



Neighbourhood and Communities Group

Meeting Minutes

Date	Monday, 12 January 2026
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Angela Horsey – Business Development and Policy Manager (present at the first part)
- Robert Burge, Estate Services Team Leader
- Stephan Scheiner, Compliance Manager (present at the second part)
- Andrea Norman-Walker, Engagement and Inclusion Officer
- tenants

Apologies

- tenants

1. Welcome and feedback from the previous meeting

Andrea Norman-Walker welcomed all the residents and with the support of Robert Burge provided updates on the issues raised at the previous meeting:

- **Antisocial behaviour behind Addlestone Community Centre:** The Centre did not follow up on this issue, but evidence gathering is ongoing. The previous fly tipping was cleared; however, new fly tipping has since appeared. The Centre has CCTV cameras that may help identify those responsible. This is not Housing land, but Rob offered to pass the information on to Council colleagues.
- **Litter picking project:** It was agreed that a new date may be arranged for litter picking around Darley Dene. Despite the success of the last event, rubbish has begun to accumulate again in the area.
- **Communal garden project:** The previously identified plot is no longer available. Residents at Garfield Estate will be consulted about the initiative. Depending on the outcome, a new location may be required. A plot of land near Addlestone station was suggested, but Rob confirmed it is privately owned.
- **Energy saving leaflets:** These were not sent out because tenants live in a wide range of property types and have differing circumstances, general advice may not be

appropriate. In its role as a landlord, the Council is not best placed to provide this guidance.

- **Ground maintenance and fly tipping at Malet Close:** Street cleaning took place as requested. Rob supplied a map which showed which land is managed by Surrey Highways. He is checking with Surrey County Council the the ownership of the communal grassed area. Regarding the removal of the small roundabout and the creation of additional parking spaces, Runnymede Borough Council initiated the works in 2022, but Surrey Highways has not progressed them.
- The fly tipping can be cleared once the resident's fence is removed.

2. Measuring Tenant Satisfaction

Angela Horsey, explained the legal background to [Tenant Satisfaction Measures](#) and demonstrated the relevant information available on the Council's website. She asked whether Group members had received the Annual Satisfaction Survey conducted by Viewpoint on behalf of Runnymede. Most confirmed they had (on 1 December), though some said they had not seen it.

Angela outlined the survey process, its importance, and its impact, and encouraged everyone to complete it before it closes at the end of the week. There was agreement that surveys provide tenants with valuable opportunities to give their feedback. New surveys are planned for this year, after tenants have received a particular service.

Residents reported that MCP no longer sends follow-up surveys. Andrea agreed to raise this with MCP.

3. Update on Estate Services

New issues were reported:

- **Essex Close:** Following the recent clearance of fly tipping and asbestos at the entrance to Darley Dene, new bulky waste has been deposited illegally. Rob will investigate.
- Rob updated the group on Housing's efforts to prosecute fly-tippers. New hidden cameras across the Borough are helping gather evidence. The fine is £500, reduced to £250 if paid within two weeks. If someone refuses to pay, the Council is prepared to pursue the case in Court. Offenders could also receive tenancy notices and Community protection warnings
- A resident from Darley Dene reported contacting Surrey County Council about parking issues at Essex Close. Illegal parking prevented a fire engine from reaching Darley Dene and is also obstructing bin lorry access. She has another meeting scheduled with Surrey Highways to address the issue.
- Residents reported ongoing traffic problems at Middlesex Court to Surrey County Council. Surrey Highways has installed double lines in an effort to address the ongoing parking issues.
- A resident raised concerns about pigeon feeding at an address on the Parkside estate, which is attracting large numbers of pigeons to rooftops. Rob agreed to follow this up if it is a Council property.
- The same resident asked about the future of the cleared empty properties at Braeside.

4. Stigmatization

Andrea introduced a discussion on how stigma can affect social housing tenants and how it can be challenged. Two residents shared experiences of feeling treated differently by contractors, who they felt did not complete work to a high standard because it was “only for the council.” Another resident disagreed, saying she had always found contractors polite and professional.

The group acknowledged that common stereotypes—such as assumptions that tenants are lazy, unemployed, reliant on benefits, or involved in antisocial behaviour—are often reinforced by media portrayals, policies, and service providers. These stereotypes can negatively affect tenants’ lives, contributing to anxiety, isolation, and reduced self-confidence. They can also discourage engagement. Stigma often goes hand in hand with disability.

To address these issues, the group agreed on the importance of respectful language, meaningful inclusion in decision-making, and recognising lived experience as valuable expertise. The Council should train staff, support tenant scrutiny, and share success stories. Tackling stigma requires awareness and action from the Council, contractors, public services, the media, and the wider community.

5. Projects

No new projects were initiated.

6. Issues raised by residents

- **Silent disabilities:** The group agreed that silent disabilities are often overlooked because they are not visible. Conditions such as chronic pain, ADHD, autism, anxiety disorders, and autoimmune diseases can significantly affect daily life even when individuals appear “fine.”
A resident shared her experience of living with an autoimmune condition, explaining that symptoms vary day to day. The group noted that many young people live with ADHD, which can make everyday tasks more challenging. The invisibility of these conditions can lead to misunderstanding, lack of support, and pressure to hide struggles. Recognising silent disabilities is essential to creating an inclusive and understanding community. Younger generations are increasingly open about their conditions, which was seen as positive. The group agreed that education is the best way to address these issues.
- **Out-of-order- lifts at Surrey Towers:** Residents, particularly those with disabilities, have been distressed by repeated lift failures. Stephan Scheiner explained that the new lifts experienced “teething problems” due to their sensitive mechanisms. However, nine months should have been sufficient for recalibration. Both lifts are under warranty, allowing issues to be rectified promptly. The Council is working closely with its contractor, Amalgamated Lifts to prevent these unacceptable failures.

7. Any Other Business

It was agreed that our next meeting is on 9 March 2026 at the Civic Centre.

Actions agreed:

- A new date to be arranged for litter picking around Darley Dene/Essex Court.
- The fly tipping at Malet Close to be cleared as soon as the resident's fence is removed.
- Andrea to raise with MCP the follow-up surveys.
- New bulky waste deposited illegally at Essex Close to be investigated by Rob.
- Pigeon feeding at an address on the Parkside estate, which is attracting large numbers of pigeons to rooftops to be followed up by Rob.
- The future of the cleared empty properties at Braeside to be confirmed.