

Neighbourhood and Communities Group
Meeting Minutes

Date: 12th June 2024

Time: 11:00 – 12:30

Location: Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Kate Hall (KH), Housing Engagement and Inclusion Officer
- Daniel Lloyd (DL), Head of Tenant Services
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant

Apologies

- [REDACTED], Tenant

Welcome, introductions and apologies	Group members introduced themselves. DL attended later in the meeting. Welcomed new member, [REDACTED], and apologies from [REDACTED]. The group discussed member recruitment, and whether the groups can be on the front page of the upcoming tenant newsletter, and leaflet that is regularly circulated for the groups. DL joined at 12:00.
Key Performance Indicators and Tenant Satisfaction Measures	Presented by KH. Members agreed that the KPI for rent arrears was positive, despite the current cost of living. Members acknowledged that this may increase during winter months, and consideration around ensuring the target continues to be met in the winter months, when bills may increase to heat homes. There seems a general consensus that there are improvements that need to be done around communications, particularly around what is available in the community for tenants to access. This also includes collaborative working with community groups to help spread word of mouth, and utilise tools such as newsletters, noticeboards, resident associations. Suggestion of a directory. Around ASB handling, members noted the lack of places for young people to go which contributes to ASB in neighbourhoods. [REDACTED] raised Garfield Road around smoking weed, public urination, and the above.

	Members would like to see more community projects including growing initiatives. ■ suggested donating allotments to community groups. ■ suggested collaborative work with councillors.
Homelessness and rough sleeping results	KH gave a brief overview of the results of the recent evidence gathering exercise, where housing asked tenants and those in TA what they're priority housing concerns are. Results showed high private rent and not enough social housing were the significant higher choices. The group discussed how there should be more collaborative work with public services, such as mental health, to ensure residents do not slip through the gap and housing advice is accessible.
Recruitment	Members were informed that we are currently considering and waiting on authorisation of recruiting a new ASB Officer. Members emphasised the need of empathy, listening skills, and communication. ■ recalled an experience where letters could be interpreted with an offensive tone. This was not with RBC, however we may review the ASB letters that go out when a case opens in the future.
Complaints	A complaint was upheld regarding Mutual Exchanges and communication. RBC responded with rewarding compensation. Continuous improvement includes reviewing the script given to customer services when answering these enquiries, staff were reminded the importance of replying in a timely manner, and the website needs furthering information. Members discussed promoting mutual exchanges, including downsizing. However, sometime the rent is higher in a new build property compared to the larger properties and not know what the options are to move, and finding the right home.
AOB	Tenant Incentive Scheme. RBC are currently researching this to see what incentive we can offer tenants. We are considering this around tenant downsizing, however we discussed other items we may want to consider rewarding. ■ explained that she sees 'saving on rent' draws.

Actions:

Welcome, introductions and apologies	KH to design a draft leaflet to include for member recruitment for members to review at next meeting. Kerrie Hearn, ASB Officer, to attend next meeting.
Key Performance Indicators	All to consider energy saving initiatives and items to help tenants this winter.

	Vince Lydon to attend next meeting to discuss what is going on the community that we can help promote. KH to identify areas where community growing projects can take place. All to consider this in their own community.
Homelessness and Rough Sleeping	An event with organisations is taking place in July. KH to feedback discussions, and any actions.
Complaints	All to review the Mutual Exchange website and consider what further information is needed.
AOB	All to consider ideas for a tenant incentive scheme. This may include what the Council can offer to help tenants downsize, look after or be involved in their community, or other ideas members may have. All to consider what the incentives should be.

Neighbourhood and Communities Group

Meeting minutes

Date	1 st August 2024
Time	11:00 – 12:30
Location	Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees

- Kate Hall (KH), Housing Engagement and Inclusion Officer
- Kerrie Hearn (KeH), Anti-Social Behaviour Officer
- Vince Lydon (VL), Community Engagement Officer
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant
- Daniel Lloyd (DL), Head of Tenant Services

[REDACTED] bought a neighbour, KH to confirm name.

Apologies

- [REDACTED], Tenant
- [REDACTED], Tenant

Topic	Discussion
Introductions	Members went round the table to introduce themselves. Due to shortage of staff, Daniel attended the meeting late and replaced Kerrie.
Kerrie Hearn, ASB Officer	KeH introduced herself and her role as the ASB Officer, including her responsibilities. KeH also explained what her limitations are as a Housing ASB officer, and how she works with the Police. This was members opportunity to understand how RBC Housing deals with ASB, such as Housing land compared to public space. Members discussed the use of cannabis, and how it is not a priority to the Police. For KeH, it is very hard to prove that someone is using the drug unless we catch them in the act. Instead KeH treats it as an obnoxious odour. This way KeH can approach them to discuss the matter. In a public space, more communication needs to be around encouraging residents to report ASB in an area. It is common that residents feel that when they report nothing is done, however Police need a larger database to change their usual patrol routes. The more reports they get, the better chance there is to do this. [REDACTED] asked about mediation, and KeH confirmed we review ASB reports from both sides and use Mediation Surrey.

