

Notes

BANISTER – PRIORY TRA

ETRA MEETING 16 SEPTEMBER 2025

MEETING NOTES

Agenda:

1. Welcome and Agenda Review
2. Council Update: Estate cleaning
3. Updates from Working Groups
4. Agreement on Budget for 2025-26
5. Signature of Constitution
6. AOB

Attendees (17):

Council:

- Councillor Lynn Troughton, Kings Park
- Rafael Ospina, Senior Cleaning Manager
- Terry Scott, Cleaning Supervisor
- Alicia Isidore, Housing Officer Banister House
- Marcia Campbell, Housing Officer Priory Court

Attendees:

- Andrea W., Banister, Committee
- Eliza, Banister, Resident
- Joe H., Banister, Resident
- John G., Priory, Committee
- Landa D., Banister, Committee
- Leila, Banister, Resident
- Lex S., Priory, Chair
- Paulina P., Priory, Committee
- Peter J., Banister, Secretary
- Philipp L., Priory, Committee
- Roger, Banister, Resident
- Sibyl B., Banister, Committee

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Apologies:

- Joe B., Committee
- Celia B. Committee
- Alex M., Committee
- Daniel N., Committee
- Hannah B., Committee
- Marian R., Committee
- Granville, Committee

Absences:

- Derek M. Committee

1 – WELCOME AND AGENDA REVIEW

- 1.1 This is our first ETRA meeting since the AGM in May. We have had quite a busy summer since. As we now have a full committee, we were able to organise the Big Lunch, the Priory Court Garden Day and Soirée and the Trip to Margate.
- 1.2 We also organised two Committee meetings to draft an action plan going forward with 8 working groups as the vehicle to implement our ideas. The Priory Court Sub-Committee has also had its inaugural meeting in August, and the Priory Court Garden Group has been active, as have the different working groups.
- 1.3 Hoping that everyone took some well deserved time off over the summer. This September meeting will be an opportunity to put all ideas we want to tackle into a structured list.

2 – COUNCIL UPDATE: ESTATE CLEANING

- 2.1 On 29 August, Sam Kirk issued a letter explaining that the council is implementing some changes to the estate cleansing service to improve efficiency and cleanliness across housing estates. The key changes include combining the previously separate 'spot cleaning' and 'enhanced clean' teams so that individual cleaners now have complete responsibility for all cleaning tasks within smaller, dedicated patches, which will increase their visibility to residents and sense of ownership.
- 2.2 The cleaning schedule has been updated with intensive Monday cleans after weekends and lighter daily maintenance Tuesday through Friday, while an additional support crew will assist the existing roving team in problem areas. These changes will be trialed for 12 weeks starting September 1st in Area 3 (North East borough) before rolling out to all estates, with staff numbers and costs remaining the same but service levels expected to improve due to more frequent task completion.
- 2.3 Terry Scott (Cleaning Supervisor) and Rafael Ospina (Senior Cleaning Manager) attended the meeting to introduce themselves and share more information about the updated cleaning schedule. The cleaner responsible for a given area covers all cleaning tasks over a 4 week repeating cycle. The daily routine is 06:30 to 10:30 external cleaning, 10:30 -11:00 break, 11:00 - 13:45 internal cleaning. The cleaning team

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can attend on a weekend for emergencies e.g. blood, urine. Terry suggested setting up a whatsapp group for residents to report cleaning issues, pictures are a useful reference. This has worked well in other areas e.g. Kingsmead estate and Haggerston. Initially only Terry will have access to the group, not the cleaners themselves, so reports are anonymous.

Next steps

- ☐ Sibyl to set up whatsapp group for Banister
- ☒ Lex to set up whatsapp group for Priory

3 – UPDATES FROM WORKING GROUPS

WG1 Activities and Hall (Peter, Leroy, Celia, Alex, Lex)

Objectives

- ☐ A – Define an annual cycle of events to make the TRA an active hub
- ☐ B – Organise a trip to the Sea (Summer) and a trip to France (Winter)
- ☐ C – Work with the halls team to slowly self-govern the hall again (Lex)
- ☐ D – Find ways to provide for children and elderly
- ☐ E – Organise homework club (Alex)

