

## Ebury Bridge Community Futures Group – Meeting 41

1<sup>st</sup> December 2020, 6.30pm – 8.30pm

via Microsoft Teams

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### Members Attendance:

- Tom McGregor [TMc] – Chairperson
- Tammy Dowdall [TD]
- George Panayioudou [GP]
- Joanna Winterbottom [JW]
- Cristina Pasantes [CPa]
- Charlotte Pragnell [CPr]

### Apologies:

- Mohammed Eisa [ME]

### WCC Officers and Consultants:

1. David Thompson [DT] – Project Director Ebury Bridge
2. Gelina Menville [GM] – Ebury Bridge Regeneration Manager
3. Martin Crank [MC] – Communications & Engagement Manager
4. Louis Blair [LB] – Communities First (ITLA)
5. Millie Morrissey [MM] – Project Support Officer (Meeting notes)
6. Judy Flight [JF] – Non-Residential Project Manager
7. Stephen Stretton [SS] – Programme Manager
8. Hayley Branston [HB] – Maynard (Wayfinding)
9. Elena McLoughlin [EM] – Maynard (Wayfinding)
10. Hannah Noble [HN] – Senior Development Officer
11. Lisa Flounders [LF] – House Group (Branding)

Notes: *This document provides a summary of the discussions which took place during the meeting including questions and respective responses that were raised during the session, action points and key decisions.*

### 1. Welcome

TMc welcomed all members.

### 2. CFG Standing Items

**Action List Review:** Nothing outstanding raised.

### **Matters Arising:**

Customer Journey: MC issued a document to the group yesterday for their review and comment. MC asked for the group to send their comments directly to him.

Service charges: GM explained there is more work to be done to refine the service charges. This will be brought back to the group in the new year.

**Rumour Buster:** No rumours raised.

### **3. Leasehold Disturbance Costs**

CPr shared her personal experience with disturbance costs and feels the current guidance is not clear. This has led her to believe that no personal costs would be incurred and CPr assumed she would be reimbursed for new curtains and lick of paint, but this has not transpired.

CPa added she has not got that far into the process, but it would be beneficial to get clarification of what is and isn't covered. DT stated this is the first time he has known there to be a dispute and no disputes regarding disturbance costs have occurred previously.

DT confirmed he is more than willing to have offline, detailed conversations specific to individual circumstances and explained WCC adhere to the policy and CPO booklet 4 on compensation, which has examples of items which can be claimed for, although this is not an exhausted list; every loss should be recovered on its merit.

DT suggested however that if there is a dispute, CPr should approach the Westminster complaints system and begin a formal process. The complaints reviewing officer, who would be independent, would most likely contact DT for comment. DT recommends that is the most appropriate next step as CPr is disappointed with the situation.

CPr added she thinks the Council need to change their messaging and ensure it is clear what costs the leaseholders must bear for themselves. DT added this is dealt with case by case. LB added there are many aspects of the leasehold offer that are outstanding, however with disturbance costs the Council are out of line with every other local authority. LB added most councils will make a standard contribution to cost of curtains and carpets.

GP asked if this also applies to Secure Tenants moving off the estate. LB explained normally Councils will provide carpets or floor coverings or failing that they will reimburse the cost to Secure Tenants also.

JW confirmed that she had asked WCH about reimbursement for carpets, curtains and redecorations and had been told that this cannot be claimed as a disturbance cost.

DT acknowledged LB point is about being in line with other boroughs and said that this is something the complaints hearing officer should be aware of. DT also noted that LB had used the word the word 'contribution' which alludes to the amount being much less than covering the entire cost.

GP – we're moving because we have to not because we want to. Incurring additional expense added on to us is not fair. DT recommends the complaint system where there is an active dispute that has resulted in an unsatisfactory conclusion.

DT would like LB to give him the printed words which explain explicitly out of the 32 London boroughs, which ones offer payment of replacement carpets and curtains, and which ones offer payment of redecoration for Leaseholders.

DT will send through the link to the complaints system via MC tomorrow to the entire CFG.

Action – Share link to complaints process with CFG [MC]

Action – Send evidence to DT from the other boroughs in regard to leasehold disturbance payments [LB]

#### **4. Wayfinding Update**

EM and HB introduced themselves from Maynard and HN from WCC.

HB refreshed the group on the discussion has at the last CFG, where the emerging wayfinding strategy was spoken about. HB explained this presentation will focus on the design concepts for the signage.

EM gave the presentation which explained the team have carried out a sign audit, site analysis, user journeys and explored an information strategy which touched on key design principles. EM confirmed that work that had been done since the feedback from the CFG last time, in particular the use of building names, and explained the new proposal is to have a building name with a number alongside it, using a developed addressing system.

EM added the team are now considering the addressing themes and would like to work with residents to explore this work further.