	KeH left meeting.
Vince Lydon, Community Engagement Officer	VL discussed his role and how RBC can be more engaged with the community, including voluntary sector and what issues are happening in the more deprived areas. In the previous meeting, members discussed a directory of organisations that could be helpful to tenants. VL introduced the Tribe Project, a directory of non-profit organisations that residents can use for free. This is an online app, meaning it may exclude those unable to get online. Printed versions quickly run out of date. Further thought on this. We also discussed door knocking with new tenants to discuss what is going on in the community.
Energy saving initiatives	DL joined meeting. The group discussed how we can help tenants save money on their energy bills this winter. Ideas included: - Thermal curtains - Radiator foil - Air fryers - 'Is your house ready for winter? Campaign - 'Do you know how to programme your boiler?' campaign - Jumpers, hot water bottles, blankets, thermal cups - Reach out to companies that could donate items for tenants.
Tenant Incentive scheme	Currently, we mostly interact with tenants when we are collecting rent. We want a scheme that recognises tenants when they are not in breach of their tenancy agreement or helps the council. Members discussed what incentives we can offer to tenants who downsize, most of which was practical support rather than financial including arranging movers. Members also raised how older couples do not always share a bedroom meaning they need two bedrooms, but they do not qualify for this according to the Allocations Policy. Does this need reviewing? Proposal: Could we open up IRL events to older tenants so they can get a sense of the community there should they decide to downsize?
Annual report	Members reviewed the annual report from 2022/2023, discussing how we can make future publications more engaging. Members agreed that they liked the layout and had concerns that an online version required more effort to access. Members discussed at an online version being emailed to you and using a similar format to the Tenant E-newsletter. Discussed the option to have an incentive included for those who read it.
Next meeting	We will discuss the Hoarding Policy.

	Agreed we will next meet on Thursday 12 th September, 11am.
AOB	More focus on community events, including a calendar – what are events we could do? This would increase council visibility and a 'touching base' exercise, something similar to the Garfield Road Get Together event but Borough wide. KH explained that we need more reason to do this, as they can be costly. For example, estate improvements, community outreach, ASB, and we need tenants requesting this. Proposal: Could we do a Christmas event, including the energy incentive scheme. Town Sports Days may belong to Community Development. KH to send this to their team. VG explained the benefits of interactive bins, that encourage young ones to dispose of their litter. KH to speak with Environmental Health to see if we can invest in these in open spaces and Housing land.

Actions:

Topic	Detail	Responsible
Attendees	Share details of Vince and his Community Action Groups	KH
Energy incentive scheme	Establish what items we can give to tenants, create a communications campaign, secure a budget for the initiative, and how these items can be allocated. Maggie Ward, Head of Housing to attend this meeting.	KH
Tenant Incentive Scheme	To find out when the Allocations Scheme is next up for review.	DL
Annual Report	Write up a proposal on how the Annual Report can be distributed, including savings.	KH
Tenant event calendar	To create a calendar of when events can take part. Though these need to be related to housing, are there times in the year we can do outreach?	ALL

Neighbourhood and Communities Group

Meeting Minutes

Date	12 th September 2024
Time	11am – 12.30pm
Location	Meeting Room 6 Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Kate Hall, Housing Engagement and Inclusion Officer
- Daniel Lloyd, Head of Tenant Services
- Maggie Ward, Corporate Head of Housing
- Iqvinder Sokhal (11.30 – 12.00), Head of Housing Solutions
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant
- Gillian McLaren (11.30 – 12.30), TPAS

Apologies

- Angela Horsey, Business Development & Poligy Manager
- [REDACTED], Tenant
- [REDACTED], Tenant

Minutes

Welcome and introductions	We were joined by Gill from Tpas to review our meeting.
Tenant event calendar	Members discussed what would be needed in order for an event to be successful, this included: - There has to be hook in order for residents to attend. - In walking distance from their home. - Consistent. - Acknowledge there's a turnover of interest which is reflected in the community. When different tenants move in, there may be a difference in priority. - Increase of communication. This is to be further discussed.
Homelessness and Rough Sleeping Strategy	We were joined by Iqvinder Sokhal, Head of Homeless Prevention, who gave an overview of the strategy. Members asked questions of figures. It currently seems like homelessness is not a problem in the borough, however this is due to the work of homeless prevention teams. An article could be published to reflect this.