Updates

- Margate trip ran successfully on Sat 23rd Aug. A coach was organised for a daytrip to the seaside, with 44 people from Banister/Priory attending. Positive feedback from all involved: well organised, great weather and a lovely day. Learning for the future is how to notify for last minute cancellations (waiting list system?) so that as many can attend as possible. £310 collected (£10 for adults), minus £26 for parking = £284 cash taken.
- We have made good progress on improving access to the hall. The next step is a clearout and repainting
- The next event we'd like to organise is the Christmas Party. Need to set a date. We could also consider a trip to the pantomime.
- The daytrip to France was a popular previous event that we're also considering. This could be completely self-funded.
- There are plans for a Homework club and several volunteers to help with this
- Leila, long term Banister resident, is volunteering to assist Alex in organising the homework club, welcome and thank you Leila!

Next steps

- ☒ Publicise and get registrations from residents for Margate trip
- ☒ Get access to kitchen cupboards in the Hall
- ☐ Organise September October tidy up (Lex)
- ☐ Put project plans together for events
- ☐ Make an open call for volunteers for a homework club, to find tutors
- ☐ Define a budget for events

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Any budget considerations

- £250 to spruce up the Hall

WG2 Green spaces and Gardening (Sibyl, Andrea, John, Philipp, Celia, Joe H)

Objectives

- ☒ ~~A – Organise a Garden Clean-Up day for Banister House Allotment~~
- ☐ B – Formalise the Banister House Allotment group
- ☐ C – Research options for external funding
- ☒ ~~D – Explore options for more bike hangars on the estate~~
- ☐ E – Speak to the council about the ideas that would involve them and determine feasibility/next steps

Updates

- WG2 met in the garden on 16th July to discuss our ideas. The focal points for green spaces are the gardens on each estate, which have separate garden groups. As WG2 we overlap with these but also consider wider-ranging issues affecting the estate environments such as dog fouling, facilities improvements and cycle storage. We are also looking at: benches, designated areas for dog waste, playground upgrades, expanding the Banister allotment area, estate access/security, removing fencing around green areas. We are focusing on the gardens in the first instance, but will look at other issues.
- Priory Court Garden Group ran a very successful clean up day on 26th July. The initial budget of £500 was used to kick start the garden group, including: hire/purchase equipment/tools, transport to collect as required, posters, hats and food/drink. Pressure washed the edges, made flower beds, and decorated the entrances with flower pots. About 35 people attended. It was an inclusive day, to also celebrate the summer and lots of people see the potential of the gardens. We plan to have one event per season going forwards. Also liaising with Natural Neighbours charity.
- Initial clean up day has been organised for Banister House Sunday 21st September, 2pm onwards. Next we will look at the rules around access/maintenance and refreshing the plot borders. Then regular clean-up days throughout the year
- Joe H got a reply from Tom Carnall and got information on 5 potential locations for bike hangars that have been identified at BH. These will be taken to consultation in the next 2 weeks and could proceed to installation in the next 3 months.
- Phillipp enquired about bike hangars on Priory Court but was told there are issues with having a hangar behind a gate that only residents can access. Cllr. Troughton informed that on Kingsmead estate bike hangar access was restricted to residents, so this should be possible. We will follow up on this further
- Discussion in the meeting around re-use materials for the allotment borders - this would be preferred, but limitations on transport and sufficient quantities for all plots.
- Questions around access to BH allotments and the process
- Playground upgrades – highlighted in a walkabout last year but no actions since. Some things have not changed in the playground for 26 years.

Next steps

- ☒ ~~Meeting with Banister House Allotment leaders to plan clean up day for late Aug/Sept~~
- ☐ Draft basic set of rules for Banister House Allotment Plots
- ☒ ~~Follow up about Bike Hangars with Gulgun~~
- ☐ Research external funding opportunities for community gardens

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- ☐ Engage with council (Orla as first point of contact) on our ideas and determine the right people to speak to/feasibility/next steps
- ☐ Phillipp to forward conversation about Priory Court Bike Hangars to Cllr. Troughton

Any budget considerations:

- We propose £1000 to spruce up the Banister House Community Garden, including the edges, then £600 for 3 x £200 clean up days throughout the year
- £900 - £1100 proposed for Priory Court

WG3 Priory Court Windows (Lex, Paulina, Marian, John, Joe)

