

The Exchange- Partnership Board

Date: 31st October 2022

Time: 17:00-18:30

The Buddhist Centre, Spa Road

Attendees:

The Exchange Residents			Notting Hill Genesis		
Name	Initials	Role	Name	Initials	Role
Chris Lane	CL	Chair & Resident (Costermonger)	Pippa Fleetwood-Read	PFR	Deputy Group Director-Commercial Services
Kunal Govindia	KG	Resident (Hepburn) & Chair of the TRA	Sarah Pearce	SP	Corporate Projects Director
Marta Ostrykiewicz	MO	Resident (Ockham)	Andrew Allcock	AA	Assistant Director of Home Ownership
Stephen Hogan	SH	Resident (Ockham)			

1.0	Introductions	
	<ul style="list-style-type: none"> ▪ All attendees introduced themselves and explained their relationship to the Estate. ▪ CL explained that it was not possible to get an independent attendee, although Councillors had been asked. Felt that Councillors might attend the next meeting. <p>Action 1- Partnership Board (PB) to continue to seek attendance from independent person in advance of the next meeting</p> <ul style="list-style-type: none"> ▪ In the absence of an independent person, it was agreed that CL would chair the session ▪ Residents described a desire to include NHG tenants, so far there hasn't been any interest from tenants in joining the Partnership Board. Requested NHG support. NHG agreed. <p>Action 2a- TRA to prepare resident comms encouraging participation & send to NHG</p> <p>Action 2b- NHG will email those to all residents (tenant & leaseholder) for which an email address is held.</p>	<p>CL</p> <p>KG</p> <p>SP</p>
2.0	Purpose of Group	
	<ul style="list-style-type: none"> ▪ Group discussed Terms of Reference (ToR) and Partnership Agreement (PA), highlighting that primary purpose of group was to agree strategic priorities for the estate and support effective estate management ▪ It was agreed that, in order to build resident confidence, the PB should seek to achieve some early action on those matters most important to residents <p>Action 3 – Notes of the meeting to be shared with the PB by 4th Nov and can be published on the Exchange microsite once agreed</p>	<p>SP</p>
3.0	Group membership, Terms of Reference & interface with the TRA	
	<ul style="list-style-type: none"> ▪ SP outlined need to understand relationship between PB and the Tenants & Residents Association (TRA). PB agreed that there would likely be some overlap, and that was ok as PB was a trial and might not continue forever. Members agreed PB was an additional tier to help rebuild a positive working relationship between engaged residents and NHG and provide traction on strategic issues and resident priorities. PB agreed that individual issues should continue to be reported direct to the Exchange inbox. None of this would affect the role of the TRA and feedback of TRA discussion and priorities to the PB was encouraged. ▪ The PB collectively agreed to support the TRA gaining formal recognition. KG confirmed that he has the paperwork and will discuss with the TRA before submitted. NHG offered support, if required, to complete this process. <p>Action 4- KG to submit application for formal recognition of the TRA, NHG can support if help is needed</p>	<p>KG</p>