	Questions were also asked around timescales and woman refuge. More use of local noticeboards on what id the first point of contact should a resident be at risk of homelessness. One stop point of call for assistance. Members were given a copy of the strategy.
Energy saving initiatives	Members discussed how we can introduce energy saving initiatives. Ready for Winter campaign. Consider Offer boiler inspections Create an advice pack to be distributed, depending on what boilers we have installed in properties. Request this information from compliance. Include in void packs. Action: - Speak to compliance to ask K&T to assist with distribution Identifying those in need: - Those in rent arrears - Low EPC rating Distribution - Community Rooms - Health centres - Community centres - Schools
Next meeting	Suggested 24 October to include: - Update on campaign - Details on parking - Tenant event calendar

Actions

Energy Saving Initiatives	Campaign on 'Get your home winter ready'	DL
	Create void pack on making best use of your boiler.	
	Discuss boiler inspections.	
Event calendar	To identify 'hooks' or objectives as to when RBC would host an event.	TBC

Next meeting to be confirmed	Suggestion of 24 October, 11.30 – 13.00	TBC
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Neighbourhood and Communities Group

Meeting Minutes

Date	20 January 2025
Time	11am – 12.30pm
Location	Magna Charta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Maggie Ward – Corporate Head of Housing
- Andrea Norman-Walker Engagement and Inclusion Officer
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)

Andrea Norman-Walker welcomed all the residents, explained the aim of the meeting and introduced Maggie Ward, Corporate Head of Housing.

1. Our plans for 2025

Maggie Ward summarized the different ***maintenance programmes*** run by the Housing Department and mentioned some examples:

- ***improve thermo-efficiency*** to achieve higher EPC rating: external wall insulations, solar panels on roofs,
- ***bathroom and kitchen replacement***,
- ***fire door replacement*** along with fire stops in loft areas,
- ***internal decoration programmes*** that are dementia-friendly and the colour schemes are more eyesight friendly,
- ***improve electrics*** of communal areas,
- ***improve general appearance*** of areas,
- ***Surrey Towers lifts and windows replacement*** – one of the biggest programmes that will start in April 2025 and expected to last 15 months.

Housing ***was looking for a mobile caretaker for a long time to improve services***, but no one expressed interest in the job. Decision hasn't been taken yet but there are plans that the ***current caretakers might be replaced by a contractor***. It would mean that there would be coverage in case of sickness or holiday. The residents of Grove Court and Darley Dene indicated that their caretaker is very good, and he can help with odd jobs, so no one needs to be called to do it. A contractor wouldn't offer this extra service.

Maggie talked about the **ground maintenance service**. She explained that the previous contractor wanted to raise their fee, but the Council couldn't agree to that. So, the contractor reduced the level of service and would not agree an extension to the contract, so it has taken some time for the Council to expand its own grounds maintenance team to take on all the housing work. **A new team is in place now**, but their **services are limited** as well **due to the increasing costs**. Maggie made it clear that the **maintenance of the gardens are in progress and we are asking the contractor to address the shrubs and hedges which are overgrown, but no major refurbishment is planned** because of lack of funds.

Maggie explained **the current financial situation**:

- Runnymede has **£90 million debt** which is the result of a decision taken in 2011 to pay a one-off sum to the government for the housing stock to get rid of the annual "£6 million plus" payments. £111 million was borrowed. The Council got £13 million from rents in 2011.
- The financial situation was not helped by the rent reduction that was imposed on the Council by the government. It meant that £50 million is missing from the planned income so along with the increasing costs, the Council will not be able to pay back all its debt when the loans are due,
- Currently the **reserves are £20 million** but the commitments for upgrades and servicing the debt will result in a few years in zero reserves.
- Upgrade programmes mean that councils are competing for contractors and that drives the prices up. Last year the **rent increase** was high due to inflation but **this year it is going to be only 2.7%**.

Maggie informed the Group about the current **IT developments**. She made it clear that **Housing strives to move 80% of its customer service/transactions online**. Providing the **new Housing online account** to everyone is a priority in the next few months. Through the new online account, a **vast amount of information will be available** such as repairs to the specific property and planned maintenance programmes for the block or estate. Rent accounts can now be viewed with all **payments**. **Contacting Housing** will be quicker, easier and more transparent as all contacts will be recorded and can be tracked.

Regarding empty properties, Maggie confirmed that there is **very limited increase** as people rarely move out of a property unless they are seeking another tenancy, moving to a nursing home or die. However, **RBC is looking at improving void performance as our current turnaround times are too long**.

Answering a question regarding **mutual exchanges**, Maggie said that as **social housing is scarce, allocations are based on legally adopted allocation policy that ensures equal opportunities for everyone**. The policy has to ensure that families and friends don't exchange properties outside of the Allocation rules accessing homes ahead of people on the waiting list.

She suggested that anyone who would like **to move and has a housing need should apply to transfer through the Housing Register where they will get priority**.

Maggie was asked **how tenants' interests will be looked after by the new unitary authorities**. Maggie reiterated that **tenants' rights are legally protected** so no one should worry about that. **The establishment of the new system will take time and residents/tenants will be involved in the process through consultations**. Most probably pooling of the resources would mean that allocation to people in the area would still be protected but potentially with some people from the wider area bidding and the same for Runnymede residents. There could be a % split but this would make it easier for those who would want to re-locate. Maggie expects that contracts will not be changed. **All participants agreed that councils are better landlords than the housing associations**. They seem to be less accountable, and they permit themselves to ignore tenants.

