

## Estate Board notes

### 1. Planning Submission

- The planning application is due to be submitted this month. The newsletter update will follow submission confirmation.

### 2. Rehousing progress

- **37 households** remain to be rehoused in Phase 1.
- An increase in available properties is underway; the first new market rent property (a 2-bedroom) has just been offered to relevant households.

### 3. Property offer process

There were some clarifying questions asked by residents about their individual cases, and a lengthy discussion about one particular case.

- Market rent properties are offered directly by the regeneration team, not listed on Home Connections.
- Viewing priority will follow the local lettings plan based on housing need.
- Initial viewings are scheduled for the top 3-4 households per property.
- Tenancies for market rent rehousing will be **assured shorthold tenancies** with protections and legal support.
- Rent will be subsidised and consistent with residents' current rents (subject to annual increases).
- Residents expressed frustration expressed over perceived lack of clear communication, repeated delays, and inconsistency.
- Two residents raised an example of a poor-quality viewing, misleading listings (e.g., 3rd-floor advertised as 2nd), and pressured sign-ups.
- Residents raised requests for clearer, simplified communication in "plain English".
- Residents expressed ongoing dissatisfaction and concerns over changes to the adult children rehousing offer conditions (now limited to 2 official refusals).
  - One resident raised specific concerns about their adult child
- Residents asked for improved transparency and involvement from the lettings team.

### 4. External Providers

- RM updated that there are talks ongoing with other housing providers to increase available temporary homes.
- RM clarified that the first market rent property mentioned previously is owned and maintained by Riverside.

### 6. Adult Children Rehousing

- RM highlighted no adult children have lost their Band 1 priority status despite rejections, and there is no desire from the regeneration team for this to happen.
- RM clarified that bids can be withdrawn without being counted as a refusal.
- RM updated that efforts are underway to revise or remove the 2-refusal rule.

## **7. Lettings Team Accountability**

- Residents want a lettings team representative to attend future meetings. Residents expressed consensus that regen team has limited control; decisions often lie with lettings team or property managers.

## **8. Parking Issues**

- Some issue were raised regarding:
  - Abandoned vehicles
  - Lack of visitor permits
  - Eid and holiday exemptions
- Raj to follow up with CPM and Property Management.

## **9. Information Requests**

- Monthly property updates requested in accessible language, as some residents feel consistently confused.

## **10. Social Value from Vistry**

- Brief presentation on plans to introduce community-oriented initiatives (e.g., health, wellbeing, education).
- Residents expressed the need for rebuilding trust and restoring the sense of community amongst some sections of the Estate.