The Exchange- Partnership Board

4.0	Ongoing Programmes of Work	
	<ul style="list-style-type: none"> ▪ NHG updated on all items listed as ‘ongoing programmes of work’ in the Partnership Agreement document ▪ SP confirmed all projects (Balcony, roof, guttering, MVHR, heating and hot water, and the Parchment, Hepburn and Costermonger cladding replacement) completed or nearing completion, and noted that there was a misunderstanding as to what guttering was referring to – see point 2 in section 5.0 ▪ SP noted that residents were surveyed on works completed to accepted defects. Responses largely related to matters other than those accepted defects and would be discussed under item 4 of the agenda 	
5.0	Schedule of Priorities	
	<ul style="list-style-type: none"> ▪ Group discussed core priorities for the estate, and KG committed to reverting back to the TRA for a broader steer on this. The initial list was as follows: <ol style="list-style-type: none"> 1) Formalising the TRA. Group discussed this matter in detail. NHG have promoted this for many years and are supportive of the application. This will allow access to additional funds & support to further the aims of the TRA. KG to submit paperwork (see Action 4) 2) Guttering- SH advocated for works to guttering joints across the estate. PB agreed this has a major impact on aesthetics. Agreed that SH would complete a site walk with the PMO and SP on Thursday 10th November to point out the main areas of concern <p>Action 5- NHG to schedule site walk with SH to discuss guttering in more detail</p> <ol style="list-style-type: none"> 3) Process for Tracking Repairs. KG raised this point as residents are having to chase for updates. AA felt this was a combination of NHG acting too slowly and a need for improved comms to residents. NHG to review what data was available on repairs which could be shared with residents for the next meeting. PB also discussed independent validation of repairs. PFR reiterated that NHG would not seek validation on all repairs as this would be expensive for residents. NHG staff will continue to check on communal repairs during routine estate inspections and, if necessary, recall contractor. <p>Action 6- NHG to provide repairs data for next PB meeting</p> <ol style="list-style-type: none"> 4) Cyclical Works. Discussions relating to carpets, lighting and general decorations all point to a resident desire to understand when cyclical works were due and what these would include. This will allow a more strategic discussion about whether some items of work need to be brought forward. CL asked for a ‘roadmap’ showing what the cyclical process would look like to aid resident understanding. Also agreed that NHG would try to have their Director responsible for cyclical works at the next meeting. NHG also committed to providing a list of costs it has previously committed to absorbing to ensure transparency. <p>Action 7- Roadmap to be shared with the PB for the next meeting</p> <p>Action 8- Invite to be issued for NHG staff member to explain cyclical process</p> <p>Action 9 – NHG to review and share undertakings given to fund some elements of work</p> <ol style="list-style-type: none"> 5) Build confidence regarding H&HW programme. The PB discussed that the works to the H&HW system have been effective, but residents aren’t clear on what has happened or what needs to happen next. Agreed that it would be helpful for Orka, the works contractor, to lead a session to explain to residents what they have done. <p>Action 10- NHG to organise for Orka to lead a presentation on the H&HW works. Target taking place before Xmas</p> <p>Action 11- Provide proposed dates, times & questions to be answered to maximise the relevance and usefulness of the session and attendance at it</p>	<p style="text-align: right;">KG</p> <p style="text-align: right;">SP</p> <p style="text-align: right;">AA</p> <p style="text-align: right;">SP</p> <p style="text-align: right;">SP</p> <p style="text-align: right;">AA</p> <p style="text-align: right;">SP</p> <p style="text-align: right;">KG</p>

The Exchange- Partnership Board

6.0	Any other business	
	<ul style="list-style-type: none"> ▪ Water outlet in Ockham Courtyard. SH flagged concern about water outlet (pressure release valve) in Ockham Courtyard near bike store discharging regularly. It was not clear if the issue had been reported to NHG. NHG to follow up with Orka Action 12- NHG to report outlet issue to Orka on 1st Nov for review. Once issue is resolved, update to be shared with PB 	AA
	<ul style="list-style-type: none"> ▪ Leak in Hepburn bike store discussed. NHG accepted it had been too slow to identify root cause and should have implemented temporary fix to minimise impact on residents. Dye test booked for Wednesday 2nd Nov. NHG to communicate to Hepburn residents to reassure that the matter is known and they are working on a fix. Action 13- NHG to issue update to all Hepburn residents following dye testing on 2nd Nov 	AA
	<ul style="list-style-type: none"> ▪ Single contact/group for each topic for accountability & clarity. AA communicated preference for a single PB lead to be allocated for each priority item to ensure accountability, or a group of interested persons. PB agreed to this approach ▪ Improving resident feedback. PB members agreed to consider how best to collect resident feedback, to ensure that decisions being made are reflective of broader resident expectations. To be led by TRA. ▪ Roof Leaks. Residents raised concern about a number of roof leaks following recent heavy rain. AA committed to discussing with team to establish scale of issue and plan for rectification Action 14- NHG to update PB members of scale of roof leak issues and rectification plan following heavy rain. 	AA

Agreed Action List

Ref	Accountable Person	Detail	Deadline
1	CL	Residents to continue attempts to engage an independent person	1 week before December meeting
2a	KG	Provide comms for NHG to circulate to all residents for which they hold details	25 th November
2b	SP	Mass email to all residents, including TRA engagement comms	2 nd December
3	SP	Circulate meeting notes to PB (4 th Nov) and add to microsite if requested by PB	4 th November
4	KG	Submit application to formalise TRA	Best endeavours
5	SP	Schedule site walk with SH	4 th November
6	AA	Provide available repairs data	1 week before December meeting
7	SP	Share cyclical works roadmap with PB	1 week before December meeting
8	SP	Invite guest speaker to attend next meeting- Cyclicals	By December meeting
9	AA	NHG to prepare list of cost commitments to PB	By December meeting
10	SP	Organise Orka presentation on H&HW works	Before Xmas
11	KG	Provide dates & times for Orka session, and list of questions that residents want to know the answers to	25 th November
12	AA	Report Ockham outlet issue to Orka, then circulate update to PB	11 th November
13	AA	Issue update to Hepburn building following dye-test	11 th November
14	AA	Update PB on scale of roof leak issues discussed	11 th November