

Ebury Bridge Community Partnership Group

1/04/2025

Held at Ebury Edge Community Hall

Attendees	Apologies
CPG Members: Cristina Pasantes (CP) Claire Chin-Sue (CCS) George Panayiodou (GP) Ida Moore (IM) Amelia Alves (AA) Ayssar Hassan (AH) Richard Debenhams (RD) Annie Townshend (AT) Charlotte Pragnell (CP) – Online Viviane Voho (VV) Louis Blair (LB) – Chair	All: Alex Clarke (AC) Joanna Winterbottom (JW) Shaheen Khan (SK) Kevin Day (KD) Michael Melpous (MM) Stephen Stretton (SS) Amanda Winder (AW) Zak Carroll (ZC) Tammy Dowdall (TD)
Westminster City Council: Brian Arscott (BA) Lukas Holden (LH) Emilia Ievolella (EI) Gail Lawrence (GL) Michael Melpous (MM)	
Communities First: Louis Blair (LB)	
Rendall & Rittner: Anna Toreschi (AT)	
McLaren: Maisie Newman (MN)	
JFH Reinis Verbickis (RV) Tom Seath (TS)	

Item	Commentary	Action
1.	<u>Welcome and Introductions</u> 1.1 LB welcomed CPG members and other attendees. A round of introductions took place, for all and new members. 1.2 Apologies - JW, AC, SK, KD, MM, SS, AW, ZC, TD 1.3 'Rumour Buster' -	Action To

	<p>Claire mentioned about a broken bollard, ASB at night at the rear of Doneraile House.</p>	<p>include in standing items about Doneraile House</p>
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Item	Commentary	Action
<p>2.</p>	<p><u>CPG Standing Items</u></p> <p>LH went through the actions from last week, that are complete and in progress. These were updated on the action tracker. Items include:</p> <p>2.1 The buzzer at Doneraile House has been looked at, as well as the pedestrian back gate.</p> <p>2.2 GP asked about security, and whether we do still have the security guard monitoring around the old estate (Doneraile House).</p> <p>2.3 RD thanked JFH for the meeting with 1 Ebury Bridge residents to change the welfare setup from 2 tier stacked to stacked 1 tier side by side. Security cameras have also been lowered to not protrude into 1 Ebury Bridge but still provide security to the site following feedback from a resident of 1 Ebury Bridge</p> <p>2.4 Printed copy of the Home User Guide was provided for GP from a request at last meeting</p> <p>2.5 Community charter – MCL working with residents and meet the McLaren team event is planned 10th April 5-8pm for further feedback.</p> <p>2.6 Notice boards have been installed in both blocks’ foyers. Residents can sign up to mailing lists, newsletters and reminder how to report repairs are included within the boards.</p> <p>2.7 Tammy’s provided the team following the last meeting items related to the property and the wider estate. LH has responded to TD to assist with these questions and to continue correspondence on any other questions/issues raised.</p> <p>2.8 R&R request for a who’s the team to put up on notice boards – This has now been done.</p>	<p>Action Team to see if security guard/patrols at Doneraile House need reinstatement</p>

	<p>2.9 VV asked to AT about additional signage about the refuse disposal. WCC signage to be put up also, MM and TR working together to pick up bulky items, to keep it tidy and keep the area clean. In terms of rubbish, there is signage already and if needed additional one will be installed. This will be continued to be monitored through the Rendall and Rittner monthly CPG updates and issues raised.</p> <p>2.10 MM said we'll be sending out housing newsletters to make sure the message is clear regarding refuse disposal practices and other housing notices and contact details</p> <p>2.11 VV said the issue is that people are dragging their rubbish bags and staining the carpet.</p> <p>2.12 Blinds issue with being non-blackout – In the next 2/3 weeks we'll communicate to residents re next steps.</p> <p>2.13 GP asked about pets in new apartments. MM replied that the procedure to have animals in the blocks is to ask for permission and submit a request through the council. This is included in the council's Tenant Handbook.</p>	<p>Action: Housing newsletters being distributed</p> <p>Action: Next steps about blinds with residents to be communicated</p>
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Item	Commentary	Action
3.	<p><u>WCC Phase One Update and Resident Move-Ins</u></p> <p>3.1 MM gave a summary of the current occupancy within phase one and a recap on the reporting repairs process which was raised at the previous meeting:</p> <ul style="list-style-type: none"> - 114 properties in total within Mandeville House - 71 of these are now and are now occupied, majority are returning residents - 43 flats in which are a mixture between those that are already let (waiting to be occupied), and in the process of being let through the local lettings plan and those on the council's waiting list bidding system, the majority of these being 1 or 2 bed. - By June we expect to have the whole of Mandeville Apartments occupied. <p>3.2 CP asked if all Ebury Temporary Accommodation (TAs) have all moved in, LH replied that 1 and 2 beds have been allocated. Whereas some 3 beds have yet to be allocated to TAs due to the priority of returners and the priority of the Local Lettings Plan</p>	