Objectives

- ☐ A – Define our ideal window project: supported by stock survey, quotes, and a list of contractors
- ☐ B – Engage with the doers: Keep our on the ground connections alive with Daisy and Daniel
- ☐ C – Engage with the high level: Invite councillors and heads of department to ask for answers
- ☐ D – Engage with the residents and make sure we have one vision
- ☐ E – Prepare evidence for potential refusal of section 20 or compensation for lack of repair

Updates

- We did a lot of research to find evidence for poor Council behaviour
- We complained about the wall Section 20 and collated evidence
- Discussed this at the PC Sub-Committee inaugural meeting

Next steps

- ☒ ~~Work on (surveys, not done), replacement quotes, case study evidence~~
- ☒ ~~Engage with neighbours to get evidence~~
- ☒ ~~Engage with Daisy and Daniel: Ask questions, get stock condition survey~~
- ☐ Collate evidence for councillors
- ☐ Prepare narrative and organise meeting with councillors and higher ups
- ☐ Draft legal documentation to find legal representation
- ☐ Speak to residents and share vision

Any budget considerations

- None at the moment

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WG4 Communication with Residents (Philipp, John, Paulina)

A full engagement plan will come together later. In the interim, it is important to publicise our TRA activities to slowly build awareness in the community, and keep engaging with the residents and tenants. Word of mouth, and engagement with direct neighbours to achieve snowball effect an important aspect of the campaign.

Future idea to create video content to reach more people and make it more tangible. There seems to be a sleeping “banister estate” instagram account.

Updates

- Discussed use of Community Whatsapp groups and different groups for different purposes. Successfully implemented at Priory Court

Any budget considerations

- None at the moment

WG5 Council Flat Issues and Mould (Landa, Granville, Lex)

Lex will support Granville to meet with other members of WG5 and define a plan. In the interim, the idea is to start by getting an overview of what issues exist in which flats. Potentially cross-referenced by LBH stock condition surveys.

Updates

- Not started yet

Any budget considerations

- None yet

WG6 Hackney Council Governance (Leroy, Paulina, Steph, John, Lex)

Objectives

- ☐ A – Create a tracker to monitor council promises, charges and works on estates
- ☐ B – Identify responsible individuals within LBH and build trustful relationships with them
- ☐ C – Leverage for tenant and leaseholder rights by reviewing charges and legislation
- ☐ D – Provide guidance for residents to request services and handle complaints
- ☐ E – Work with Hackney Councillors to improve housing services

Updates

- The research on the Priory Court side was done to feed into WG3
- Discussion on bin quotas per area, as bin stores look untidy
- Discussion around Lifts for Banister House. Lift update is due as was shared at the last Homerton Panel meeting. No update yet whether this will really happen this financial year. Ideally someone should drive this from the TRA side. Lifts at Banister seem to have a huge amount of issues.

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Next steps

- ☐ Reinvigorate the tracker in a central TRA system
- ☐ Philipp to research bin quotas for new builds
- ☐ Continue working on cases as started for Priory Court
- ☐ Find someone to put together cases for Banister House
- ☐ Put together guidance for residents, John volunteers to put templates together
- ☐ Organise a councillor meeting for the window project

Any budget considerations

- None yet

Action Point: Phillipp to follow up on bin quotas

WG7 Clean Public Spaces (Marian, Adelina, Lex)

Objectives

- ☐ A – Establish collaboration with the waste operations teams for cleaner bin stores
- ☐ B – Explore if we can repair bin store with the Estate Improvement Grant (EIG)
- ☐ C – Protect our estate Make sure the gates are safe and work well
- ☐ D – Collaborate with Garden Group for filters to reduce waste flying in from Street
- ☐ E – Work with the cleaner team to define areas that need improved cleaning

Updates

- We have put a proposal together for EIG for PC
- Now that the walkabouts will not happen, we will submit this by email
- A lot of work has been done to improve the gate situation at PC, but still not fully resolved

Next steps

- ☐ Launch a complaint if waste teams keep being unresponsive about missed bins
- ☐ Get confirmation from Marcia re EIG and put a project together for approval
- ☐ Continue working with Anthony to fix the gates issues and track new damage
- ☐ Come up with comms strategy with residents to improve things, help keep tidy
- ☐ Start engaging with the cleaning team to challenge why we pay £15,000pa (PC)

Any budget considerations

- £250 for a communication campaign for improved bin situation

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WG8 TMO (John, Andrea, Philipp, Dan, Lex, Joe B, Johnno)

