

## Notes from July Meeting

Date and Timing:	Monday 22 <sup>nd</sup> July 2024, 6pm-8pm
Location:	City Hall, 64 Victoria Street, SW1A 6QP
Chair:	Darrell Girvan – Resident Chair
Cllr Attendees:	Cllr Begum
WCC Attendees:	Zelda Wolfle - Director of Housing Services and Resident Engagement Claire Barrett - Director of Property and Assets Sarah McCarthy - Resident Engagement Manager Katherine Eaton - City Events Michael Melpous - Head of Estate Services Jonathan Rowing - Head of Parking, Paolo Orezzi- Service Director (Marston) Ayse Kara – Community Assets Officer Rukshana Ali - Resident Engagement Officer Doris Asabi-Amankwaah - Resident Engagement Officer
Residents in attendance	19 residents

### Key Topics:

- **Resident involvement in recruitment:** Sarah McCarthy joined by resident David, who shared his positive experience of being part of the resident panel for senior housing recruitment roles. There was also a video of a resident talking about her experience of helping to recruit a new scheme manager for Community Supported Housing. Encouraged others to sign up for future opportunities. Those interested in future opportunities should contact the Resident Engagement Team.
- **Notting Hill Carnival planning:** Katherine explained the council's role in ensuring public safety, communication, cleansing, licencing, and minimising disruption for residents during Notting Hill Carnival and answered some resident queries around set up and pack away.
- **Parking enforcement and challenges:** Jonathan and Paolo gave an overview of the parking team's functions, challenges, and data-driven approach to issuing PCNs and managing EV charging, car share and cycle

hangers. Body worn cameras and other preventative strategies were discussed to ensure wardens safety.

- **Estate based parking:** Michael clarified the process and criteria for applying for parking permits and bays on estates and asked for feedback and suggestions on how to improve the service and deal with unauthorised parking.
- **Service Standards:** In the April Resident Forum, residents were asked to participate in designing service standards for the Housing Service that reflected how they wanted their interactions with the Housing Service to feel. Zelda asked residents to check that the draft service standards adequately reflected their views and to confirm whether they were happy to sign off the draft. Residents requested a couple of amendments and asked for it to be recirculated for final comments with a deadline for responses. Residents asked that if responses were not received by the deadline the assumption should be that residents are happy with the standards.
- **Chair:** Residents and staff thanked Darrell for stepping in as Chair at short notice.

#### **Action Items:**

##### **Parking Contacts:**

- Share highways & estate managed parking contact details.

##### **Service Standards:**

- Send amended service standard document to forum attendees and ask for confirmation or feedback within a specified deadline.

Please send any feedback to [residentengagement@westminster.gov.uk](mailto:residentengagement@westminster.gov.uk) by 5pm on Friday 9<sup>th</sup> August 2024.