

Juniper Crescent Community Estate Board 27

Date: 16th December 2025

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

Dance Studio (Upstairs)

Time: 18:30 - 19:30

Raj Mandair (RM) Riverside	Regeneration Manager
Ian Simpson (IS) Communities First	Lead Advisor
Georgia Richardson (GR) Connect PA	Public Consultation
Will Brown (WB) Connect PA	Public Consultation

No	Content
1	Introductions
	<ul style="list-style-type: none"> It was noted that all actions from the previous minutes were completed. RM noted that there will be a parking waiver around Christmas this year. RM is working with Kausar on this and an email will be issued. A resident asked if the dates could be extended from 19th December to 5th January, RM agreed to this.
2	Update from Riverside/Countryside
	<p><u>RM to update on planning</u></p> <ul style="list-style-type: none"> RM updated that this meeting was moved as the application for Juniper Crescent did not go to planning on the 11th December. It is now expected to go to committee on February 12th. It was delayed for two reasons: firstly, because there were a lot of other applications going to committee; secondly, because there was a late response from Camden Council on the environmental statement which needed to be reconsulted on. It was agreed that the council would reconsult on that, and so it is now looking to be considered on February 12th. Riverside will communicate in advance when this is confirmed. <p><u>RM to update on the progress with moves and answer any queries</u></p> <ul style="list-style-type: none"> RM updated that there was an increase in rehousing activity around the end of October and start of November. RM noted that there were some issues for residents securing properties at the beginning of November due to private landlords. Since then, Riverside have helped four properties with accepting offers, with a further three offers accepting recently. RM added that Riverside are analysing the principles of the tenancy agreement and finalising remaining details. RM noted that the Landlord has the relationship with Riverside as the tenant, and is hoping that four of those seven tenancy agreements will be signed later this week. Riverside will then discuss with households as to when suits them to move, with RM noting that residents do not have to move as soon as the agreement is signed and residents can make that decision themselves. RM noted that it was beneficial that many of the landlords Riverside are working with are institutional, and Riverside has been negotiating with landlords to provide, for example, more rent in advance to secure the property. Riverside are also providing assurances that it is Riverside as an organisation that is holding the relationship with the landlord.

- A resident queried if there was a risk that Riverside's financial system would slow up the process. RM noted that this was part of the reason for A3s involvement, as they can front the money and invoice it back to Riverside – speeding up the process, and ensuring the properties are secured.
- RM noted that there are now 21 households left to be rehoused and 6 adult children left to be rehoused. RM stated that there has been good progress, and noted that some of Riverside's own stock is also coming forward.
- RM noted that Riverside are looking at the NOSP's that have been issued in November/December which expire in January. RM clarified that, even if planning was decided on the 11th, Riverside were not going to show up in January and insist that residents take suitable properties. RM noted that, as planning has not been decided, this is even less possible. RM noted that Riverside are still making sure that everyone is rehoused in suitable properties, and this will not change come January 8th.
- In terms of remaining household needs, RM updated that there are around four 4-beds, twelve 2-beds, and the remaining are 3-beds. There are a particular number of 2-beds due to the number of households who have taken the adult child offer and downsized. In terms of the recently rehoused, five of those seven were moved into three-bedroom properties.
- A resident queried if there was a chance of them moving into privately rented accommodation and the landlord then selling whilst they're living there. RM clarified that, if they did sell it, they would have to sell it with sitting tenants. It was further queried if they would be able to give notice and then sell. RM clarified that this was not possible, as the tenancy contracts are for four years with the option to extend for another twelve months – Riverside have made sure of this as a minimum.
- RM noted that Riverside are typically advertising unfurnished properties, as this is the preference expressed. RM noted that questions have been asked about storage, and noted that Riverside's preference is to take properties unfurnished, but Riverside have given an amount towards the storage of furniture where needed.
- A resident queried if Riverside would pay the storage for someone who did decide to accept a furnished property. RM noted that Riverside's first preference is to go with the property unfurnished, but some households have expressed an interest in part of the furniture and Riverside have negotiated on this. However, Riverside are not able to do this in scenarios where, for example, the resident already has appropriate furniture.
- A resident noted that there are some things that cannot be brought or would not fit in private rental accommodation, as they may not have extra cupboards. RM agreed that this was the case, and that Riverside have been checking with landlords and finding a solution where necessary around installing cabinets, hanging things with screws, etc.
- A resident queried if they should still get in contact with Riverside for repairs. RM told residents that Riverside will raise any issues directly with their new landlords or carry out necessary repairs.
- A resident queried what would happen if the Landlord wanted to do an inspection. RM noted that they would have to speak to Riverside, and if this happens and is not flagged with Riverside then they can pick this up. A resident noted that that no inspections had previously taken place at their property in the past.

