complaints Lead
6. Jon D - Building Safety Project Team Leader

**Apologies:**

Caz F

Gary B

JD welcomed the group to the LBL Building Safety Resident Panel meeting number 3, and set out what would be discussed at the meeting.

JD provided an update surrounding the LPS – large panel system sprinkler installation programme as well as the Building Safety Team Newsletter that will be released to residents in HRB's via email in the coming weeks. JD then handed over to CR to provide an overview of the meetings that he has held with management from Mulalleys.

CR provided a brief overview of the meetings held with Mulalleys and advised the group that the input they provided at the last meeting surrounding the actions that the group would like to see carried out by Mulalleys to minimise disruption to tenants and leaseholders daily routines and to minimise complaints as much as possible. CR advised the group that their input would warmly received and that he had created approximately 25 questions for Mulalleys to answer. CR did not bring the questions and responses that he received from Mulalleys but advised the group that he would attach the q&a document alongside the minutes from the meeting that took place on the 28th November and circulate to the group for them to peruse.

CR also spoke about the x2 MYC – Meet Your Contractor meetings that took place on the 30th and 31st October 2023 at Evelyn Community Centre. CR advised that the feedback he received from those who did attend was positive. This was due to the Mulalleys team bring samples of the materials that would be used for the programme of works, as well as a time-lapsed video which showed the installation process. The video was well received by those who attended over the two days. The really disappointing issue was the fact that only 4 people attended the sessions over the two days.

JD advised the group that there would be at least one other MYC but the date and time is yet to be confirmed.

CR opened up the discussion to members of the group who had attended the MYC so they could provide their thoughts and feelings on the activity.

AE spoke about her experience of the session she attended and was positive about the Mulalleys team and the information that was made available over the 2 consecutive evenings.

WM also shared his experience of the session, which was positive.

The consensus of the group was if more tenants and leaseholders attended, they too would have left the session with a much better insight and understanding surrounding the installation of the sprinklers to the LPS residential blocks.

KW spoke about the Evelyn Tenants Residents Association Meeting which took place on the 26th November and how some who attended the meeting expressed frustration with Mulalleys surrounding Decent Homes works to their properties. KW further advised the group that he interjected to advise all in attendance that Mulalleys were awaiting instruction from LBL surrounding Decent Homes works, and that they would only act once they had received instruction from LBL.

CR mentioned the project directory that has been circulated by Mulalleys and the fact that the directory and complaints policy have to be displayed in all LPS residential blocks involved in the sprinkler installation programme.

Complaints, specifically how they are to be raised and managed by Mulalleys was also discussed.

JD confirmed that Mulalleys will manage complaints via their own complaints handling procedure. All complaints received by Mulalleys are to be shared with CR.

JR advised that Mulalleys will also display the Construction Phase Plan in the LPS blocks too.

**ACTION 1:** CR to circulate the project directory and complaints policy to the Resident Panel for their perusal.

**ACTION 2:** CR to check that the complaints policy and project directory is visible with the affected LPS residential blocks.

JD advised the group that there has been a delay to the commencement of the works but will update the group once the date for commencement has been confirmed.

CR advised the group how Mulalleys are carrying out the works. 1. Condition Survey. 2. Date to be provided surrounding when the works will commence, providing tenants and leaseholders with notice time. 3. Length of time it will take to complete each property. Up to 3 days. 4. Those who may struggle with the noise, Mulalleys have confirmed that they have made their site set up office as a Respite Zone for those who require it.

JD introduced a questionnaire that we intend to release to tenants and leaseholders residing in high rise residential buildings in scope for the Building Safety Team. The questions were shared with the group for their comments and suggestions. Reference was also made to having a dedicated LBL Building Safety website.

Equality Diversity and Inclusion was mentioned by RF and WF in regard to how their respective employers when seeking to communicate with their service users via the use of questionnaires. Language line was mentioned by WF.

AE mentioned questionnaires being used in when seeking to gain responses around building safety from tenants and leaseholders, and also went onto mention those who present with ASD and other neuro diverse conditions that we need to be mindful of when creating questionnaires.

Methods that could be used for the circulation of the questionnaires include:

Survey Monkey.

Rent statements.

Deep lake.

Email.

What's App.

Letters.

Drop-in services

TRA's.