

Juniper Crescent Community Estate Board 30

Date: 3rd March 2026

Location: Castlehaven Community Association, 23 Castlehaven Rd, London NW1 8RU

Dance Studio (Upstairs)

Time: 18:30 - 19:30

Mynul Islam (MI) Riverside	Project Manager
Paul Handley (PH) Riverside	Head of Regeneration
Kausar Fayazahmad (KF) Riverside	Property Manager
Marina Cox (MC) Riverside	Regeneration Officer
Shaun Simpson (SS) Riverside	Regeneration Officer
Ian Simpson (IS) Communities First	Lead Advisor
Will Brown (WB) Connect PA	Public Consultation
Cllr Pat Callaghan Camden Council	Ward Councillor

No	Content
1	Introductions
	PH and MI introduced themselves to the Estate Board
2	Update from Riverside/Countryside
	<p><u>PH to update on planning</u></p> <ul style="list-style-type: none"> PH updated that, last Thursday, the Planning Committee meeting was held for Juniper Crescent and Riverside was awarded planning permission by the council. Riverside will start moving forward now, and the next step is to agree a contract with the council (known as a Section 106) that allows the council to hold Riverside to account on all the promises, pledges, and designs that were set out in the application. This usually takes a few months, and the shortest that PH has seen is three months – but it can take longer. PH updated that, after the S106 is agreed, construction will begin (assuming everyone has moved from Phase 1 and alternative homes have been found for everyone) – but there will be some work around Juniper Crescent beforehand, such as investigative works (e.g. taking soil samples, digging trenches) and some works on empty properties (e.g. taking out kitchens and bathrooms to prepare for demolition). PH noted that the programme has not changed at the moment, but Riverside will be meeting with Countryside to review the programme now that planning permission has been awarded to check that the programme is accurate in terms of estimates for the project going forwards. <p><u>MI to update on the progress with moves and answer any queries</u></p> <ul style="list-style-type: none"> MI updated that there are 17 households still to move, and five adult children. This is the same as the previous month, but there have been some moves in the last few weeks across Phase 1 and 2 from households who have previously accepted a property. MI noted that, as there have been moves from Phase 2, some properties at Juniper Crescent may come up for Phase 1 residents to move into. MI noted that Riverside are also working internally with their voids team and have their eye on two void properties coming forward internally. MI noted that Riverside are also working with A3 to find private rental stock for residents and A3 send properties across weekly and Riverside see if any of the properties match with the needs of residents on Phase 1

Cllr Callaghan arrived at this point in the meeting

- A resident queried if all the moves would happen by the end of March. PH responded that the target to move out remains March, but that it is becoming clear that this is not going to happen. Riverside are working to get as many additional properties as they can, and A3 is going to be key to that. PH noted that MI's focus will be to find suitable properties for everyone that is left in Phase 1.
- Cllr Callaghan queried how Riverside will pay for private accommodation for up to five years and noted her scepticism and concern that those moving into private accommodation may be asked to move again one or two years into the process into accommodation that they are not happy with. PH assured that there is a budget set aside for this, with the assumption of up to 30 people in private rented accommodation – and it likely will not be anywhere up to this. Properties have been secured on long-term lets, so the leases will not expire in a year or two years. This was one of the conditions that Riverside set with A3.
- A resident queried what would happen if the landlord sold the property. PH clarified that the landlords are not allowed to sell and would be in breach of the contract. PH noted that the long-term let is with Riverside. Cllr Callaghan said that it could happen nevertheless, to which PH agreed that it is conceivable but that if this were the case then Riverside would work to find an alternative property for the individual in that situation.
- Cllr Callaghan queried if the 30 families would be the only ones going into private accommodation, and queried if the other households have been rehoused in Housing Association or Council properties. PH noted that those not being rehoused into private accommodation have been rehoused in Housing Association properties.
- A resident queried if the remaining 17 households would all be rehoused in private accommodation. PH noted that it was more likely that this would be the case.
- A resident queried if being rehoused in private accommodation requires the same process as being rehoused in social housing, and whether they are in competition with others. PH clarified that it is a separate process, and MC and SS will be in touch to discuss private rental accommodation. He added that as it is a property on the private rental market, residents are in competition with others.
 - The resident clarified that they meant to ask whether they would be in competition with others from Juniper Crescent. It was established that private rental properties are being sent out to all residents by the Regeneration Team.
 - The resident noted, for previous private rental properties, viewings were done and residents would bid on the property, but often only to be told it had gone anyway. MC noted that this had been done in accordance with Riverside's Lettings Plan.
 - The resident queried if they still have to bid on these private rental properties, and if these would be direct offers. PH clarified that the process would be the same, and private rental properties would not be offered as direct offers.
 - The resident asked for clarification as to whether MC and SS will continue to invite residents to view private rental properties. PH clarified that the process would remain the same as it was previously.
 - The resident queried if direct contact from MC or SS would constitute a direct offer. PH clarified that it would not, and if Riverside is making a direct offer residents will be explicitly informed and they will not be private rental properties – only Riverside properties will be made as direct offers.
 - The resident noted that if properties do not come up, then the process will take longer. PH noted that there are two separate processes: the way social housing properties and the way that private rented properties are offered to residents is

separate. A property may come to residents through either of these processes, which is to try and maximise the amount of properties available for rehousing.