	<p>3.3 BA gave an update about the market sale flats in Sutherland Apartments:</p> <ul style="list-style-type: none"> - 58 flats complete - 5 exchanges - 2 reserved - 40 remain to sell <p>3.5 MM explained the reporting process –GP said he has as he didn’t have a Home User Guide (HUG) he would like some additional support</p> <p>3.6 GP said he has an issue with the bathroom sink. This has been reported but the waiting time (6 weeks) has been too long. GP said he is expecting a visit from the aftercare team this week It was explained there is a priority system for aftercare repairs and GP and the aftercare team will continue to monitor the report and issue</p> <p>3.7 VV asked to MM about the bills –MM clarified Thames Water bills for water use, electricity is billed from your chosen supplier, and heating and hot water is paid to the council which is then billed to the resident on their individual use.</p> <p>3.9MM added that the coffee mornings are also helpful to attend. Every first Monday of the month 11am to 1pm if residents would like to speak to the team.</p>	<p>Action To recap and go through HUG with GP MM to contact GP</p> <p>Action: Aftercare team will follow up on the repair issue after the planned visit to GP</p>
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Item	Commentary	Action
4.	John F Hunt: Demolition Bucknill House	

	<p>4.1 RV and TS gave an overview of JFH environmental and monitoring targets and how they intend to minimise disruption as much as possible. A short summary of their environmental data was also shown as below</p> <p>4 -John F Hunt Ltd. is committed to long term decarbonisation through implementing clear action plans based data driven decision making. They achieved a 56% reduction in our overall carbon emissions compared to 2022.</p> <p>-Achieved a landfill diversion rate of over 99% for the last three years.</p> <p>Material Innovation - Used high GGBS content within concrete, saving 226 tCO₂e at The Other House project.</p> <p>-In the year to 2024 70% of all fuel purchased was Hydrotreated Vegetable Oil (HVO) resulting in a carbon saving of 388 tCO₂e compared to if diesel had been used.</p> <p>.</p> <p>4.2 Monitoring of dust and noise summary:</p> <p>-All noise monitoring systems (NDV) at Ebury are all linked with the same online software for ease of use and continuity, all data is automatically sent to an online server.</p> <p>-This allows for a two-tier alert system (Amber and Red Exceedance) to be automatically sent to the appropriate site team via SMS or email to warn of any potential breaches in these limits.</p> <p>This will then prompt an investigation into the source of the exceedance and identify any necessary mitigating actions. The onsite manager will be able to implement the mitigations in real time.</p> <p>-The trigger levels, that will be agreed with Westminster Council through the Section 61 Agreement will also be controlled from this system.</p> <p>4.3 RV and TS showed the positioning of the Dust, noise and vibrations monitors in Ebury Bridge:</p>	<p>Action To add in May Newlsetter (Graffiti and paintings)</p> <p>b</p>
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4.4 Westminster City Council regulations are – 75 decibels for 10 hours. If the above is exceeded, the JFH team gets alerted straight away and a change of methodology will be picked up.

4.5 GP asked about Chelsea Barracks, phase 5 and phase 6 disturbance. At present these phases are not in construction and there is recent consultation on phase 5 on Chelsea Barrack currently being carried out.

4.6 The trigger levels in terms of vibration – the trigger point exceedance is 3mm/s

4.6

JFH stated that if above trigger level or not we want to hear your feedback. The team is site based, and you can raise any concerns directly with the team or with the council.

4.7 GP asked how long it will take for the demolition to start?

RV said it will be around 6 weeks for soft demolition and then once roof structure is removed by hand then machinery will start. A munching method is used to reduce the noise level compared to a breaking method. Water is sprayed towards the area of demolition, from 2/3 sides at the same time to help contain dust.