2. Projects proposed by residents

- *Man-shed with DIY training*

██████████ introduced the project:

- a “**man-shed**” **would serve several purposes**: it would be a **meeting hub** for men interested in carpentry to exchange ideas, best practices and **at the same time practice their skills**,
- it could **run projects like renovating benches** across Runnymede,
- it **could offer DIY “training”** to any age group/sex.

The members of the Group liked the idea, but it was mentioned that **there is already a men-shed in Chertsey run by Rob Marshall**, an ex-military officer. I informed the Group that I tried to reach Mr Marshall by emails but to no avail. ██████████ were asked **to contact him and find out details of his project** and if there was any way to cooperate. Depending on their findings, further plans will be discussed.

- *Map corrections*

██████████ put this project forward: **since upgrading the maps, borders are not clear between Surrey County Council and Runnymede Borough Council** regarding alleyways, trees, hedges, etc. **This causes confusion when tenants require specific ground maintenance jobs**. The Group discussed the idea and concluded that **while Google’s Street View is updated, it seems that RBC doesn’t have the latest correct version**. ██████████ would be happy to offer his help with upgrading RBC’s maps if necessary. **Feedback from Housing was requested**.

- *Gardening and Crafts workshops*

██████████ presented her gardening work at Darley Dene (Independent Retirement Living Scheme). ██████████ loves gardening and **she spends a lot of time and money on their communal garden**. She is really pleased that she has this opportunity to follow her passion. ██████████ **would be happy to cooperate with other IRL Schemes or offer her expertise to other gardening projects on Council estates**. **RBC should follow up on previous “growing” initiatives and facilitate** (allotments, expertise) **them**.

██████████ loves sewing. She sewed several curtains, and furniture covers in the communal area of Darley Dene. She **offered to assist with crafts workshops**.

- *Energy saving leaflets*

The idea was discussed at the previous meeting, but it was not followed up. The Group **unanimously agreed that information regarding ways to save energy would be very useful** to tenants. **Housing is to put a draft forward that the Group would check and give feedback on**.

3. Next meeting

It was agreed that the next meeting would be held on 17 March 2025 at the Civic Office.

Neighbourhood and Communities Group

Meeting Minutes

Date	17 March 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Daniel Lloyd, Head of Housing Operations (joined at the end of the meeting to discuss ground maintenance)
- Vince Lydon, Community Engagement Officer
- Andrea Norman-Walker, Engagement and Inclusion Officer
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)

Andrea Norman-Walker welcomed all the residents, explained the aim of the meeting and introduced Vince Lydon, Community Engagement Officer.

1. Community Engagement

Vince summarized his role as Community Engagement Officer:

- The priority is to connect with residents, voluntary sector representatives, councillors and service providers, and to listen,
- Facilitate community meetings for sharing information, best practices, networking,
- Invite guest speakers to the meetings to inform the participants of specific services for example– Fire and Rescue Service,
- Call to action – for example fly-tipping, anti-social behaviour, graffiti,
- Assist different community projects.

A lively discussion took place regarding the different communication channels and how to make information available to everyone. Vince highlighted community information available through **Welcome to Connect to Support Surrey** website, Runnymede Council's What's On

in Runnymede Facebook, etc. However, not everyone is digitally connected. There are people who can't afford to pay for broadband or don't have the equipment. These people shouldn't be excluded,

Vince is working on projects that aim at providing digital skills to residents along with equipment.

Voluntary Support North Surrey to support voluntary organisation across the borough for example with recruitment of volunteers and fundraising.

■■■■ brought up the controversy of living in a neighbourhood that is - in general - well-to-do, but there are residents who would need substantial support. However, he feels that the Council should support people who are struggling, despite the apparent affluence of the area. Vince assured ■■■■ that there is a recognition of deprived areas and of individual needs regardless of their locality.

Vince talked about the different projects that are supporting families including sporting activities. The Council funded ACE projects delivering sporting activities across the Borough including KickX where young people can play football. He emphasized that there are many other activities available for different age groups. The most up-to-date information about the different programmes are on the Runnymede Borough Council's Facebook page that is updated daily.

The Group members found this information very useful.

2. Projects proposed by residents

- DIY shed

■■■■ had visited the Man-shed in Chertsey and met Rob Marshall, an ex-military officer who is helping to run the project. They have very good equipment. The annual fee is £20. There are materials donated by local companies. One of the last works the shed produced was a cabinet for a local school. See <https://www.facebook.com/share/1Aq57EsKnt/>. According to ■■■■ the shed's WhatsApp provides an opportunity to have great discussions on DIY related matters.

Vince and Andrea visited the shed in Addlestone. The Community Centre runs the project but the person who is responsible for it is away, so information on their work will be provided on his return.

- Map corrections

The Council's GIS maps show whether Surrey or Runnymede are responsible for alleyways, trees, hedges etc. However, there is an IT upgrade project in progress that will enhance the reliability of these maps.

- Communal garden

Andrea outlined a plan for a possible communal garden project at the Garfield Estate. Housing would facilitate the set up - would assist with finding a plot and exploring funding opportunities - but running the project would need to be taken on by the residents. Consultation with residents will start on 20 March. Darley Dene Independent Retirement Living Scheme residents would be welcome to join. [REDACTED] would be happy to help with her expertise. It was agreed that [REDACTED] and [REDACTED] would check if anyone would be interested to assist.