For Phase 1 the next steps are to:

- Incorporate feedback received today
- Develop concept to detailed design including material specifications
- Compile coordinated sign placement plans and quantity schedules
- Compile sign content schedule

CPr asked what the naming process will be. HB explained this would be a separate exercise with consultation with the CFG and other residents.

GP raised that the colours used on the signs might be hard for older people to see. EM assured the group that colour contrast tests are carried out in every detailed design research.

MC suggested a separate study for the naming with a smaller working group formed to concentrate and refine the choices, following that a wider consultation and potentially a residents vote to choose the final names. The group agreed this would be a good method.

LB added that in a Peabody estate in Battersea, they incorporated artwork into the building signs, this could be something to consider for Ebury. JW asked that the wayfinding presentation is circulated to the group to give them time to think about this and collate any thoughts or questions.

**Action:** Circulate slides to the group and upload to SharePoint [MM]

**Action:** Form a smaller working group and carry this discussion further [MC]

#### **5. Branding**

MC explained this discussion is the start of a process to create the vision and the brand of Ebury. This starts the process to develop Brand Ebury for the future. HN explained it would be beneficial to get the CFG's opinions and thoughts and keep it at the centre of how we go about the branding/marketing campaign. HN explained this is still in very early stages and this presentation is a starting point. This will be a long-term collaboration with all the group. LF introduced herself and also emphasised this is the start of a process, adding the brand should tell the estate and residents' stories.

LF outlined the vision for the New Ebury is:

- Excellent design
- Sustainability
- Superb public space

- Residents amenities

The new estate should celebrate community and highlight heritage. LF welcomed the CFG's thoughts and ideas and will be providing project updates as things progress. LF invited questions from the group. No questions raised.

**Action:** Circulate the presentation for further analysis and comment [MM/CFG]

HN welcomed any questions the CFG may have at a later stage. This topic will be revisited.

GP asked how the branding will be utilised. MC explained selling and renting the properties is integral to the project and generates revenue. There is a large proportion that WCC will need to sell and rent to pay for everything else. MC emphasised that WCC don't want a brand that makes existing residents feel alienated. The existing community is one of the key selling points.

## **6. Christmas Event**

MC explained everyone should have received a flyer for the Ebury Winter Warmer event through the post. The team will be doing a socially distanced event at Ebury Edge, where residents will be given their hot food and meet the retailers. The food can also be taken home if residents so wish.

A gourmet street food truck will be at Ebury Edge preparing food, there will also be small crafts for children, and Fat Macy's (café operator) will be providing sweet treat boxes for Ebury residents to take away. MC explained this event will be in the spirit of gratitude and the team want to provide people with a treat. MC will send TMc a flyer. The event will take place on Thursday 17<sup>th</sup> December and time slots will be allocated to ensure that social distancing can be maintained.

Action: Send electronic flyer to TMc [MC]

## **7. AOB**

- GM updated the group that the Regeneration Base will be closed from 24<sup>th</sup> December and reopens on Monday 4<sup>th</sup> January.
- JW asked if the group could see a copy of the viability report that is being worked on. DT explained the team are still working on it and hasn't yet been seen by the Cabinet Member. The revised date to go to Cabinet Member is in February 2021. DT assured the CFG that they will get to see it well in advance of February. DT added some things have had to be adjusted in the past few weeks. There will most likely be a dedicated CFG session on this in the new year.
- JW asked when the planning decision on Phase 1 is going to be. DT explained that we have now been advised this is going to determine at the end of January 2021, and no longer the November/December 2020 we have previously been given from the Local Planning Authority. DT added comments on the planning application currently stand 24 objections and 2 comments of support. The CFG will be notified in advance of the planning committee date.
- LB asked if the committee date will be in January, when will Bouygues (BYUK) be on site. DT explained BYUK will give WCC a price for Phase 1 in the new year, allowing the Council to review and potentially accept it. Assuming the price is acceptable and planning is granted, BYUK appointment for Phase 1 should be confirmed in February/March.

- The last resident of Pimlico House is due to move in the next few weeks, allowing for the block to be secured with hoarding and for soft stripping to commence. Demolition is expected to commence in the new year.
- DT informed the CFG that the Regeneration Team had been approached by the armed section of the Met Police regarding using the estate for a training exercise. WCC have agreed for Pimlico House to be used once it becomes fully vacant. The MET Police propose to do the training on a weekend just before or after Christmas. The team will be in attendance and will notify residents within the vicinity in advance so as not to cause alarm. The MET will be using a singular block and will involve explosives and firearms. The Fire brigade are also hoping to have a similar event in the Spring. Further comms will be sent out in due course.

**8. Date of next CFG meeting**

**Tuesday 12<sup>th</sup> January 2021**