

Juniper Crescent Community Estate Board 25

Date: 07 October 2025

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

Kitchen Classroom (Downstairs)

Time: 18:30 - 19:30

Raj Mandair (RM) Riverside	Regeneration Manager
Kausar Fayazahmad (KF) Riverside	Property Manager
Ian Simpson (IS) Communities First	Lead Advisor
Will Brown (WB) Connect PA	Public Consultation
Cllr Patricia Callaghan Camden Council	Ward Councillor

No	Content
1	Introductions <u>Apologies</u> Apologies were received from Cllr Richard Cottton and Georgia Richardson <u>Introductions</u> - KF (Property Manager) introduced herself to the group, noting that she had taken over from Nnadozie and looks after communal repairs. Residents noted a number of ongoing issues, including vermin in the communal areas and ongoing issues with the gates. - KF noted that Nnadozie had shown them the key issues on the Estate, and that the repair for the gate has been booked and will be completed within three working days. Kausar noted that she was aware of doors not working on the estate - Residents noted that the gate continually breaks, and KF stated that she will look into it and give a further report with more details in the next meeting. ACTION: KF to report back on gate repairs - KF noted that she had not met residents after being asked about 1:1 engagement by Cllr Callaghan. - Residents asked for KF's contact details, which were made available to those present and are as follows: Kausarbanu.Fayazahmad@riverside.org.uk; 07468 481514. - KF said that repairs will be attended under supervision and that emergency repairs will be carried out as soon as possible
2	Update from Riverside/Countryside <u>Previous Minutes of the Estate Board</u> - Residents noted that the previous minutes of the Estate Board were not uploaded promptly, RM stated that the minutes of this meeting will be completed within the week and will be published on Friday. - RM proposed a regular virtual meeting with a resident on the Friday after Estate Board to discuss the minutes, but residents felt that this would not be a solution and requested better communication so that residents are alerted to their availability

- A resident noted that the actions from the August minutes had not been completed
 - RM accepted that this was the case, but queried if residents felt the minutes were an accurate representation of the meeting. It was noted that the residents were not named in the minutes, but RM clarified that this has always been the case at the residents' request
- Cllr Callaghan noted that residents now have to spend time reading the minutes in this meeting
- A resident queried the title listed for IS in the minutes, IS clarified that he remains an Independent Tenant Advisor and there has been no change in the role

RM to update on planning

- RM noted to residents that it is currently expected that the planning application will be considered at the December meeting of Camden Planning Committee, which would be held on Thursday, 11th December, 2025 7.00 pm
- Cllr Callaghan noted that residents can speak at the committee meeting, and will inform residents on how to do this. Cllr Callaghan noted that herself and Cllr Richard Cotton will be speaking at the committee meeting.
- RM noted to residents that advice on deputations is available from Camden Council, which is as follows: "Before making your deputation request, you should consider which body makes decisions on the issue or is best placed to consider the matter. In addition, you should bear in mind that there are only 3 minutes per deputation at Council and Cabinet meetings, and usually 5 minutes at other meetings, plus a little time for questions and comments from councillors thereafter. Ultimately the decision on which body to submit your deputation request to is yours, but if you would like any advice or are simply unsure about which body you want to address, contact Democratic Services on 020 7974 1915."
- Cllr Callaghan noted that, even if planning permission is obtained, residents cannot be forced out of their homes if there is not a flat suitable to their needs.

RM to update on moves

- RM updated residents that there are now 29 households left to rehouse, and 10 adult children to rehouse – within that 10, there are a couple of adult children who have expressed preference to not move before the rest of the household and this is something that the Regeneration team are working through at the moment
- RM noted that 2 households have accepted property in the private rental stock, which happens to be from Riverside's own stock.
- With regard to Notice of Seeking Possession (NOSP), RM noted that he is waiting to hear back from Riverside's internal legal team.