- *Energy saving leaflets*

Andrea reported that the energy saving tips leaflet draft is ready. (It was decided following the meeting that this draft would be sent around to the group and feedback would be requested.)

3. Plans for grounds maintenance

Daniel Lloyd, Head of Housing Operations joined us to talk about the Housing Department's ground maintenance plans for this year.

He explained that there had been some problems with the grounds maintenance service since Runnymede BC took responsibility back from Surrey County Council, but the issues were being addressed. The team had been completing seasonal works, such as hedge cutting, and attending to other areas that required additional attention, e.g. on the Garfield Road estate.

A new Estate Services Team Leader is starting in April 2025 who will be leading on joint inspections so that current schedules can be reviewed, amended where necessary and approved.

Housing Services is also recruiting a new Head of Tenancy Services. The ground maintenance team is also reviewing IT options to potentially improve the scheduling and programming of works.

[REDACTED] and [REDACTED] reported that behind the Chertsey Cricket Club, the pathway entrance to Gogmore Farm Park from Grove Road is in a very poor state; it has several cracks and broken fence panels strewn alongside. Photos were presented. Daniel said that he needed to check it with his colleagues. [REDACTED] also mentioned a leaning lamp post that is off Riversdale Close in Gogmore Farm Park. Daniel advised that lamp posts are the responsibility of Street Lighting and confirmed how to report issues with streetlights. This needs to be reported through the website: [Street lighting – Runnymede Borough Council](#).

Several tenants complained that grass verges were cut in their neighbourhood by Surrey County Council (SCC) and then swept to the side, along fences, walls and doors. Some of the mounds of green waste are there since last autumn. Daniel suggested that they take photos and report the sites impacted either to SCC if it's on highways or to Runnymede Borough Council if it's on Housing grounds.

4. Looking ahead – new project proposals

■ would be happy to organise a litter picking event. Andrea to check if Housing can provide bags and litter picking equipment. Andrea to check the feasibility of interactive bins.

5. *Any Other Business - Next meeting*

It was agreed that the next meeting would be held on Monday 19 May 2025 at the Civic Centre

Neighbourhood and Communities Group

Meeting Minutes

Date	Monday, 19 May 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Katie Walker – Community Safety Manager
- Ashley Gordon – Anti-Social Behaviour Officer
- Robert Burge – Estate Services Team Leader
- Andrea Norman-Walker, Engagement and Inclusion Officer
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
-

Andrea Norman-Walker welcomed all the residents, outlined the agenda of the meeting and introduced the guest speakers.

1. Anti-Social Behaviour – the “Resident Journey”

Ashley Gordon, Anti-Social Behaviour Officer at the Housing Services reiterated the importance of reporting any anti-social behaviour:

1. in order to be able to address the issue, we need to be aware of it,
2. the police can patrol more often the area where anti-social behaviour occurred.

Ashley then focused on the different ways tenants can report such behaviour and the route the report takes afterwards.

Report it:

- on the Runnymede Borough Council (RBC) website,
- by phone - using the general phone number/Customer Services,
- by email – addressed directly to him,
- in person – at the Civic Office.

Following the report, Ashley would contact the person who reported the antisocial behaviour and visit them or arrange a meeting at the Council. The anonymity of this person is guaranteed.

Ashley explained that the first step of the “investigation” is to gather evidence. As part of this process all sides’ claims are examined.

The easiest way to prove one’s claim is to record the illegal activity on the so called “noise app” on the phone.

The period of time when it is regarded “normal”, (social) to do any activities that can cause noise - including “loud” music” – is 9am-9pm. However, of course it doesn’t mean that someone could listen to loud music every day continuously from 9am to 9pm.

It is surprising how people have different views on “social behaviour norms”, what is reasonable and what is unacceptable.

Ashley’s mediating role brings better results if the issue is reported early.

██████████ mentioned that his neighbour – especially on summer nights – has rap on until 1-2am. He didn’t report them yet, but he thinks someone needs to let them know that their behaviour is very disturbing. Ashley agreed that sometimes - in a friendly neighbourhood - it’s enough to knock on the neighbour’s door and tell them that their behaviour is not acceptable.

A lively discussion took place about the different types of anti-social behaviour:

- noise nuisance – loud music, barking dogs, screaming/shouting, slamming doors,
- obnoxious smells – like cannabis.

2. Runnymede Community Safety Partnership

Katie Walker, Community Safety Manager shared ideas about approaching neighbours: the so called “Dear Neighbour” Form (see attached) can be very useful to call the attention of one’s neighbour to their antisocial behaviour. She assured the Group that there are several tools & powers available, such as noise monitoring equipment (in potential statutory noise nuisance cases) to gather evidence and hold perpetrators to account for a variety of behaviours, including noxious odours (such as the smell of cannabis coming from a property).

She described the process for the Community Protection Notice (CPN), which is a legal sanction.

