

## Juniper Crescent Community Estate Board 26

Date: 11 November 2025

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

Kitchen Classroom (Downstairs)

Time: 18:30 - 19:30

Raj Mandair (RM) <b>Riverside</b>	Regeneration Manager
Kausar Fayazahmad (KF) <b>Riverside</b>	Property Manager
Ian Simpson (IS) <b>Communities First</b>	Lead Advisor
Georgia Richardson (GR) <b>Connect PA</b>	Public Consultation
Cllr Patricia Callaghan <b>Camden Council</b>	Ward Councillor

No	Content
1	<b>Introductions</b>
	<p><u>Apologies</u></p> <p>Apologies were received from Cllr Richard Cottton and Will Brown.</p>
2	<b>Update from Riverside/Countryside</b>
	<p><u>RM update on moves</u></p> <ul style="list-style-type: none"> <li>• RM said 28 of Phase One and eight adult children have yet to receive an offer.</li> <li>• Two offers have just been accepted with some moving to private stock.</li> <li>• A resident asked if Riverside directly approach with available properties.                         <ul style="list-style-type: none"> <li>○ RM said yes.</li> </ul> </li> <li>• A resident agreed, noting that was what happened with their offer.</li> <li>• A resident added that the properties are on the open market and therefore they have experienced competition for sought after properties.</li> <li>• A resident asked why a property they bid for was given to someone else.                         <ul style="list-style-type: none"> <li>○ RM said the property they bid for was lost to another resident who put in the bid in first.</li> </ul> </li> <li>• A resident asked if unsuccessful bids go on records which could be used by courts following the NOSP.</li> <li>• Cllr Callaghan asked if Riverside compensate residents for the significant time and money to make viewings on properties. She added that if a resident is evicted through the decant process this will create negative media for Riverside.                         <ul style="list-style-type: none"> <li>○ RM said that Phase One still takes priority for moves because it is being developed first.</li> </ul> </li> <li>• A resident asked if those in Phase Two who have special needs will get special consideration in line with their needs.</li> <li>• A resident asked if some people can move on medical grounds.                         <ul style="list-style-type: none"> <li>○ RM said that residents with special needs have been offered appropriate homes</li> </ul> </li> <li>• A resident highlighted that everyone would need to support to maintain the community of Juniper Crescent through the process.                         <ul style="list-style-type: none"> <li>○ IS said that Communities First will be there to support through the moving and construction process.</li> </ul> </li> <li>• A resident said there have been no accessible homes suitable for their needs offered to them.                         <ul style="list-style-type: none"> <li>○ RM said there have been wheelchair accessible homes available but none with three bedrooms.</li> </ul> </li> <li>• A resident said the NOSP's made them concerned they would be taken to court.</li> </ul>

- RM said there will be no proceedings unless a resident turns down a suitable property.
- A resident asked what suitable means.
  - RM said that in the legal context, the court would ultimately decide, but that suitable properties would meet the specific needs of residents. He added that none of those who have moved have had any issues with suitability so far.
- A resident highlighted that Riverside have had three years to complete moves and provide appropriate homes.
  - RM said lots of properties have been offered to residents and that there have been successful moves already. He added that the Estates Team would be asking for specific feedback on the decant process later down the line.
- A resident highlighted that they were promised a home which was better than that which they currently live in as part of the ballot process. They added that the property allocation company have failed to deliver this for them.
- Cllr Callaghan asked if residents would be forced to move if the courts mandate their allocated property to be suitable.
- A resident said the NOSP is worrying and causing them anxiety.
- A resident said his son had made a payment on a property but not yet received the tenancy agreement after a week with no communication.
  - RM said there had been delays with the specific case but assured the resident he would follow up on his behalf.
- A resident asked why Riverside had not consulted Camden Council on available properties rather than using a private company.
  - RM said that Riverside had attempted to engage with Camden Council but there had been little communication received in response.
- A resident highlighted that Camden Council had been supportive of the regeneration as early as the first ballot so should be involved in the process.
  - Cllr Callaghan agreed to investigate the correspondence to assess if Camden Council could help with the process and finding available properties with RM.

#### **RM update maintenance and repairs**

- A resident said they feel unsafe in their homes due to a lack of communication about issues with tenancies since the Riverside merger.
  - KF suggested residents raised issues directly with housing officers.
- A resident highlighted that Housing Officers no longer live onsite due to the regeneration plans.
  - RM said that some changes have been happening internally at Riverside. He added that as of Monday (17<sup>th</sup> November) the tenancy issues should be resolved.
- A resident asked for an update on parking permits.
  - RM said the permit system will also be resolved on Monday (17<sup>th</sup> November).
- A resident highlighted that the intercom for the gate still connects to their address, an issue which has persisted for a long time.
  - KF said she would raise the issue specifically at the top of the priority list.
  - KF said that she has chased maintenance on pest control for the estate after complaints of rodents. She said pest control would eradicate the problem by December.
- A resident said that the problem is the irregular waste collection, they highlighted that several bins are overflowing.
  - KF asked how regularly the bins are collected, she also asked if extra food bins are needed.
- A resident said the bins need to be emptied more regularly but that the caretaker needs some additional help with estate maintenance as it's a large estate for one person.

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3	AOB
	<ul style="list-style-type: none"><li>• A resident asked if the Estate Board minutes could be hand posted through doors for those who might struggle to access the website or emails.</li></ul>