

Neighbourhood and Communities Group

Meeting Minutes

Date	Monday, 08 September 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Daniel Lloyd – Head of Housing Operations
- Angela Horsey – Business Development and Policy Manager (part)
- Andrea Norman-Walker, Engagement and Inclusion Officer
- Anna Clifton – Community Development Officer, Walton Charity
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- Robert Burge Estate Services Team Leader
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Andrea Norman-Walker welcomed all the residents, outlined the agenda of the meeting and summarized the two main topics of the previous meeting: Antisocial Behaviour and Estate Services. Two new residents joined the Group: [REDACTED] and [REDACTED].

Andrea introduced the guest speakers.

1. Communal Garden projects

Anna Clifton, Community Development Officer from [Walton Charity](#) talked about their community allotment project in Elmbridge. The original aim of the project was to grow local food for local people along with strengthening social inclusion, especially encouraging those who face particular barriers associated with mental health, disability, isolation, poverty or are otherwise vulnerable to take part. Anna mentioned several partners they are working with for the success of the project. We also learnt about the Tree Canopy Project that utilises an allotment site for a different purpose, like running classes to reconnect children and adults with nature and organising meetings for community groups focusing on mental health and wellbeing. (Anna's presentation is attached.)

Answering questions, Anna confirmed that the costs of the communal garden project were covered partly by funds that the Charity applied for (especially from Surrey County Council), partly by own resources. ■■■ noted the importance of "green spaces", somewhere that residents can sit outside to read or make friends. He agreed that the Garfield Estate with its dense population would definitely profit from a communal garden. Daniel confirmed that as part of the Garfield Estate improvement planning – meaning the areas behind Middlesex Court and Hampshire Court -, the Council is looking at different options. The decision will be based on the views of the residents.

Daniel informed residents that there is a form on our website under the estate improvement section which residents can fill to ask for money for improvement projects.

■■■ asked to review the use of the empty flats at the IRL Schemes. He commented residents who do not seem to meet the criteria for IRL might have a negative impact on the communities of schemes like his at Grove Court. ■■■ feels that IRL accommodation is not well advertised. Daniel agreed to follow up this issue.

2. Fly-tipping and dog waste – educating residents

Daniel explained that Housing Estate Services is working closely with Environmental Health and Community Safety to achieve a better outcome. Daniel described the approach the Council follows when dealing with fly-tipping: on one hand educating residents, on the other, enforcing law. Surrey Towers/Garfield Estate were identified as one of the largest hotspots of fly-tipping. Temporary CCTV cameras were installed on the Estate and as a result, two residents were fined. Based on the success of this pilot project, Housing is installing permanent CCTV cameras to cover the area by Surrey Towers to help reduce fly tipping and increase security. As part of a combined approach, Housing is also considering physical barriers, like bollards, to prevent bulky fly-tipping. Gates have recently been installed at garages in The Crescent, Egham. The Council are also considering looking at other options, such as bin chambers, to help reduce fly-tipping. Work on mapping out the areas most affected by fly-tipping is being carried out.

Daniel asked residents to look at the draft leaflet that will be distributed borough wide and give feedback. Daniel also asked for residents' comments or thoughts about fly-tipping and the action being taken and for any ideas.

Residents discussed the expense of getting rid of bulky waste as well as the way different community recycling centres work. Martyrs Lane in Woking was praised for its simple and well organised operation. However, the Lyne Community Recycling Centre in Chertsey introduced a pilot project that requires residents to book a slot online for dropping waste off. Where there

were no queues before, now people are waiting to get to their “delayed” slots. [REDACTED] finds it counterproductive that it is now forbidden to take other residents’ waste to the recycling centres. It was suggested that free collection of bulky items should be organised once in three months. [REDACTED] recounted that when he worked for the Depot, regular bulky waste collections were offered to residents.

Daniel agreed to contact Surrey County Council to report the residents’ views on the pilot run by Lyne recycling centre. Daniel reminded Garfield Estate residents that a “skip day” was organised in January and agreed to look into initiatives that focus on assisting people with disabilities to get their bulky waste to a recycling centre.

[REDACTED] asked about the small electrical waste bin in Floral House, that has gone. Daniel will check this with the IRL manager. [REDACTED] also mentioned that he wanted to throw his ironing board away, so called waste collectors. He was quoted £85 since they charge the same amount for one small item or 5 bulky ones. That is not affordable for anyone at Floral House.

Regarding dog waste, Daniel emphasised the need for cooperation among the different teams at the Council as well as working with residents. It was confirmed that no individual bins are needed for dog waste, but more bins are planned to be installed. Housing is looking at areas where permanent signage can be added to lampposts. Educating residents were discussed and it was agreed that addressing someone when they are seen not picking up their dog’s poo might be one way of it. (This link is to report dog fouling directly - <https://www.runnymede.gov.uk/street-cleaning-1/street-cleaning/2>. It was tested by [REDACTED] and he reported that it’s easy to use. If anyone would like to speak to an officer about dog fouling related to the [Public Space Protection Order](#)) then the advice is to reach out to environmentalhealth@runnymede.gov.uk.)

3. Tenant Handbook – feedback on the new draft document

Andrea thanked everyone for feedback on the Tenant Handbook and promised to include all useful proposals in the final version. She said that consultation is ongoing, so if anyone has any further thoughts on it, let her know.

4. Projects proposed by residents – updates:

- **Energy-saving leaflets** – the revised version will be sent out soon. [REDACTED] suggested that a reminder to residents to have their heating system tested before the winter should be included.
- **Communal garden project** – [REDACTED] mentioned that there is an initiative in Englefield Green to set up a communal garden. Andrea asked [REDACTED] to share information about it with her.
- **Litter-picking** – preparations – Andrea asked [REDACTED] to send her an email with a suggested date and all the equipment that may be required.

5. Looking ahead – new project proposals.

[REDACTED] spoke about the Neighbourhood Watch project she has initiated at Surrey Towers. Leaflets are to be printed by Andrea for distribution by another resident.

6. Any Other Business

At our last meeting [REDACTED] asked Housing to attend to the new fire doors as Floral House residents had a problem with them. Residents with walkers couldn't get through them as the previously installed magnets are "missing". Andrea reported that the contractors have re-installed them. Laundry service: Andrea said that the feasibility of installing bigger tumble dryers is being investigated.

Angela joined the meeting to talk about the new "Customer Experience Panel" planned to give the opportunity for our residents to scrutinise Housing's services. The proposal is going to be presented to the Housing Committee and based on approval, recruiting will commence. She asked residents to consider joining the new panel.

Angela also invited residents to meet the Inspectors from the Regulator of Social Housing at a meeting on 14th October (see letter from the Regulator).

It was agreed that our next meeting is on 10 November 2025 at the Civic Centre.