

Community Partnership Group Meeting 12 November 2024

Held at BYUK Ebury On Site Offices

ATTENDEES	APOLOGIES
CPG Members – In person	Claire Chin-Sue (CCS)
Cristina Pasantes (CP)	Tammy Dowdall (TD)
Ida Moore (IM)	Tom McGregor (TMc) – Chair
Joanna Winterbottom (JW)	Kathryn Ridyard (KR)
Amelia Alves (AA)	Ayssar Hassan (AH)
CPG Members – Online	Charlotte Pragnell (CP)
George Panayiodou (GP)	
WCC (Westminster City Council)	
Brian Arscott (BA)	
Barry Gold (BG)	
Lukas Holden (LH)	
Emilia Ievolella (EI) – (online)	
Communities First	
Louis Blair (LB)	
BYUK	
Peter Doherty (PD)	

1. Introductions

1.1 LH welcomed the whole CPG members and other attendees.

2. CPG Standing Items – Action Tracker review

Items on the action tracker have been reviewed.

- **Doneraile House lights on hoarding** – Hoarding lights should be installed by the beginning of December.
- **Doneraile House back gate lock** – It was reported on 2/10 and now complete.
- **Doneraile House back pedestrian gate** – It was reported on 2/10 and work confirmed and in progress.
- **MUGA front gate lock** – It was reported on 2/10 and now complete.
- **Doneraile House front lights** – It was reported on 2/10 and now complete.

- **Doneraile House internal courtyard lights** – It was reported on 2/10. The team has looked and replaced non-working lights. (some lights to be looked at again).
- **Bucknill House lift** – It was reported on 2/10. The team has been on site to fix Intermittent working and continues to be monitored – 8/11 new transformer to be fitted this week
- **Bucknill House intercom** – It was reported on 2/10 and its being monitored case by case.
- **Ebury Team to send email updates to CPG re estate repairs after 1 October 2024** – Email was sent on 2/10 to CPG.
- **Separate CPG meeting/workshop to take place with new contractor as well. CPG going forward etc** – Workshop held on Tuesday 29 Oct
- **Flats' evaluation. Document to be shared with residents that requested it.** – BG will present an overview of his role and support for P1 leaseholders at this meeting, 12 Nov.
- **Further breakdown of service charge figures** – In progress – WCC to finalise R&R costings and insurance for breakdown of values
- **Cheylesmore House windows – WCC to discuss the commitment to ongoing window cleaning during construction** – Pending After Ground works complete
- **Cheylesmore House façade** – Complete
- **Local lettings plan report and feedback shared with Director of Housing** – Complete

Action – Note: GP reported that there is another issue with the front door of Bucknill House, since someone damaged the lock to leave the door open.

Other items reviewed:

- Service Charges estimates and more details will be disclosed by R&R – Inspection is booked for next week, so they can give more details on the cost.
- Cheylesmore House windows – PD said that within a couple of weeks/within the end of the project this action will be completed
- Cheylesmore House Façade entrance. – PD said that this was done but that there are a few bits that BYUK needs to finalise (some tiles and podium entrance, and clean up, lighting)
- Local Lettings Plan – Director of Housing. It will be informed when residents will return and if TAs will move, in if not all secured tenants want to come back.

3. Supporting Returning Leaseholders Phase 1

BG explained his role in the team looking after sales for the private units in Sutherland Apartments, branched with supporting returning leaseholders to phase one. This includes:

- Sales of marketing of the 100 private sale homes in Sutherland Apartments (Building 7)
- To support Phase 1 returning leaseholders through the reservation and buying process
- Sales progression from reservation to exchange of contracts
- Advising and agreeing completion dates
- Providing the same level of support to Phase 2 returning leaseholders – likely to be from 2027/28

The slides will be shared with the CPG describing BG role and support provided.

CPG asked if there is any news about people enquiring on B7. BG replied that there are still people interested and that 65% has been sold.

CP asked about the total number of existing leaseholders. BA replied that there are 2 returning in B7 and there are 14 allocated units for returning leaseholders in B8.

JW enquired why some leaseholders have opted not to return. BG replied that there are various reasons/or circumstances which including residents who have bought outside the estate or waiting for a later phase are oriented to buy outside, as they are not ready to return. However, to clarify, no one ever said that it's too expensive to come back or regarding service charges.

IM asked about the costs for the flats in B7. BG replied that it starts from £885,000 for one-beds and around 1.5 for 3-bed, which are 85sqm average.