Objectives

- ☐ A – Establish collaboration with Hackney TMO team
- ☐ B – Understand what is needed to be certified and move towards TMO model
- ☐ C – Validate how well this model works in Hackney / across London by visiting TMOs
- ☐ D – Define what responsibilities we would be willing to take over
- ☐ E – Do a community consultation in Priory Court to understand if we would have majority

Updates

- We met with Tim and have received information on what the steps are to form a TMO
- Coordination of TMO visits has started
- Cllr. T advised there is a successful TMO nearby: Clapton Park

Next steps

- ☒ ~~Meeting with Tim Upton from Hackney's TMO team on 29 July to understand (B)~~
- ☒ ~~Organise visit with David Lucas at Birchfield House (Tower Hamlets) in October~~
- ☐ Organise additional visit on the same day to another TMO
- ☐ Speak to Zahra S. a TMO consultant to see if she could advise
- ☐ Meet and reflect, define what we want around (D) and organise (E)

Any budget considerations

- None yet

4 – AGREEMENT ON BUDGET FOR 2025-26

Big Lunch Grant (£750)

- Applied and spent

Insurance Grant (Actual Insurance Cost)

- Applied and spent

Hackney Community Development Fund (£3750)

- We need to define projects, apply and spend
- We gathered needs today, activities is outstanding, they need to feed in
- Organise committee meeting soon to formalise and apply for funding

First draft for the £3750 of the Community Development Fund:

Budget item	WG	Estimate
Hall improvements	WG1 – Activities and Hall	£250
Event plan (Undecided)	WG1 – Activities and Hall	£550
Banister House Gardens	WG2 – Green space and gardens	£1,600
Priory Court Gardens	WG2 – Green space and gardens	£1,100
Communication Campaign	WG7 – Clean public spaces	£250
TOTAL		£3,750

Estate improvement Grant (£100k across all 30,000 homes)

- We need to submit our applications per estate
- Steph and Lex are doing this for Priory Court
- Banister House, someone needs to lead?

TRA Grant (£600)

- Applied, which will be used for admin spending

5 – SIGNATURE OF CONSTITUTION

Agreement on wording of paragraph 2.9 of constitution, nobody in the committee disapproved via whatsapp:

To promote equal opportunities by being positively committed to opposing all direct and indirect discrimination in all its activities and services and to be actively anti-racist in all TRA activities, which means never tolerating racist acts or language and by challenging and proactively changing policies, behaviours, and beliefs that perpetuate racist ideas and actions.

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Agreement on wording of paragraph 2.9 of constitution, nobody in the committee disapproved via whatsapp:

The Committee will include four TRA Officers: a Chair, Vice-Chair, Secretary and Treasurer, as well as any other ordinary Committee members. The size of the committee should be no fewer than four and no more than 15 members. The TRA will endeavour to have residents from both Banister House and Priory Court estates as officers of the committee. However, residents may elect officers from one estate only if they deem it necessary or appropriate.

Constitution has been issued for signature to the officers on 21 September 2025. Apologies for the delay.

6 – AOB

Philipp gave the Treasurer update on behalf of Marian.

- Next ETRA meetings: 4 November, 3 Feb, 5 May (AGM)
- Next Committee meeting: before 4 Nov

Other updates received since last ETRA meeting:

Banister Hall asbestos concerns

Update on hall asbestos risk, no asbestos was found in the ceiling, it was retested by the Asbestos and Halls teams. They also sealed the crumbling wallpaper. The TRA now also holds an asbestos register, email from Matthew on 23 May 2025.

Housing Ombudsman's findings and general social housing regulations

The Housing Ombudsman published its findings from a special investigation into Hackney Council's Housing service today (22 May 2025). You can read the findings [here](#). And here is the Council's [response](#). For further context, you may find the Regulator of Social Housing's most recent Regulatory Judgement on the Council's Housing service useful [reading](#). This page from Shelter Legal England is also useful for a wider picture of how social housing is now regulated in England [here](#). You can find more in-depth information from the Regulator about its powers and approach [here](#).

Hackney's published accounts

Hackney has published its unaudited accounts [here](#). The public inspection notice for the 2024/25 financial year can be found [here](#). This page contains all the information you need about who to contact, as well as this handy guide to your rights in this area from the National Audit Office [here](#).