

Juniper Crescent Community Estate Board 36

Date: 8th September 2026

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

Kitchen Classroom (Downstairs)

Time: 18:30 - 19:30

Paula Huzjak (PH) Riverside	Development Manager (Regeneration)
Holly Simpson (HS) Riverside	Senior Development Manager
Shaun Simpson (SS) Riverside	Regeneration Officer
Ian Simpson (IS) Communities First	Lead Advisor
Will Brown (WB) Connect PA	Public Consultation

No	Content
1	Introductions
	- For those who had not already met her, PH introduced herself to the Estate Board and noted that she had previously worked on the project. - A resident queried if PH was in the role temporarily, to which PH noted that she was not but that her focus would be on the decants – noting that she was also working on other projects at Riverside.
2	Update from Riverside/Countryside
	<u>PH to update on the progress with moves and answer any queries.</u> - PH noted that there have been 2 further acceptances for private rental accommodation since the last meeting, and that other internal properties are being assessed by the team. PH noted that, as we are at the stage of direct offers, properties are being viewed and assessed by the team before being offered to residents. - A resident queried whether rents are subsidised by Riverside for those on Intermediate Rent Tenancies moving into private rental accommodation. - PH noted that it is different for those on Intermediate Rent tenancies compared to those on General Needs tenancies. If a private tenancy has been sourced by the resident, then Riverside will not cover the difference. If Riverside have sourced the tenancy and moved the resident, then this will be covered. - The resident further queried whether there was a policy for this, noting that this was the first they had heard of Intermediate Rent tenants being treated differently. PH noted that different tenancies have different terms and conditions but noted that they could not go into much further detail about this resident's individual circumstances at this meeting. - It was requested that PH send the policy to the resident where this is set out in writing. ACTION: PH to send a copy of the policy on this to the resident. - Another resident noted that, in the Landlord Offer, Intermediate Rent tenancies were equated with General Needs tenancies. It was noted that this was won after a dispute with Riverside regarding their right to vote. The resident noted that they wanted to draw attention to this, citing the Letter from the GLA (Greater London Authority) in August 2022 specifically.

- PH noted that she has information which differs from this, and has to bear that in mind, but noted that she would look into this. The resident noted that there is a precedent. PH stated that she understood this but noted that some things vary on a case-by-case basis.
- A resident noted that there are no wheelchair accessible properties available and queried what Riverside is doing to find them a property. PH noted that there is ongoing work on this and noted that residents do not see a lot of the work that goes on. PH acknowledged that there is a lack of properties and noted that Riverside have become stricter with A3 to ensure appropriate properties are offered.
 - The resident noted that they are moving permanently, so A3 is not involved. PH noted that there is not a lot of housing stock available, but that Riverside is trying their best and will have them moved before construction.
 - The resident queried what would happen if Riverside could not find a property for them in the next two months. PH stated that Riverside would have to and noted that Riverside is working with Camden Council and chasing them weekly for suitable properties.
 - The resident noted that this was a stressful experience, which PH noted and apologised for the length of time taken to rehouse this resident – noting that it was stressful for the Regeneration Team as well. The resident noted that they have heard similar sentiments from Riverside before about them being there for residents, but no progress had been made.
 - A resident urged PH not to equate her experience with that of residents. PH accepted this and clarified that they were not seeking to equate their experience but to empathise. The resident noted the hard impact that this regeneration process has upon them.
- IS noted that communications keep coming up as an issue and queried what change residents would like to see.
 - A resident noted that they keep hearing about people not receiving updates, and that proactive communications would be an improvement.
 - Another resident noted that communications have been poor since the beginning, with repairs not being addressed.
 - There was a discussion around this resident's individual situation, in which it was noted that the resident had to continually repeat themselves in emails and it was stressful to have to re-explain their current problems. It was noted that PH has access to the previous emails of Mynul and Raj, and that it should not be necessary to re-explain issues. **ACTION:** PH noted that she would pick this residents' individual situation up with SS and IS.
 - The resident noted that there are repairs from before they moved into their property that have still not been resolved, and they are repeatedly told that an engineer is attending but one never arrives. Both sides (Riverside and the Estate Agent) state that the other is not responding. PH noted that this was helpful and thanked them for sharing.
 - A resident noted that communications have been awful for many years and suggested that there should be a central inbox to ensure that communications are picked up. It was noted that it was stressful having to chase for repairs, and unfair to make residents jump through hoops to have repairs done. It was noted that Riverside cannot understand residents' situation.
 - It was noted by the resident that they choose not to get in touch with the regeneration team because they do not reply, and that they have

experienced years of frustration and had so many promises made – noting that there was a website at the time of the ballot where residents were shown the number of properties in Camden where they could live.