CP asked what the equivalent in B8 would be. BG replied that the equivalent would be 7.5% less

3.1. Reservation and Buying Process

BG went through the - Reservation and buying process

- The sale value is determined by the Red Book valuation at the time – a Red Book valuation is a formal assessment of a property's value carried out by a Royal Institution of Chartered Surveyors Registered Valuer
- A calculation will be provided showing what the leaseholder's contribution will need to be (the value of the property acquired by the Council + the 10% Disturbance Payment) together with what the Council's equity loan will need to be (equivalent to the remaining balance). The % share owned by each party will also be shown
- A reservation form is completed providing personal contact details, solicitor details and the payment of a £5,000 reservation deposit. This deposit provides a 28-day period in which to exchange contracts.
- Solicitors are instructed and the standard conveyancing processes are followed through to exchange of contracts. Upon exchange, a 10% deposit is payable (less the £5k reservation deposit already paid).
- The Leaseholder Policy stipulates that a returning leaseholder be given at least 3-months from the date they are advised the apartment is ready for occupation in which to complete the purchase – this will be 3-months from the date of practical completion

BG said that we can bring the PC date forward and can agree with each of the leaseholders.

- At legal completion, the leaseholder will need to pay the remainder of their contribution, and the Council will provide the equity loan
- The Council will support the leaseholder with a package of Disturbance Payments as detailed within the Leaseholder Policy - legal fees, removal costs, mortgage application and arrangement fees, surveyors' fees etc. All costs need to be provided and approved prior to them being implemented, with some having spent caps
- The Council will provide added support in covering the full SDLT liability on the new purchase, with the balance of what the Leaseholder Policy allows for and the full liability secured by a charge against the apartment that is repaid when the property is sold

CP asked if there is flexibility for people, such as the 3-months being flexible? BG responded that we have some flexibility on it.

BG went through the July 2024 JLL Red Book Valuation

- At the last CPG, representatives challenged the July 2024 red Book valuation, questioning why the Mandeville Apartment intermediate ownership plots were the same value as those in Sutherland Apartments
- The Council re-engaged with JLL to challenge them on this valuation
- JLL have reduced the values of all Mandeville Apartment properties by circa 7.5%
- JLL have advised that although there isn't sufficient direct evidence to support a reduction in values or comparable evidence for pepper-potted mixed tenure development, they acknowledge that purchaser may expect a discount to purchase to purchase a property within a predominantly social rent block despite their comparable specification, finishes, aspect and location
- Anecdotal evidence suggests differences in value of 10-15% on some developments, although these developments are outside Zone 1 and the different tenures share the same specification finishes, which is not the case at Ebury
- A difference of 7.5% seems fair and reasonable compared to the original valuation
- This reduction in value has no negative impact on the returning leaseholder. The amount they are required to put back in remains unchanged, the Council provide a lower equity loan and the leaseholder benefits by owning an increased equity share percentage
- The same process will be followed for Phase 2 – a Red Book valuation will be obtained reflecting market conditions/values at that time and will be shared with Phase 2 returning leaseholders

BG said that we will share the slides with CPG as well.

4. BYUK Progress Update

PD gave an update about the current works finishing onsite.

On another note, some of the CPG members reported that the contractors on the other side of the street, building the private care home, have been verbally aggressive, when asked about their traffic management, signage etc.

PD added that they will be moving the site cabins soon, there will be temporary cabins outside, but the main ones will be cleared by mid-November. KR has put up the bulletin in Doneraile and Bucknill Houses and uploaded it on their webpage.

GP asked what residents should do if they'd like to switch something in the flat. LH replied that when it comes to more than cosmetically type of works, such as structural changes, sockets etc. would need to run through the Housing team first. Which is maintaining the same process as now. BA added that we can perhaps have the Housing team come to the next or one of the next CPGs.

GP asked whether it would be possible for him to see flat again. GP mention that he's unsure if to renew the contract for the internet etc. Since he knows he's soon moving into Phase 1.

Action – TP to call GP to pick up these points.

CP asked about decorations, such as putting stuff on the wall – PD replied that there is a two-year time during which residents are not yet allowed put things on the wall.

4.1 BYUK Update – Site works

PD gave an update about the works and how they are progressing.

