



Neighbourhood and Communities Group

Meeting Minutes

Date	Monday, 18 May 2026
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Deana Humphries, Head of Tenancy Management
- Angela Horsey, Business Development and Policy Manager
- Robert Burge, Estate Services Team Leader
- Andrea Norman-Walker, Engagement and Inclusion Officer
- Odylon Dias de Vasconcelos, Policy Officer
- Tenants

1. Welcome and feedback from the previous meeting

Andrea Norman-Walker welcomed all the residents and provided updates on the issues raised at the previous meeting:

- Draft letter to tenants regarding the Regulator's judgement – The draft letter was circulated for feedback. Thank you to everyone who responded. All feedback was reviewed and considered by the senior leadership team. Changes based on this feedback were incorporated into the final version sent to tenants; for example, a summary of all findings and their implications was added before the detailed explanation.
- Follow-up on information sent to residents at the Parkside Estate regarding regeneration plans – The Housing Development Team reviewed the mailing list and ensured that the latest newsletter was distributed to all relevant residents on the Estate.
- Proposed performance indicators for tenancy services – These were circulated for comment; however, no feedback was received.
- Litter picking in Addlestone – The details were shared with the Group.
- Investigation of new fly-tipping at the Garfield Estate – A progress update from the Estate Services Team Leader was provided under the agenda item *Estate updates*.

- ASB concerns at Surrey Towers – Due to ongoing complaints about ASB at Surrey Towers, our ASB Officer has been invited to attend the next meeting at the beginning of July to address these concerns.

1. Complaints Insight

Angela presented the complaints data for 2025/26 relating to estates and tenancy management, antisocial behaviour, housing advice, and applications including homelessness. Out of 57 complaints, 9 were upheld, 7 were partly upheld, and 41 were not upheld. We will regularly provide more data to this group in future.

She also explained that the Housing Ombudsman [Complaint Handling Code](#) sets out how social housing landlords must manage complaints fairly, consistently, and effectively. As part of an Annual Report on complaint handling landlords are required to complete a self-assessment against the Code. The Chair of the Housing Committee has oversight of complaints about housing services, receiving monthly reports and anonymised complaints.

More information is available on our website: <https://www.runnymede.gov.uk/housing/housing-complaints/4>

The Council is inviting tenants to get involved in the self-assessment process, for example in a focus group. Andrea asked members of the Group to let her know if they would be interested in taking part.

2. Pet Policy review

Odyon summarized the feedback received from tenants:

- Overall the feedback was positive, and focused on animal welfare,
- Proposals were made regarding: 1. the clarification of the permission process and timelines, 2. Consideration for tenants in flats.

Odyon confirmed that the revised policy aims to clearly set the timeframes. The draft policy proposes:

- requests for permission will be decided within 28 days,
- tenants should apply for permission 4 weeks ahead of getting a pet or moving in.
- tenants living in flats can ask for permission, the decision will be made on a case-by-case basis.

The Pet Policy is expected to go to the Housing Committee for approval in September.

Anyone who has already a pet without permission, should apply for retrospective permission.

3. Estate issues

Malet Close parking

J informed the Group of the following: Malet Close has 14 properties but only 6 designated parking spaces. Many households own two vehicles, leaving residents with no option but to park on the grassed areas, partially obstruct pavements, or use unmarked spaces. This has led to deteriorating verges, damaged kerbs and edging, giving the estate a declining

appearance. The lack of sufficient parking also causes congestion, restricts vehicle access, reduces pedestrian safety and has resulted in disputes between neighbours. There are three wheelchair-bound residents who do not have parking access close to their homes.

Housing was asked to carry out a site inspection, a parking review and a resident consultation to identify a long-term solution. One suggestion was to create additional parking spaces on the grassed area.

Robert Burge presented a map showing the shared ownership between Runnymede BC and SCC around the estate, which complicates finding a suitable outcome. Previous communication between the two councils has not produced a solution. A new colleague has now been assigned to the issue; he will attempt to contact SCC again and will carry out a site inspection. Any proposal to create parking spaces on the grassed area owned by RBC will require consultation with SCC, as they own the surrounding kerbs and edges. He agreed that a resident consultation will be necessary before any planning can take place.

Maintenance of shared areas on the Garfield Road Estate

K raised concerns about the cleaning of communal pathways and roads around the Estate. She explained that after windy days, a significant amount of leaves — often from previous seasons — along with litter is blown onto private entrances, and this has been an ongoing issue for some time. Rob agreed to contact the caretakers to arrange for the leaves and other debris to be cleared.

Grove Road parking

Residents on Grove Road have asked for support in addressing the issue of badly parked cars on Grove Road and the surrounding small side roads. These vehicles often block access for bin collections. Rob explained that the road and footpath are the responsibility of Surrey County Council and Surrey Highways so there is a limited amount Runnymede Borough Council can do. Rob agreed to write a letter to the cricket/hockey club to ask them to remind members that they must park considerately and not use the communal blocks car parks in Grove Road. Rob advised that they need to submit a parking scheme request – see attached link. https://www.surreycc.gov.uk/_data/assets/pdf_file/0009/68922/Parking-scheme-request-template-v7.pdf to Surrey CC. Rob has agreed to meet with the residents to discuss other issues raised and will do so tomorrow (19th June) whilst on site inspections.