4.8 The follow types of mitigation methods will be used:

- Noise from generators – acoustic blankets are used to shield

	<p>- Vibration From demolition works – Percussive breaking to be reduced as much as possible</p> <p>- Welfare cabins – single storey as opposed to multiple levels</p> <p>4.9 BA added that glass from Bucknill House will be re-used in the future scheme, so it is being carefully removed.</p> <p>4.10 RV mentioned about the graffiti that was carefully transferred from Bucknill House to the Rising Sun pub.</p> <p>4.11 AT asked about the Loveday assisted living residential home and are aware of the Ebury regeneration scheme. LH said the team have visited and that they are aware of the demolition programme.</p> <p>4.12 RV gave a summary of the pre-works taking place currently inside of the building – to allow for the hard demolition to commence.</p> <ul style="list-style-type: none"> - Pre-asbestos checks before removal - Removal of furniture - Analytical testing of air within the flats - If all clear, the removal of all the enclosures can start <p>4.13 JFH is on progressing according to programme. Lessons learnt and CPG working – being helpful.</p>	
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4.	<p><u>Estate Management – Update from Corporate Property and Rendall & Rittner</u></p> <p>Standing items</p> <ul style="list-style-type: none"> • Staffing Updates – Rendall and Rittner, Westminster Council Corporate Property and Housing • Security • Complaints and responses • Contracts and Maintenance (Including Defects) • Concerns/Feedback Raising • Update from Corporate Property <p>4.1 GL set out the standing agenda items to allow feedback into the estate management and understanding of the issues raised and performance of the estate management. The team oversees Rendall & Rittner who are</p>	

contracted for estate management of the new Ebury.

Staffing Updates:

- Team uniforms have now arrived worn by all estate management team members.
- Estate Operative role– this is currently being covered by temporary staff.

4.2 Weekly keep in touch meetings between Corporate Property, Housing, Estate Manager and R&R team

- Bi-weekly defects meeting with Bouygues to update on the number and nature of defects reported by residents.
- This month:
 - Exploring a request for permission for external lights that can be fitted to external balconies.
 - Finalising the budget for 2025/2026 year – likely to be a very small reduction due to known costs rather than provisional sums for some items

4.3 Contract Maintenance Update

A summary of maintenance is provided in the table below:

Item	Status	Update
Landscaping	Quotes being procured, general feedback on quality of planting.	With Spring now here the lawn on ground and 1st floor will be subject to more regular maintenance. Garden contractor appointed for ongoing maintenance.
Veolia refuse and recycling collections	Veolia to confirm the inclusion of regular bulky waste collections as part of contract for Mandeville House.	Visit with Veolia and WCC this month to confirm if current refuse area is suitable to include a bulky waste cage.
Signage	Additional signage is required around the estate including warnings re. bollards, height of car park	Temporary signage was placed on each of the entrance gates to the playground, whilst the proper signage is being

	entrance, safety while using playground.	designed. Additional signage will be installed shortly.
New Risk Assessments	New risk assessments will be procured in April when signage has been installed.	New assessments have been requested. A date will be confirmed asap. Expected to be May.
Window Cleaning	Window cleaning schedule commenced 24th February through to 7th March. For communal windows and windows that are inaccessible	The window cleaning for inaccessible areas was completed. The Estate Team is obtaining quotes for bi-monthly cleaning of all ground floor main entrance door.
Vital (Heat & Hot Water /Billing & Metering)	Hodkinson's have been appointed to oversee the contract administration of Vital along with R&R to ensure that the heat network is working as efficiently as possible.	Ongoing oversight.

4.4 Contract and Maintenance – New

The follow contract and maintenance updates will have a further update at the May CPG meeting.

Item	Status	Update (to be provided at May meeting)
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H&S Management	H&S risks management are being reviewed with several contractors so to obtain a few comparative quotes for the regular inspection and maintenance of all existent equipment. Meanwhile, the Estate Team is carrying out regular weekly/monthly testing.	
Zipcar	Car has been removed as it has been in an incident. Awaiting replacement vehicle from Zipcar.	

4.5 Security Update

- Additional CCTV being installed (lifts, residents' amenity space) followed by a review to identify any gaps – quotes have been requested and are awaited.
- Multiple issues with main front doors not unlocking with fobs or sensor buttons. The Estate Management team has been able to override each time. The issue is being dealt with as a defect by Bouygues.
- The fob access system has been implemented however there has been incidences where the fob access is limiting which floors can be accessed. The issues are being investigated, and, in the meantime, it is being established if the site team can be given permissions to override the access control on the lifts should the need arise. Should residents experience any more issue, they can report to the estate team directly.
- Issue with fob restriction on podium doors. They should be restricted after 6pm to prevent use of the podium after this time.

4.6 Complaints and Responses

No live formal complaints.