Building 7 – Externals

- The façade works are nearing completion with sealant to the balconies, cladding/glazing to the ground/first floor levels
- The below ground services installation is nearing completion
- The hard landscaping works are ongoing

Building 7 – Internals

- The hoist apartments have been completed ready for inspection up to level 14
- The last of the mechanical and electrical works are being undertaken in the corridors in preparation for the ceiling installation and decorations
- Approximately 90 apartments (Block 7) have been inspected by the client monitoring team to date
- The HUB fitout is due to be completed by end November

Building 8 – Externals

- Roof works are complete
- Roof terrace areas are complete
- Below ground services are nearing completion
- Hard landscaping has commenced and is well underway

Building 8 – Internals

- The hoist apartments are progressing well with Client inspection completed
- The last of the mechanical and electrical works are now complete in the corridors with ceiling service tiles installation ongoing
- Apartments in Block 8 being inspected by the Client Monitoring Team

October and November- Completion

- Mastic works to external façade
- Façade completion
- Landscaping & Groundworks
- Internal fitout completion
- Hub completion
- Basement plant room completion
- Hoarding Construction

- Client inspections
- Commissioning
- Cause and Effect
- Handover

4.2 BYUK – Community Chest Fund, SV Update

PD gave an update of SV

- Payment made to St. Barnabas School for their outdoor classroom.
- Time Capsule community project completed with a burial event held with WCC and the community.
- 24 hours of gardening volunteering at Westminster Memory Service.
- Redevelopment works to the entrance of Cheylsmore House.
- Donation of toys to Pimlico Toy Library.

LH gave an update on the CCF and activities that have been supported.

- **Views and Voices WCC project** – WCC working with photographer and designer to capture content for Ebury e-book.
- **Carly's Angels** – After the Community Chest Fund activities we have been receiving their reports and really good feedback from all the residents, turnout and great participation. Carly picked up more people for her nursery.
- **Energy Garden** – Their CCF was received on 8/10. They will do a programme starting in the new year, for new and old residents together.
- **Pimlico Toy Library** – Their CCF was received on 11/10. They received great feedback from the summer activities they delivered at Ebury Edge.
- **St. Vincent's Family Project** – Their CCF was received on 28/10. They have delivered sessions at Ebury Edge since October and will do until end of March.

LH gave an update about the Christmas event

We are suggesting this year's event to take place at Glastonbury House, since they have been involved and engaged with the Pharmacy's relocation. Residents from Flaxley, Buckland and Glastonbury Houses, as well as Ebury residents will be invited to the event on 17 December.

Provisional plan would be to have a celebration in the courtyard between Glastonbury, Flaxley and Buckland Houses. To have use of the local community, Dryburgh Hall. The e-book being produced a part of the Views and Voices project will be part of the celebration.

CP asked about the pharmacy relocation and when they will be moving into their new unit at Glastonbury House. LH said that this is likely to take place by the 17 December. The pharmacy will relocate to the space which used to be the United Living's – which is facing the bridge.

4.4 How moves will take place?

LH mentioned that the team has updated residents at the keeping in touch and on other instances. Particularly on the process and for the imminent Bucknill House residents' move which are likely to take place in December.

TP and CE will be on hand to support residents on a one-to-one basis. The relocations officers will be booking in your moving date.

It has been anticipated that moves for Bucknill House will take place in December, however if anything changes the team will make sure to promptly update the residents. The other moves will be throughout January and February.

LH said that we won't be able to move all the residents at the same time, what can be done is to have two moves a day.

LB asked when viewings are going to be booked for the residents in Doneraile. LH replied that from the 9 December we can start to book in viewings with them too. If that is subject to change for any reason, we will write to residents. With their moves being over January and February, as our aim, being subject to Building control and other handover activities.

Tenants will have viewings lined up; some people are certain they want to wait until Phase 2. Some will decide after they viewed Phase 1.

IM asked how many among those who enquired, are overseas from that 75% sold. BA responded that WCC have a policy of UK first, but lately we had some overseas enquiries/ we can ask BG to give data.

LB asked about the Council Tax band, and if we have banding for block 8 and whether there is a variation. LH said we can confirm this.

LB added about the confirmation on the hot water charges, etc. BA responded that the tariff is coming in this week, and that it will be checked by Vital Energy.

Action – Further update to bring to the next meeting.

IM asked about the recycling area, around the play area between Doneraile and Cheylsemore Houses, whether that will remain or there are other plans. BA replied that in Phase 2 there is recycled provide for the estate. There will be four collection points around the new squares. We do not have details on the Phase 3 ones yet. Meaning the current ones will likely be replaced by the new ones in Phase 3.

5. Phase 2 Update

BA said that, as mentioned, McLaren has been appointed for the PCSA. A design team has also been appointed to finalise the design for Phase 2.

We are engaging with John F Hunt again to instruct them for the Bucknill House demolition. The demolition is expected to start late January/early February.

BA added that residents will start seeing the hoarding going up, and they will start surveys and soft demolition.