- It was noted by the resident that it was frustrating that residents have to use this Estate Board meeting to have their concerns heard, and to have to tell Riverside how do to their job. PH noted that she had responded to this resident's emails and thanked them for their feedback.
- A resident queried if residents should go through PH now.
 - PH noted that this was not the case, and Marina Cox and SS are still the first point of contact.
 - The resident noted that Marina and SS do not respond. PH disagreed with this, noting that she had been copied into correspondence.
 - PH noted that there is clearly a communications issue, and that she will be addressing this, but noted that the team are communicating with residents – though accepted that this might be streamlined.
- A resident queried what they should do if they do not receive a reply, and whether they can escalate to PH. PH noted that she sees that the team are responding, and there should not be an escalation unless there is no response.
- A resident noted that at times they receive a response, but one that does not answer the question, which means they must repeat themselves.
- A resident queried if they could copy PH into emails. PH stated that residents could but noted that SS is responding to that resident's specific email.
 - PH noted that the team are often away from their desks. A resident stated that it would be good to know that their issue is in hand, and a quick response could accomplish this.
 - Another resident stated that this was similarly an issue with Raj and agreed that it would be good to have a quick response to know when an issue is being dealt with.
- A resident queried if the Hub was available. PH stated that it was not, and HS noted that there were security issues. SS confirmed that this was the case, and that this needed to be chased up.
 - It was queried if residents could meet in-person somewhere, and whether anything has been put in place to replace the hub. HS noted that, in the interim, staff are available at Arlington on Wednesdays.
 - SS agreed that this was the case and added that himself or Marina Cox were generally at Arlington on Tuesdays and Thursdays as well.
 - A resident queried if an appointment needed to be booked. SS noted that residents did not need to book, but that it would be worth confirming whether they are available to meet with them. PH stated that this would be taken away as an action to create another fixed day. **ACTION:** Riverside to organise another fixed day where residents can meet with the Regeneration Team at Arlington. A resident suggested that a scheduling app could be used.

HS to update on planning.

- HS updated that the pace of the decant process is impacting construction and pushing the schedule back and added that Riverside is working with Vistry to tighten the schedule.

	- In terms of design, HS updated that Riverside and Vistry have overcome a significant hurdle in the development process and submitted the Gateway 2 application to the Building Safety Regulator for approval. This consists of floorplans, drawings, etc. to ensure that the development is safe. This will now be reviewed by the regulator, which is expected to take around 30 weeks. Once approved, Riverside and Vistry can commence construction on Juniper Crescent. - A resident queried the reference to a hurdle in the process. HS clarified that this was a hurdle in the sense that it was a milestone for the project. The resident asked for confirmation that this review would take 30 weeks, which HS confirmed it would. - A resident queried if this would impact moves. HS confirmed that it would not. - A resident queried if there would be works whilst Phase 1 residents continue to live on-site. HS confirmed that there would be, and Riverside/Vistry are seeing what site preparation work can be done to tighten the schedule. - HS noted that there is no update on the Virgin Media disconnection but will have an update on this in a month. PH added that the disconnection had been postponed, but there is no update on this at present. It was noted that Riverside were aware that no other broadband companies operate in the area. - A resident noted that they do not want to be in a similar situation for other utilities, and that forcing residents to change suppliers is not fair. PH acknowledged this and noted that the Virgin Media disconnection was postponed following the feedback from the last Estate Board meeting. - A resident asked for confirmation that there would be an update on this before the end of September. HS confirmed that this was the case. - PH asked HS to provide an example of the site preparation works that would be undertaken. HS noted that, for example, gas meters would be removed from void properties. - A resident queried what would happen if residents had to move due to a gas leak. HS clarified that these gas meters can be removed without impacting residents' properties, and that only safe works would be undertaken. It was also noted that the gas meters are located outside properties. - A resident suggested that Riverside/Vistry could not start site preparation works until all the residents in Phase 1 move out and suggested that this is illegal. - A resident queried if Riverside/Vistry could start demolition before the approval from the Building Safety Regulator. HS noted that they could, but at present demolition is set around when Phase 1 residents have left. - A resident queried how Phase 2 residents would be protected from dust. HS noted that Vistry previously attended an Estate Board meeting to discuss this and noted that there are a range of mitigation measures including damp dusting and deconstructing, rather than demolishing, buildings.
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	- A resident expressed their thanks to IS, noting that he had been very responsive and his advice had been very helpful. Other residents agreed with this. IS noted that he has seen other regeneration projects, and they are always stressful. He suggested that it helps to make it as straightforward and clear as possible. - A resident queried if they would receive the resident newsletters, and whether these are still circulated – noting that even a monthly update would be beneficial.

	○ It was noted that some residents were previously sent a newsletter without postage being paid and requested that future newsletters are sent by email. ○ PH noted that this was in hand with the Regeneration Team.
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