Informal complaints or observations made within the month:

	<ul style="list-style-type: none"> • Lights were reported on late at night at the top (roof) of Mandeville Apartments, this has been addressed. • A resident reported to security that two young men (one of which was a resident) were sitting on the 1st floor Podium after hours. When security arrived, the men had left however CCTV shows that they were sitting and eating outside. Temporary signage was placed on the doors to make residents aware of opening time of the communal terraces whilst the access control issue is resolved. • A resident expressed concerns about people outside the ground floor flats at Mandeville Apartments. The Estate team has investigated and approached these individuals and were able to identify that they were residents from one of the three ground floor flats. <p><i>Residents are advised of the appropriate routes to make informal and formal complaints and provide feedback at the point of moving in.</i></p> <p>4.7 Feedback from the CPG</p> <p>You said previously: <i>"It would be helpful to circulate details and put on the noticeboard information on who to contact for what and how they can be contacted"</i></p> <p>We did: <i>One-page flyers have been put up on noticeboards and circulated by email to residents with details on who to contact for what.</i></p>	
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5.	<p><u>McLaren Social Value and Next Steps</u></p> <p>MN gave an overview and general update about the next steps ahead of the works.</p> <p>5.1 The key progresses have been shared via the March newsletter which has been displayed on estate noticeboards and online at eburybridge.org.</p> <p>- Site visits have taken place to carry out topography surveys. - Work on design in the pre-contract stage continues before starting on site.</p> <p>5.2 Upcoming works</p> <p>The Meet McLaren event is on 10th April between 5pm-8pm. This is advertised to the wider community on the estate and neighbours. This is an opportunity to meet key project team members before McLaren establish their presence on site.</p>	

	<p>5.3 The team are creating a Social Value calendar of activities for the next 6 months to include conversations held so far with stakeholders such as: Carlys Angels, Pimlico Toy Library, 2-3 degrees, St Vincents, Energy Garden, The Passage.</p>	<p>Action Mclaren creating a social value calendar for next six months</p>
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Item	Commentary	Action
<p>6.</p>	<p>6.1 BA gave a general update about Ph1, Ph 2, Ph3. This was in request from the previous CPG to have a recap on the phase 2 of the development.</p> <p>6.2 GP mentioned about the 3D model if it is still available; EI responded that it's available at the Ebury Edge Community Space</p> <p>6.3 The block and squares names which were consulted on with reference to local places and figures were displayed. CP raised that the proposal for Fleming Apartments – in reference to Ian Fleming was objected by some residents</p> <p>6.4 CP made a suggestion about using the name of the former block that used to be located in the area before Edgson house was built</p> <p>6.5 Design Façade for lower blocks is brick work to the front and terracotta tiles to the rear</p> <p>6.6 There will be office space, a mix of restaurants, groceries shops and services. This retail mix will be explored further as the development progresses.</p>	<p>Action Team to review objection s to the proposal of naming a future block after Ian Fleming.</p>

<p>6.7 The CPG said it's important to bring back Greens Pharmacy. They are a community asset, and many people will need them. BA added that at the moment they are in Glastonbury House and will be for around 5 years. There is a first fight of refusal and a dedicate pharmacy unit within the development. The council will aim to support the pharmacy where possible but cannot guarantee a return at this stage.</p> <p>6.8 BA said the council is currently looking at what units would be most suitable and for what type of business.</p> <p>6.9 CP asked about what is the application process for businesses to get a unit here? BA replied that it will be marketed, but it's too soon now. WCC Corporate property team will manage this process later on in the development timeline when the units are built.</p> <p>6.10 We would like to re-run further engagement with CPG and wider community, since now it's the time to solidify options and next steps for the retail and community spaces.</p> <p>6.11 BA gave an overview of the following items:</p> <ul style="list-style-type: none"> - numbers of flats being built in phase 2 is 235 social and 102 market. - The colour palette of the blocks is from green shades to lighter natural colours - Community space Workshop and conversations were held in April 2022. Further sessions will be held with the community. Over the coming months <p>6.12 AT asked if there is a play area next to 1 Ebury. BA said that there are play areas in adjacent squares, one for 0-4 years and one 4-11 but these are situated in places away from the road (for 0-4 years) and form part of the placemaking of the public squares.</p> <p>6.15 VV and CP said that years ago, part of the design discussions with the community was to have a water feature integrated in the design.</p> <p>6.16 BA gave an overview of the Sustainability credentials for Phase 2</p> <ul style="list-style-type: none"> - A ground source heat pump will connect all buildings of the development - Solar panels will feature on the low-rise building roofs that face Ebury Bridge Roa. 	<p>Action Team to plan workshop with community for community space</p> <p>Action Team to look at water feature past discussion with community and if part of the design</p> <p>Action</p>
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	<p>- Energy efficiency of the whole site</p> <p>6.17 The presentation summary of the presentation will be shared after the meeting and the full rma application from last year is available to view on Westminster's Planning Portal</p>	<p>WCC to share presentation with members</p> <p>.</p>
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The next CPG meeting is on Tuesday the 6th of May at Ebury Edge Community Space, 6pm-8pm.