

## Juniper Crescent Community Estate Board 24

Date: 18 September 2025

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

*In the Dance Studio (Upstairs)*

Time: 18:30 - 19:30

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| Raj Mandair (RM)<br><b>Riverside</b>         | Regeneration Manager      |
| Nnadozie Orisakwe (NO)<br><b>Riverside</b>   | Regional Property Manager |
| Ian Simpson (IS)<br><b>Communities First</b> | Lead Advisor              |
| Georgia Richardson (GR)<br><b>Connect PA</b> | Public Consultation       |

| No | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 1  | <b>Introductions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|    | <ul style="list-style-type: none"> <li>A round of introductions was held for all those present, with apologies from Cllr Richard Cotton and Pierre Craddock from A3.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2  | <b>Update from Riverside/Countryside</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|    | <p><b>RM</b> began the meeting to apologise for the delay in September's Estate Board taking place due to the London Underground strikes.</p> <ul style="list-style-type: none"> <li>A resident said that the time taken to communicate updates from Riverside was unacceptable and emphasised that communication with estate residents must be improved for future meetings.</li> <li>A resident asked that the minutes from Estate Board be published expeditiously to help residents keep track of meeting topics ahead of the next board meeting.</li> <li>RM accepted that communication from the team should improve with residents.</li> <li>Cllr Pat Callaghan asked that residents receive a response to any queries regarding the estate and ongoing project progression within two weeks.</li> <li>RM confirmed that this would happen going forward.</li> </ul> <p><b>RM to update on planning</b></p> <ul style="list-style-type: none"> <li>RM outlined there had been a number of responses to the application, confirming that the Planning Committee to determine the project will likely take place in December 2025. He encouraged residents to read through the application on Camden Council's Planning Portal.</li> <li>Cllr Pat Callaghan requested that residents are provided with a letter summarising the important information and key dates for the planning process, including when the committee will take place.</li> <li>RM confirmed an update to residents would go out on Monday 22 September encompassing some key questions from the previous Estate Board in August.</li> </ul> <p><b>RM to update on the progress with moves</b></p> <ul style="list-style-type: none"> <li>RM said there are 31 outstanding moves and 11 adult children.</li> <li>RM emphasised that the landlord is keen to encourage existing residents to return to the estate once the regeneration works have taken place.</li> <li>A resident asked wanted residents to return to the estate.</li> </ul> |

- RM explained that the project was based on the successful ballot, cast by residents, and has consulted existing residents closely throughout the process to best support as many as possible returning.
- RM confirmed that new move in options would continue to be issued until October, he added that no one will be served a moving notice until after this time.
- A resident asked why there was a delay in finding suitable properties to move to.
- RM said that there significant delays within the supply chain for properties in London, sourced by A3.
- RM said that NOS's are issued 12 months before residents will need to move, hence why the notices were not issued at the beginning of the year given the uncertainty around the timeline of works.
- RM confirmed that each notice provides 2 months to households after the 12 months prior.
- A resident asked for further clarity on the timings and detail on the notices.
- IS said that the notice is only valid if there is somewhere else for the resident in question to move to.
- Cllr Pat Callaghan said that the procedure sounded worrying as it could mean residents are forced to move within the 12 month period even if they do not choose the property using the courts.
- RM said that this is not the case. He emphasised that the landlord do not want to use the NOS to take residents to court. He added that residents will not be forced to take the first suitable property.
- A resident asked for clarity on the word suitable – they added that some of three beds viewed for example would not provide the same quality home even though they have enough bedrooms on paper.
- A resident said they are worried about being forced out of their home.
- Cllr Pat Callaghan asked if Riverside currently have 4 bed properties available for viewing.
- RM said there are some supply issues but no resident would be forced to take a property that did not meet their needs.
- A resident said they were unable to view other properties once they had turned one down so feel forced through that mechanism.
- A resident highlighted that some residents had moved to poor quality homes with lots of repairs required.
- RM said there have been no NOS cases brought to the court in the project.
- RM said that some households bid on more than once property at once which has caused an issue before as they require a deadline to view. He emphasised that no residents have been compelled to take a property and always have a choice.
- A resident asked if any adult children are compelled to take property.
- RM said no, and added that two adult children have turned down properties.
- A resident said they felt their son had been compelled to take a property and had turned down two viewings. They added they were worried this would show against them should a NOS order be brought to court on the matter.
- RM said that there is an evidence note and emails which show there are further properties being made available for the specific adult child in question. He emphasised that no adult children had been compelled to take a property.
- A resident said they felt pressured to accept a substandard property.
- IS said that tenants may feel compelled even if not done so officially.
- A resident said they had moved and had still not been moved onto the correct systems since the merger.
- RM said the majority of notes on residents remain on the system but accepted that there are still some ongoing issues with transferring data to the new systems. He added that Riverside are actively working on resolving outstanding issues in the coming months.

**RM to update on repairs**

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|  | <ul style="list-style-type: none"><li>• A resident asked that they receive the minutes for the Estate Board before they are published on the website.</li><li>• Cllr Pat Callaghan said the minutes should be circulated for notes and feedback with all those who attended.</li><li>• A resident highlighted that the main gate is not currently working and said it was a long running issue.</li><li>• Cllr Pat Callaghan said this is particularly dangerous for residents in the winter months.</li><li>• RM agreed that the issue was long running with the gate, he said the estates team would be notified.</li><li>• RM updated that the drainage issue previously highlighted is being actively addressed.</li><li>• A resident said that the helpline for repairs is difficult to use as the queues often take hours and the line can disconnect.</li><li>• RM said he would contact the Chief Customer Officer at Riverside.</li><li>• A resident asked for the contact details of the new estates manager for Juniper Crescent and said they should visit Juniper Crescent.</li><li>• IS asked if the new manager could meet residents.</li><li>• RM said he would invite them to attend the next Estate Board on October 7.</li></ul> |
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