- Warning. This must be issued first and is not a legal document. It informs an individual/business of the behaviour they must stop to address their antisocial behaviour. Officers need to be ‘satisfied on reasonable grounds’ – balance of probability not criminal burden of proof
- Notice. If the behaviour continues, the warning may be progressed to a notice. Again, doesn’t require criminal burden of proof to issue, but can be challenged at court, therefore supporting evidence is required.

- Legal procedure. If behaviour continues, breach of the CPN is an offence.

Katie explained the close cooperation between their team and the ASB Officer. The Community Safety Partnership was created to fulfil the legal obligation of reducing crime, disorder and antisocial behaviour. This is achieved through different organisations working collaboratively. The current priorities of the Partnership Plan are:

1. Anti-social behaviour,
2. Water safety,
3. Violence against women and girls.

The Community Safety Team at RBC are working to establish the new priorities for the Plan for 2025-28. Katie asked the members of the Group to fill a survey to ensure the priorities reflect the concerns and experiences of the community. The survey asks a range of questions about individuals' experiences and perceptions of crime. The data will be analysed and cross-referenced with Community Safety Plans nationally to determine the top three priorities for 2025 – 2028. (Find link here: [Community Safety Partnership – Runnymede Borough Council](#))

The Group are kindly asked to promote the survey with friends and family, including young people, to ensure as many voices as possible are heard throughout the consultation period.

Katie mentioned StreetSafe, a service that allows residents to report safety concerns that are behaviour driven or environmental - in public places. For example, someone feels unsafe due to verbal abuse or being followed, poorly lit streets, etc.

3. Estate Services

Rob Burge introduced himself and summarised his main responsibilities as the Estate Services Team Leader.

There were several questions raised regarding ground maintenance:

- [REDACTED] showed photos of uneven pavements (due to tree roots breaking through) in Chertsey behind the cricket Club,
- [REDACTED] mentioned that Floral House used to have lovely gardens but as the older residents are unable to attend to it now and the new – and much younger – residents are not interested, the state of the gardens are not as spectacular as before,

Rob promised to look into these reports.

4. Projects proposed by residents

Andrea thanked everyone who contributed to the Energy Saving Leaflets. They are ready but they will be distributed in the autumn.

It was agreed that litter-picking will be organised later in the year.

Andrea confirmed that the Communal Garden project will be followed up after the presentation of the Community Development officer at Walton Charity, Anna Clifton at the next Group meeting.

5. Any Other Business - Next meeting

■■■■ asked to review Floral House's laundry capacities: the washing machines work very well but the tumble dryers keep breaking down. They are for domestic use rather than for "commercial".

■■■■ also asked Housing to attend to the new fire doors. Residents with walkers can't get through them as the previously installed magnets are "missing". The contractors said they would come back to re-install them, but it didn't happen causing distress to residents with mobility issues.

It was agreed that the next meeting would be held on Monday 8 September 2025 at the Civic Centre.

Neighbourhood and Communities Group

Meeting Minutes

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Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Katie Walker – Community Safety Manager
- Ashley Gordon – Anti-Social Behaviour Officer
- Robert Burge – Estate Services Team Leader
- Andrea Norman-Walker, Engagement and Inclusion Officer
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED]

Andrea Norman-Walker welcomed all the residents, outlined the agenda of the meeting and introduced the guest speakers.

1. Anti-Social Behaviour – the “Resident Journey”

Ashley Gordon, Anti-Social Behaviour Officer at the Housing Services reiterated the importance of reporting any anti-social behaviour:

1. in order to be able to address the issue, we need to be aware of it,
2. the police can patrol more often the area where anti-social behaviour occurred.

Ashley then focused on the different ways tenants can report such behaviour and the route the report takes afterwards.

Report it:

- on the Runnymede Borough Council (RBC) website,
- by phone - using the general phone number/Customer Services,
- by email – addressed directly to him,
- in person – at the Civic Office.

Following the report, Ashley would contact the person who reported the antisocial behaviour and visit them or arrange a meeting at the Council. The anonymity of this person is guaranteed.

Ashley explained that the first step of the “investigation” is to gather evidence. As part of this process all sides’ claims are examined.

The easiest way to prove one’s claim is to record the illegal activity on the so called “noise app” on the phone.

The period of time when it is regarded “normal”, (social) to do any activities that can cause noise - including “loud” music” – is 9am-9pm. However, of course it doesn’t mean that someone could listen to loud music every day continuously from 9am to 9pm.

It is surprising how people have different views on “social behaviour norms”, what is reasonable and what is unacceptable.

Ashley’s mediating role brings better results if the issue is reported early.

██████████ mentioned that his neighbour – especially on summer nights – has rap on until 1-2am. He didn’t report them yet, but he thinks someone needs to let them know that their behaviour is very disturbing. Ashley agreed that sometimes - in a friendly neighbourhood - it’s enough to knock on the neighbour’s door and tell them that their behaviour is not acceptable.

A lively discussion took place about the different types of anti-social behaviour:

- noise nuisance – loud music, barking dogs, screaming/shouting, slamming doors,
- obnoxious smells – like cannabis.