Questions from Residents

- A resident asked what would happen to the NOSPs if planning permission was refused by Camden Council's Planning Committee

- RM explained that a decision would be made on how Riverside moves ahead with trying to obtain planning permission or not upon consideration of the reasons for refusal – Riverside could either submit a new planning application, or appeal the original. RM suggested that a refusal would knock back the timeline by 5-7 months.
- RM and IS clarified the timelines on the NOSP. NOSP provides a notice of two months, and expires after twelve. As such, Riverside would not be able to apply for a court date within two months. If Riverside were to wait to issue these until after planning permission was obtained, it would delay the regeneration timeline.
- On the court hearings, IS clarified that the court hearings would only be for residents who are refusing to accept a suitable property. RM noted that Riverside have not had to use legal processes on previous schemes. Residents noted that those schemes did not initially vote against regeneration.
- A resident queried if it was usual to issue NOSP before obtaining planning permission. RM noted that this process of sending out NOSP is done by councils and local authorities. A resident queried if the regeneration process could be done without using NOSP, but RM clarified that this would not be possible.
- Residents queried if it would be possible for residents to be rehoused without planning permission. RM emphasised that the NOSP is not linked to the planning permission, and IS noted that a judge would not award possession if there was no need for Riverside to have the property returned to them.
- A resident asked the following question of RM and Cllr Callaghan: “for residents who would like to obtain legal advice, what is the support Riverside and Camden are looking to provide to ensure tenants are making their best, most informed decisions for themselves and their families?”
 - Cllr Callaghan stated that Camden Council would be monitoring Riverside, and could try and get a second legal opinion if necessary
 - RM noted that Riverside are happy to consider proposals for independent legal advice (as an alternative from the legal advice Riverside are funding) if a proposal is put towards Riverside
- RM noted that a law firm will be writing to residents shortly to offer advice, and will introduce themselves and explain the offer of independent advice that Riverside are funding. Residents can get in touch with them, if they choose.
- A resident queried the data sharing agreement, in relation to the law firm getting in touch with residents. **ACTION: RM to follow-up on this.**
- A resident queried what was being done in terms of extending visitor parking, noting that there are plenty of empty bays now that many households have moved.
 - RM noted that visitors are now able to park on the estate for up to three hours, noting that this was the suggestion that had been discussed with the Estate Board
 - Residents noted that some tickets have been issued despite the change, RM asked any residents who have been affected by this to get in touch with him and he can look into it – including any requests for reimbursement for tickets that have been purchased for under three hours, due to lack of awareness about the change. RM request that residents email cases for the Regeneration team to review the PCNs.

- Residents requested that it be minuted that visitors can now park for up to three hours at Juniper Crescent, and that communication on this be received in writing
- Residents queried why Riverside are continuing to use the same company for parking management. Whilst the Regeneration team are now responsible for parking, they have never appointed CPM and it would not make sense to go through the process of re-appointing a provider given the timescale for regeneration. RM understood that this was not a perfect solution.
- **ACTION: Riverside to send out an email about the new visitor parking arrangements, with a notice to put up on the Estate. This will include a reminder not to park on double-yellow lines.**
- A resident queried if visitor permits were available. RM clarified that they were not.
- It was agreed that two weeks of visitor parking would be permitted over Christmas
- A resident noted their concern about Riverside's capability as a landlord and their own sense of unsafety, noting the ongoing issues with repairs. RM noted that there are a few repair cases that have come to his attention.
 - A resident noted that it is Riverside as an organisation that are going to the planning committee, rather than the Regeneration team
 - Concern was expressed about the change that has followed One Housing being acquired by Riverside. It was stated that the resident has no trust in Riverside. This was seconded by another resident, who stated that: "I second fully what [the resident] is saying. There is a trust issue and an accountability issue due to the poor management of the merger OHG / Riverside."
 - Cllr Callaghan stated that she will raise a Members' Enquiry
 - RM noted that the Regeneration Team does not have the same oversight over complaints as it did previously, and proposed that some issues are raised as part of a Members' Inquiry
- A resident asked: "Riverside do not even recognise some of us as tenants. How is this being addressed?"
 - RM stated that the Regeneration Team have looked into this. It was an issue of Adult Children who had moved being recognised as tenants, instead of the original tenant.
 - RM stated that the Regeneration Team have found a solution, and it will be solved in the coming weeks
- RM noted that some of Riverside's own stock is now being let, with a number of 1, 2, and 3 beds available. The Regeneration Team are now contacting households directly, notifying them of properties coming up that are available in Camden. This includes properties previously on Home Connections. RM noted that only two households have moved outside of Camden.
 - Cllr Callaghan queried what guarantees were present if residents moved into private rental. RM noted that Riverside subsidise the rent as long as they are

	returning to Juniper Crescent. RM clarified that those who are moving for good are not moving into this stock. ○ RM noted that the Regeneration Team are facilitating permanent moves for those who want it, and noted that most tenants have always been happy with what they are moving in to ○ A resident queried if the current length of time residents could expect to be rehoused for is four years. RM stated that it would be around that length. ○ A resident asked when these properties would be made available. RM stated that the additional private rental stock would come up at the end of the month.
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