4. Estate services update

Estate improvements projects

Rob provided an update to the group on the various estate improvement projects across the Borough:

Lasswade Court:

The estate improvement at Lasswade Court will be split into three phases, phase 1 being the site clearance which is due to start on 21st & 22nd May, Phase 2 - major grounds works are scheduled for the end of June. These will include installation of a new tarmacked area, lawn works, path repairs, and chain-link fencing. A new consultation will take place following

phase 2 to gather residents' views on additional improvements such as drying areas, a bike store, and new shrub and tree planting.

Collingsbourne:

The proposal to create additional parking spaces was overwhelmingly rejected. We will be going back out to consultation with residents with new plans shortly. In mean time, following the consultation, feedback from residents was that they do not want parking in the back of the block as children use this area to play in. We have now locked the larger of the two gates to stop vehicles entering which has been met with great feedback

Garfield Road Estate:

Following the recent consultation, short-, medium-, and long-term projects have been identified, and quotations have been requested from contractors. Further consultations will be required on some of the projects.

Future estate improvement locations include:

- Vincent Close, Chertsey
- Prairie Close, Addlestone
- Malet Close, Egham
- 136–158 Orchard Way, Addlestone
- Sandhills Court, Virginia Water
- Essex Close, Addlestone

Additional Updates

- *Replacement/Additional Fobs*
The request form for replacement or additional fobs is now available on the RBC website
- *Abandoned Vehicles*
Since November, 15 of the 17 reported abandoned cars have been removed, creating additional parking for residents. A further 4 vehicles were reported last week on the Garfield Road estate
- *TORT Notices*
TORT Notices - legal process for removal of goods - are being rolled out across multiple communal blocks. Actions will be taken immediately once notices expire.

Communal & Meter Cupboards – prototype signage feedback

Rob explained about the issues with items left in communal/meter cupboards. He presented an image of the new sign that will be attach to the relevant cupboards explaining that items can be removed without notice and asked for feedback from the group.

Purpose:

To establish clear guidance on the use of **meter cupboards** (housing electricity and gas meters) and **communal cupboards** (shared spaces not assigned to individual residents, e.g., under-stair areas).

Objectives:

- Reduce operational costs
- Reduce administration time spent clearing cupboards
- Provide clear, standardised instructions for cupboard use
- Ensure compliance with Fire Risk Assessments (FRA)

Proposed Signage

- Printed on A5, thin, hard plastic.
- To be fixed to each cupboard door.
- Current version is a draft and pending approval from Legal and Environmental Health teams.

The Group's feedback was positive, and it was proposed that the sign be enlarged to A4 rather than the originally suggested A5 size.

5. New KPI's – follow up

Deana Humphries presented the newly created tenancy services and performance indicators for the period November 2025 – April 2026:

- **Antisocial Behaviour (ASB) cases:** A high number of cases were opened and left unresolved at the end of last year. ASB officers worked very hard to close as many as possible. Currently, an average of 15–20 cases remain open and in progress.
- **Victim, perpetrator, Domestic Abuse cases and enforcement actions:** Updated figures on open victim, perpetrator, and Domestic Abuse cases, as well as overall enforcement actions, were shared.
- **Rent collection:** In November, overall rent debt stood at £570,029. Thanks to additional support for maintaining rent payments and actions taken to reset accounts, the debt was reduced to £399,499 by April. This means rent debt is now under 2% of total rent.
- **Estate management:** Between December and April, 127 daily inspections took place at Surrey Towers, all of which met the acceptable standard. However, none of the 74 block inspections met the acceptable standard criteria. On average, 15 repair requests were raised per block inspection.

6. Community Area Policy and Antisocial Behaviour Policy consultation

Deana thanked the Group for their feedback on both policies and confirmed that she will revise the proposals, incorporating suggestions where possible. She addressed a concern raised about the Communal Area Policy, reassuring tenants that Independent Retirement Living Schemes have dedicated sheds for mobility scooters. Residents are encouraged to store scooters in these sheds and use other walking aids to reach their homes, as this is important for fire safety. The policy provides clear guidance on where mobility aids can and cannot be stored. Requests for bike stores will be considered on a case-by-case basis.

Regarding the ASB Policy, concerns were raised about what will be investigated as ASB and what will not be actioned. The policy is clear: any reported ASB will be investigated by the Council or signposted to the relevant authorities.

7. Terms of Reference – re-structuring of the Group

Andrea reminded members that she had circulated the Group's Terms of Reference (ToR) along with a request for volunteers to put themselves forward for the roles of Chair, Vice-Chair and Secretary. She emphasised that resident meetings should be tenant-led to ensure they reflect tenants' priorities, lived experiences and views, rather than being directed by the Council, as set out in the Group's ToR. To support this approach, it is considered good practice for tenants to take on the roles of Chair and Secretary.

Andrea confirmed that training, officer guidance and administrative support will be provided as needed to enable tenants to carry out these roles effectively. She invited attendees to express their interest in taking on either of these positions. A proposed candidate for the role of Chair, NH was elected by the Group. Andrea also mentioned that the ToR will need to be updated.

8. Any Other Business

Addlestone residents raised concerns about the litter and un-emptied bins that get overfilled on the high street. Rob agreed to follow it up with the DEPOT.

Our next meeting is on 6 July 2026 at the Civic Centre.

Actions agreed:

- Setting up a Focus Group to involve residents in the Complaints Handling self-assessment process
- Follow-up on the Malet Close parking issue
- Follow-up on the maintenance issue for the Garfield Road Estate
- Follow-up on the Grove Road parking issue
- Follow-up on the ground maintenance issues in Chertsey.