2. Runnymede Community Safety Partnership

Katie Walker, Community Safety Manager shared ideas about approaching neighbours: the so called “Dear Neighbour” Form (see attached) can be very useful to call the attention of one’s neighbour to their antisocial behaviour. She assured the Group that there are several tools & powers available, such as noise monitoring equipment (in potential statutory noise nuisance cases) to gather evidence and hold perpetrators to account for a variety of behaviours, including noxious odours (such as the smell of cannabis coming from a property).

She described the process for the Community Protection Notice (CPN), which is a legal sanction.

- Warning. This must be issued first and is not a legal document. It informs an individual/business of the behaviour they must stop to address their antisocial behaviour. Officers need to be ‘satisfied on reasonable grounds’ – balance of probability not criminal burden of proof
- Notice. If the behaviour continues, the warning may be progressed to a notice. Again, doesn’t require criminal burden of proof to issue, but can be challenged at court, therefore supporting evidence is required.

- Legal procedure. If behaviour continues, breach of the CPN is an offence.

Katie explained the close cooperation between their team and the ASB Officer. The Community Safety Partnership was created to fulfil the legal obligation of reducing crime, disorder and antisocial behaviour. This is achieved through different organisations working collaboratively. The current priorities of the Partnership Plan are:

1. Anti-social behaviour,
2. Water safety,
3. Violence against women and girls.

The Community Safety Team at RBC are working to establish the new priorities for the Plan for 2025-28. Katie asked the members of the Group to fill a survey to ensure the priorities reflect the concerns and experiences of the community. The survey asks a range of questions about individuals' experiences and perceptions of crime. The data will be analysed and cross-referenced with Community Safety Plans nationally to determine the top three priorities for 2025 – 2028. (Find link here: [Community Safety Partnership – Runnymede Borough Council](#))

The Group are kindly asked to promote the survey with friends and family, including young people, to ensure as many voices as possible are heard throughout the consultation period.

Katie mentioned StreetSafe, a service that allows residents to report safety concerns that are behaviour driven or environmental - in public places. For example, someone feels unsafe due to verbal abuse or being followed, poorly lit streets, etc.

3. Estate Services

Rob Burge introduced himself and summarised his main responsibilities as the Estate Services Team Leader.

There were several questions raised regarding ground maintenance:

- [REDACTED] showed photos of uneven pavements (due to tree roots breaking through) in Chertsey behind the cricket Club,
- [REDACTED] mentioned that Floral House used to have lovely gardens but as the older residents are unable to attend to it now and the new – and much younger – residents are not interested, the state of the gardens are not as spectacular as before,

Rob promised to look into these reports.

4. Projects proposed by residents

Andrea thanked everyone who contributed to the Energy Saving Leaflets. They are ready but they will be distributed in the autumn.

It was agreed that litter-picking will be organised later in the year.

Andrea confirmed that the Communal Garden project will be followed up after the presentation of the Community Development officer at Walton Charity, Anna Clifton at the next Group meeting.

5. Any Other Business - Next meeting

■■■■ asked to review Floral House's laundry capacities: the washing machines work very well but the tumble dryers keep breaking down. They are for domestic use rather than for "commercial".

■■■■ also asked Housing to attend to the new fire doors. Residents with walkers can't get through them as the previously installed magnets are "missing". The contractors said they would come back to re-install them, but it didn't happen causing distress to residents with mobility issues.

It was agreed that the next meeting would be held on Monday 8 September 2025 at the Civic Centre.

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.

Neighbourhood and Communities Group

Meeting Minutes

Date	Monday, 10 November 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Inspector Ian Nash, Runnymede Borough Commander (present at the first part)
- Angela Horsey – Business Development and Policy Manager (present at the first part)
- Robert Burge, Estate Services Team Leader
- Andrea Norman-Walker, Engagement and Inclusion Officer
- (tenant)
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Apologies

- (tenant)
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1. Welcome and feedback from the previous meeting

Andrea Norman-Walker welcomed all the residents and asked new members to introduce themselves. She outlined the agenda and reported back on the issues raised at the previous meeting.

Andrea introduced the guest speaker, Inspector Ian Nash, Runnymede Borough Commander.

2. Antisocial behaviour (ASB) in the Borough

In his introduction, Ian talked about the structure of the police force under his command and then outlined his priorities for the Borough:

- Last year, there was an increase in crime, with approximately 200 additional reports relating to shoplifting alone received. Ian mentioned **shoplifting** as an example and confirmed that **he focuses on helping and protecting the business community to effectively address this issue**. The police managed to solve almost 50% of the reported shoplifting crimes in Addlestone last year due to better knowledge of the individuals committing them. The “Criminal Behaviour Order” assists the police, as it forbids those who have previously committed a crime from going to specific places. Cameras enable facial recognition technology to be used which is also very useful in identifying culprits.