- RM noted that they are still working through with households in terms of finding suitable properties
- IS asked RM if Riverside, rather than the resident, would be contacted by the Landlords as the first point of contact. RM confirmed this was the case, and affirmed that Riverside would maintain ongoing relationships with residents.
- A resident said that it has felt difficult to access the repairs service through Riverside in the past, highlighting this change may further undermine efficiency. A resident suggested that out of hours repairs would be difficult. RM assured residents that work would be carried out, adding that the majority of new properties are in Camden.

RM to update on repairs

- RM noted that all repairs raised last month did get completed, but that RM is happy to bring any further repairs to Kausar.
- A resident encouraged other residents to make complaints, and to escalate to Stage 2 if necessary and copy in the local Councillor, if needed. Another resident criticised the lack of communication from RM and from Riverside, noting that they are still chasing up compensation and complaints. It was noted that this takes a lot of effort to constantly chase. RM noted that he recommended putting in a complaint to Riverside if needed, as it is a different team who review what Riverside has done – and if residents are still not happy then this can be taken to Stage 2. A resident noted that they have still not heard anything at Stage 2, with another resident noting that it depends as their experience was positive at Stage 2.
- RM noted, for example, that Riverside received a complaint about the NOSP's and RM has been contacted about it this week. RM could not testify to the amount of time the process takes, but confirmed that it is not his team that respond to the complaints. RM noted that Cllr Callaghan has met with a different team at Riverside and raised these issues.
- A resident noted that they had success with a complaint after copying in the Directors and Chief Executives of Riverside, as well as getting in touch with the Board, and will pass this information on to another resident.
- Repairs were noted around a residents' window, and the gates to Juniper Crescent. RM noted that the gate had been discussed, particularly as there will not be a gate in the new Juniper Crescent. **ACTION:** RM to speak with Kausar on this.
- A resident queried if these meetings would continue after rehousing is complete. RM confirmed that they would and was keen to seek the views of residents on this. RM suggested that the frequency could be reduced, and the format could change. RM was keen for residents to take the lead on this and did not want Riverside to force the change.
- A resident queried if the Estate Board fund was still available. RM confirmed that it was.
- A resident queried if there would be a groundbreaking event. RM suggested that there will likely be a number of events around key milestones (Groundbreaking, Starting on site, Topping Out, etc.)
- A resident queried what the timeline was for starting on site. RM confirmed that Riverside are still working towards March, which applies to Guardians as well and Riverside are in

	<p>discussions on this. There are also ongoing discussions around how to secure the site, as there is no vacant block at the moment.</p> <ul style="list-style-type: none"> • A resident queried why works were done to vacant flats for the Guardians. RM confirmed that works have to be done to a certain standard, and that additional works are also done by the Guardian company. The high standard of refurbishment was raised by a resident, to which RM noted that all he knows is that it is taken up to void standard and this is no better than the void standard that Riverside do elsewhere. • A resident queried if there was a timeframe for the Home Loss grant, noting that someone had not received it after a few months. RM noted that Riverside aim for two weeks, and there is a process of checking this against arrears and asking whether residents want to offset arrears against it. RM confirmed that all home loss payments have been made, and Riverside do work around residents who need extra time to move – so this may have been the reason for that delay, as the payment is only released when keys are handed over. RM was not aware of any that went beyond 5/6 weeks. • A resident queried what the timescale was between accepting a property and having to move. RM noted that Riverside aim for a month. A resident queried if the keys can be obtained before the tenancy officially starts, to which RM confirmed that residents will have the keys as soon as the agreement is sorted even if Riverside are doing works beforehand. • There was discussion around a resident who did not have a working boiler. RM noted that there was only one incident of this, and it was resolved – with the resident preferring to stay at Juniper Crescent whilst it was sorted. • RM noted that, where residents have made recommendations on repairs, Riverside has carried these out • A resident noted that there was an adult child property without heating. RM noted that the process for adult children was slightly different, but that he was not aware of that specific case. The resident stated that they will get the individual to reach out to RM.
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	<ul style="list-style-type: none"> • It was agreed that the dates for the future meetings will be 20th January and 17th February. • A resident queried how long after the planning committee a decision is made. It was confirmed that the decision is made on the night, and Connect will circulate the link to watch the meeting online. Residents noted that there is also a process to speak at committee. • A resident asked if Riverside could inform residents what the next steps are if planning permission isn't granted. RM confirmed that Riverside will notify everyone the following day of the decision, and then in the next week would have answers on what the next steps are if planning permission is refused – and will have answers for the February Estate Board meeting.

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