- PH summarised that the process for viewing and accepting private properties is the same as it has been up until now. The resident queried if this meant a property would be put up, everyone would be sent photos, and asked if they want to view. PH confirmed this was the case. The resident queried if this would constitute a direct offer. PH clarified that it would not.
- The resident queried if they could still bid on properties on Home Connections. PH confirmed that residents could, as this is the other process.
- It was queried by the resident whether, whilst bidding on properties, if Riverside contacted them with a direct offer they would have to accept this offer or risk going to court. PH clarified that, whilst this would be the case in theory, it would not happen quite like that – if Riverside were aware a property was coming up that met a residents' requirements and needs, they would make them aware and discuss with them as to whether it was felt to be suitable before Riverside made it as a direct offer. Riverside would not call residents out of the blue and make a direct offer, and would instead make them aware well in advance. PH noted that in the majority of cases, Riverside will not need to make direct offers.
- The resident queried if Riverside is hoping that no direct offers need to be made and to find properties for those who are left. PH confirmed this was the case, and noted that now planning permission has been granted Riverside will be asking Camden Council for assistance.
- The resident noted that they felt reassured following this conversation. PH said that Riverside are trying to reassure residents on this, and that the serving of NOSP's is a standard part of regeneration projects. It was noted by the resident that they have no prior experience of a regeneration project, so did not know that and as a result it scared a lot of residents, but it was then noted by the resident that it no longer seems as scary. PH felt that this was a case of Riverside explaining things better now, and agreed that it is complicated - PH apologised and accepted that Riverside could have done better in explaining that complexity.
- It was noted by the resident that they felt they could have a conversation with Riverside moving forwards, whereas before they didn't. PH noted this was good, and that Riverside will still be working alongside residents going forwards.
- A resident noted that many perceived the NOSP's as an eviction, and as a result accepted properties quickly because they were scared to go to court. PH accepted that it was a complex situation, and that Riverside are working with those who need properties but concurrently running out of time for the rehousing process. Cllr Callaghan noted that residents were promised they would be given time to move out.
- A resident noted a specific independent issue with their own rehousing process. PH and MI confirmed that they would check this out and discuss it following the meeting, but noted that they cannot discuss an individual's specific circumstances in this meeting. **ACTION:** PH and MI to follow-up on this individual situation.
- Cllr Callaghan noted that residents felt under pressure to accept properties and some felt they had not have accepted offers had they felt more secure. It was noted that residents are moving into properties where repairs need to be done and that are dirty. Cllr Callaghan felt that Riverside accepted at the Planning Committee meeting that this would not happen anymore, noting that those on Juniper Crescent have been a community for thirty years. PH noted that Riverside will do what they can to ensure this is prevented from happening, and that they will work to correct it as soon as possible, should it happen.

	<ul style="list-style-type: none"> MI wrapped up the agenda item on moves, noting that there had been two households who had moved since the last meeting and there is one adult child pending a visit. There will be one move this week, and moves booked in for March. <p><u>KF to update on repairs</u></p> <ul style="list-style-type: none"> KF provided an update on repairs, noting that there were previous enquiries regarding repeated breakdowns of the car park gate and pedestrian gate. It was noted that Riverside have contacted their contractors ETech, who have reviewed the history of their attendance and their findings indicate that the majority of faults and breakdowns were linked to antisocial behaviour issues. For example, gates were deliberately obstructed which caused them to remain open and malfunction. <ul style="list-style-type: none"> A resident noted that this was done because they were broken and argued that they did not feel they could ask the contractor themselves to review work, adding that process represents bad practice. KF noted that, when the works are done, the reports are submitted and according to the reports these were the issues identified at the time. It is most likely related to antisocial behaviour, rather than technical or mechanical issues. A resident queried if this was also the case with the key fobs. KF noted that this was not the case. It was noted that most of the visits from ETech were due to antisocial behaviour, but there were also other reasons, including around the oils in the gates. KF reassured residents that when they are made aware there are gate issues, these have been raised promptly and contractors are instructed to attend within 48 hours. A resident noted that the gate was not working on Monday, and they could not get out for over 24 hours. PH queried if the gate was working now, with residents confirming it is. KF asked residents to keep raising issues, noting that if something is brought to her attention she can raise a job promptly. A resident commented that the gates only work intermittently. PH asked other residents if this was the case, to which the residents agreed. PH asked for another check to be done on the gate, and KF noted that they would ask the Property Services team to make another visit to check the gate. ACTION: Property Services to carry out an additional inspection of the gate. Cllr Callaghan noted that some of the intercoms are not working. A resident noted that it does not work on their phone, which requires them to open the gates manually. MI confirmed that he would follow-up on this. A resident noted that this had been an issue previously, and it was found that the cause was due to the SIM Card. ACTION: MI to follow-up on this issue.
4	AOB
	<ul style="list-style-type: none"> A resident messaged in the chat, noting that CPM had rejected their appeal and stated that parking waivers over the Christmas holidays had been cancelled. It was queried whether waivers were still in place for Eid. PM and MI were not aware of the specific case, but noted that, to their knowledge, the three hours are still in place and the Eid waiver is still in place. PH confirmed that Riverside would look into this and get back to the resident. ACTION: PH and MI to look into this, and get back to the resident A resident queried whether Riverside were still using the same moving company, noting issues including missing items, damage, and poor surveying. MI confirmed that Riverside are still using the same company and there have not been any issues. It was noted that the moving company do have an insurance policy. Residents discussed their issues with

the company. PH noted that, if there are any specific issues, Riverside will look into them – but noted that he has used the company for a number of years, and they are generally quite good, but PH accepted that there is occasionally a problem. PH noted that if residents are concerned about a survey, then residents should let Riverside know and someone from the team may be able to attend – but noted that this may not always be possible. A resident noted that their concern was for someone moving from a house to a flat, or vice-versa, as things are less accessible for moving.

- IS closed the meeting, reminding attendees to contact him if he can help with anything.

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