In response to a question, Ian said that reporting shoplifting is the responsibility of the business owner. However, if a member of the public witnesses it, they should inform the security guard or shop owner. It was noted that offenders often get away without any serious consequences, so they continue shoplifting. Ian explained the process: the police’s task is to gather evidence, make arrests, and forward the case to the courts. He emphasized that if someone is caught shoplifting in multiple locations—Addlestone, Egham, etc.—the police will initiate an ASB (Anti-Social Behaviour) process alongside the criminal investigation (Community Protection Order). Ian also mentioned that there is a business community WhatsApp group in Addlestone that shares information about shoplifting, which is very helpful.

- **Tackling ASB:** According to surveys, it is a growing problem across the Borough. Ian showed where residents can report ASB on the Surrey Police website (or by calling 999/101). He reiterated that when someone reports ASB, the police will call them back to gather more information about the incident.
- **Preventing burglaries:** Based on intelligence, more patrols are being deployed to specific areas.

Ian was asked about “double yellow line parking.” He informed the group that parking has been decriminalised, and enforcement is now the responsibility of Surrey County Council.

It was reported that behind the Addlestone Community Centre, Uber drivers are servicing their cars and motorbikes while playing loud music and leaving behind so much rubbish that it amounts to fly-tipping. Rob Burge agreed to follow up. Ian advised residents to report ASB to the police.

Ian was asked about catapults. He confirmed that under the Public Spaces Protection Order, following a successful consultation, the use of catapults has been criminalised to protect wildlife and tackle ASB. A start date for this legislation to come into effect will be published in due course.

A resident from Pooley Green Park described the park as a “hotbed” of ASB. RBC invested significantly in improving its facilities, but the new lights were vandalised. Ian encouraged residents to report ASB to the police

Ian stated that it is not a legal requirement for dogs to be on a lead, but they must be under control. If an “unruly” dog is reported, the police refer the owner to the Blue Training Foundation for a training course. If a dog causes serious injuries, it may be put down.

Regarding parcel thefts, Ian acknowledged that it was a problem in the past, but the police managed to address it. However, he asked residents to report delivery issues (e.g., parcels left at the wrong door or delivered without proper notice) to the delivery services, and thefts to the police. The RBC Community Safety Team has cameras around the Borough that might help determine what happened to a missing parcel.

3. Update on Estate Services

Robert Burge, Estate Services Team Leader, informed the Group that communal property inspections are underway for identifying required repair jobs on our communal properties across the borough. He asked for residents’ assistance in reporting repair needs to our customer services team.

Rob mentioned that Disposal Warnings and TORT notices are being added to items that need to be removed from communal areas, instructing residents to remove items (waste, recyclable materials) from outside their properties within a set time. He brought examples of these notices for the residents to see.

Rob identified curbing fly-tipping as a priority for Housing. He gave an example of broken asbestos—its most dangerous form—left in a garage, which was extremely expensive to remove. He confirmed that the Lyne Community Recycling Centre’s pre-booking trail has now finished and has returned to normal. He acknowledged that the Kingston Community Collection Service’s charge of £85 for five items is high. However, he emphasized the importance of using licensed waste carriers when removing rubbish from any property. He also advised checking their licence on the Environment Agency website, as you may need to show proof of due diligence if the waste is later found to be fly-tipped. Residents urged the council to reconsider offering free bulky item collections at least a couple of times a year.

Several fly-tipping issues were raised, including at Essex Court and behind the Community Centre.

Ground maintenance issues were reported for Malet Close, Orchard Way, and Monks Crescent.

Parking issues were discussed at the Garfield Estate and Malet Close. The latter issue was taken to the local MP, who assured residents that funding was available to address their concerns. Rob agreed that, as a first step, he would check whether the parking spaces fall under Runnymede or Surrey’s responsibility.

Rob promised to follow up on these issues and report back to resident at the next meeting.

A resident from Braeside informed the Group that, following his repeated reports of overgrown gardens around void properties in the area, all gardens have now been cleared—both front and back. He also represented one of his neighbours when reporting a void

property that was causing damage to the adjoining semi-detached house. He was pleased to inform the Group that the void property is now scheduled for renovation and preparation for re-letting. His neighbour is very happy.

4. Stigmatization

The discussion was deferred to the next meeting

5. Consultation on the Hoarding Policy and the Domestic Abuse Policy

Andrea thanked members for the thorough feedback on both policies. She will send the summaries of the feedback along with the Minutes.

6. Projects proposed by residents – updates:

- **Litter-picking** – it was reported that the first litter picking event was successful: residents cleared the grounds around Essex Court and the roadside of Darley Dene. Members were asked to propose other areas for the litter picking project.
- **Communal garden project** – Andrea mentioned that there might be a small plot of land/garden in Chertsey that could be used for the project. She asked members to share their thoughts about the viability of the project.
- **Energy-saving leaflets:** being prepared to be sent to vulnerable residents.

7. Looking ahead – new project proposals.

Darley Dene residents requested assistance with re-varnishing benches in the spring. Members agreed to volunteer.

8. Any Other Business

It was agreed that our next meeting is on 12 January 2026 at the Civic Centre.