

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

When: 6th 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. Alan S - Tennant

Apologies:

1. Caz F
2. Rachel F

Agenda for the evening is below.

1. **Welcome**
2. **Building Safety Survey update**
3. **Resident Engagement strategy**
4. **Next mtg date and time**
5. **AOB**

JD welcomed the new member to the group and provided other members with the opportunity to introduce themselves too. JD then set about setting the scene surrounding the previous Resident Engagement Strategy that was put together, and that Allan, new member of the group contributed to. An update was also provided to the group surrounding the direction of travel from a building safety perspective specifically surrounding update the Resident Engagement Strategy due to a number of changes including the fact that Lewisham Homes no longer operates as an ALMO for the LBL and that we have some good qualitative and quantitative data from the surveys that have been

received which will be used to update elements of the RES, such as preferred methods of comms to out tenants and the languages that tenants have requested building safety messaging in. Discussion also held surrounding the usefulness of the Resident Panel as it provides the LBL BST with a great sounding board to bounce ideas and suggestions off.

AS introduced himself to the wider group and detailed some of his previous work, which included working as a Director for a G-15 member as well as working closely with the ODPM, John Prescott.

WM also introduced himself to the wider group.

GB did the same.

K W did the same.

AE did the same.

JD spoke about the building safety surveys that we got back from tenants living in HRB's in scope. 55 buildings in total. The survey went out in the month of December and closed on the 30/1/24. The surveys were sent out to just under 3,000 tenants. Some surveys were sent electronically, and some were sent via Royal Mail. A statistical breakdown was provided surrounding some of the responses received. Moreover, reference was made to the returns rate being quite positive, comparatively speaking. Other Housing providers returns for such survey's hovers around the 3% - 4% range. We received a return rate closer to 9%.

KW asked if we had breakdown of the response rates from the LPS blocks in the Evelyn ward, as he advised that he could use the ETRA to attempt to get more responses.

CR advised that if he does, the tenants who complete the survey will not be entered into the prize draw as this closed on the 30/1/24, but it was agreed that it would be a positive thing to receive more surveys as it will provide further insights surrounding the thoughts and perceptions of our tenants in our HRB's from both building safety perspective. **ACTION: Share the survey with KW electronically before 09/02/24.**

WM also enquired as to whether he could receive a e-copy of the survey so he too can get more tenants from Mermaid Tower to complete the survey. Again, we are happy to receive more surveys, but the caveat is that no surveys received after the 30/1/24 will be entered into the prize draw.

ACTION: Share the survey with W M electronically before 09/02/24.

JD went back to discussing and sharing with the group additional information that we have gathered from the surveys including which age range responded most, thoughts from respondents about the

Building Safety notice boards and the method of communication that our tenants prefer to receive building safety information in.

GB spoke about the use of different platforms to try and capture the thoughts and feelings of 16- 18 cohort. Facebook page of LBL or Twitter.

JD confirmed that nothing is set in stone surrounding the platforms that we use to capture qualitative and quantitative information and that we are more than happy to explore other avenues of engagement. It was stressed that we do not approach capturing the tenants experience as a tick box exercise. We care.

AS spoke about the council website not being as engaging and effective as it could be in terms of capturing and holding the attention of those who choose to visit the site. Also, reference was made to including in rent statements building safety surveys as this may encourage more people to complete it. Leeds council has a very good engagement strategy, and we were encouraged to review this strategy as it could assist us on our resident engagement journey. **ACTION: CR to review to RES from Leeds council.**

KW mentioned safety related items within the LPS blocks on the Evelyn ward. Reference was made to a logbook that is supposed to be updated once Caretakers have shared their observations / concerns with this Management team. Also spoke about the Lewisham Homes portal and how useful KW finds it when it comes to reporting repairs.

JD spoke about the mandatory information that we must provide to our tenants from the building safety regulators perspective, including a copy of the Resident Engagement Strategy. We will be holding further consultations moving forward as further guidance is released by the regulator. We will be very mindful of the language we use as we want to ensure that any building safety information, we put out for consumption and relevant and easy to understand.

CR spoke about the x2 building safety drop-ins that he runs from the Evelyn Community centre, and 2000 Community Action Centre and that the drop-in's are used by both tenants and leaseholders to bring building safety related issues to CR's attention if it is not clear to the tenant / leaseholder.

JD referenced the number of tenants who confirmed whether they had read the LBL BST RES, and if not, would they like to receive a copy through the post or electronically. The regulation 9 poster, evacuation strategy for each HRB in scope, and whether all in attendance had received a copy. AS, GB and AE did not receive a copy. **ACTION: Send via email the Reg 9 poster to all 3.**

KW addressed the sharing of mandatory information. Confirmed that if he was provided with a 160-page document, he would not look at it. He would much prefer an executive summary of the document, whatever it maybe. Also mentioned the Building Safety notice boards which have now gone up in every one of the 55 HRB's in scope. KW was keen to know what is likely to be displayed in the notice boards and when. What ever ends up in the notice boards, the LBL logo should be discreet as it would put some people off reading the contents.

GB referenced the location of the building safety notice board in Hawke Tower. Felt that the position is not going to capture the attention on tenants of the block simply based on the location. Feels the board should be moved to lift lobby, or closer to the main security door Also, referenced e-notice boards that are currently in use in Islington. Would like us to explore bringing them to LBL. **ACTION: Request that when the allocated Building Safety Manager visits Hawke this Friday for the regular inspection, he scopes out the locations listed above to possibly relocate the notice board to.**

It was suggested that the Regulation 9 poster goes into every lift of the 55 HRB's in scope. This was seen as a good suggestion. **ACTION: CR to contact the Lift Compliance Manager within LBL to ascertain exactly the number of lifts in the 55 HRB's. Once this information has been received, CR to get quotes to install the Reg 9 poster in a secure A-4 frame.**

AS suggested that we also post the Reg 9 post in the Kingfisher Square surgery.

CR advised that he had left information in the surgery when there was a joint training exercise between the LFB and LBL BST last year. **ACTION: CR to revisit the surgery to have more building safety information on display, alongside some of the faith groups that operate in the area.**

CR also referenced the working relationship we have with Mulalley surrounding them sharing information with us surrounding vulnerable residents that they encounter when undertaking their condition surveys as part of the LPS Sprinkler installation project. The information sharing protocol is working well and several cases have been referred to CR by the Senior RLO from Mulalley.

KW referenced a stock condition survey that is supposed to take place soon. This information was shared with Keith from Alys, Hd of Community Engagement for LBL. Also, referenced additional notice boards that he has access to and that they could be used by the BST. CCTV is operational from the Evelyn Community Centre and has been used in crime reduction.

WM asked a question surrounding the sprinkler installation project. Where will the water tank be housed that will ultimately feed the sprinklers. JD provided the answer to the question. WM also asked if any of the LPS blocks have had their sprinklers all installed. Moreover, WM asked when will his block be started on as he recognises the importance of having the sprinklers installed.

JD confirmed that he will be meeting with the Mulalley team on the 8/2/24. He will ask the question and feedback to WM.

CR asked all who attended the Meet Your Contractor event last year, where Mulalley had samples of the materials that would be used for the sprinkler installation project how they found it.

AE shared her positive thoughts on the session she attended. Also advised that the notice board in her block is perfectly positioned.

AOB

KW advised that there was an emergency lighting contractor undertaking work in the Evelyn ward recently. Their modus operandi was not good, according to KW.

Next mtg details are listed below.

When: 20th February 2024.

Time: 18:00 – 19:30.

Teams meeting: Yes.

Agenda: To follow.

Meeting close: 19:45.