Now Greens Pharmacy is the only tenant still occupying the block but set to move to Glastonbury by December. The other businesses have either relocated elsewhere in neighbouring areas, or temporarily to Ebury Edge.

BA added that we will also have a new branded hoarding coming up shortly, that will have Ebury SW1 and Ebury Edge branding.

CP asked about the name of the main square, in Phase 1, and clarification about services that require postcodes, such as postal services. BA replied that the name is Alba square and that every flat went through Royal Mail and other services for registration.

LH added that blocks and squares names were identified a couple of years ago and was part of a callout and consultation done with Ebury Bridge residents. Historical references to influential people in the area.

BA added that at this point it has all been assigned and that is all official now. BA gave an example of what usually happens. (i.e., The delivery person/post man visits the building, has to sign off that the site is ready for post, they will then change the status from 'development site' to 'general use/ready for post'.

BA added that on other sites, this process has taken generally two or the weeks. BA added that other services rely on the Royal Mail registration of postcodes.

6. Feedback from CPG discussion (29/10) and Schedule of the next 6-12 months and handover BYUK/McLaren

LH went through initial feedback and specified that we are still taking comments on board, it's not finalised, and we are welcoming more feedback.

LH said we'll share the slides that were shared at the workshop. And it's important for all so to see and understand what's the coming year/s will be in terms of CPG.

LH provided a summary of what was discussed on the 29 Oct, between the attendees (Claire, Cristina and George) and WCC.

LH gave an overview – Looking at the key milestones of what was discussed.

- Build on successes experienced of Phase 1
- Phase 2 work on site starts in 2025
- Engage effectively with residents and the CPG
- Minimise disturbance to adjoining residents and residents of building 7&8
- Cohesive approach to engagement for all residents (existing and new residents)
- Clear and seamless transition from Bouygues UK to McLaren
- Continue to utilise Ebury Edge as a community space to bring the community together

What	When	Who
Start of McLaren's Phase 2 PCSA	From October 2024	McLaren
Practical Completion of Phase 1	29 November 2024	Bouygues UK

Last CPG of 2024 – Handover from Bouygues to McLaren Seamless transition	3 December 2024	Bouygues UK and McLaren
Targeted First Resident Moves	6-13 December 2024	Bucknill House Residents
Rendall and Rittner Estate Management	December – January initially on site	Rendall and Rittner
Resident Viewings & Allocations Continue	January and February 2025	All returners phase 1
Demolition of Bucknill House	Preparation works start in January 2025-June/July 2025	JF Hunt
McLaren PCSA Period Ends	August 2025	McLaren/WCC
Contract Award Phase 2	September 2025	WCC
Start Phase 2 Works on Site	October 2025	TBC

JW added that if we are going to use the community space at Ebury Edge, we will need to improve the tech equipment, since this used to be an issue. LH ensures that this is something we will have to purchase for sure.

LH gave an overview of the next year timetable until July 2025.

CPG Timetable 2024-2025 (Until July)

What	When	Who
CPG Meeting November	12th November 2024	Bouygues UK
CPG Meeting December	3rd December 2024	Bouygues UK & McLaren Introduction/Handover
CPG Meeting January	7 January 2025	First McLaren CPG Meeting
CPG Meeting February	4 February 2025	McLaren
CPG Meeting March	4 March 2025	McLaren
CPG Meeting April	1 April 2025	McLaren

CPG Meeting May	6 May 2025	McLaren
CPG Meeting June	3 June 2025	McLaren
CPG Meeting July	1 July 2025	McLaren

LH gave a summary of the other topics that were mentioned at the workshop.

CPG and Engagement with residents – Items to consider

What	When	Who
CPG Introduction to McLaren	3rd December	McLaren and CPG
Community Introduction to McLaren	Potentially January/February as residents return	McLaren, WCC, Local Community
CPG Introduction to Rendall & Rittner	January/February CPG meeting	Rendall & Rittner/WCC
Community Introduction to Rendall & Rittner	January/February as residents return	Rendall & Rittner
JF Hunt Communication/Engagement on Demolition Process	January	JF Hunt/CPG/WCC
McLaren Presenting/Engaging on Social Value Commitments	January/February	CPG/WCC

JW added that the feedback from the people and the organisations that benefitted from the CCF, could be shared with McLaren. As this could help them delivering something similar for the community. JW added that perhaps another summer trip for the families may be able to be organised.

LH said that we are going to share this with them.

CPG Considerations:

1) **Membership** - New and Existing residents' representation from both Mandeville and Sutherland Apartments

2) **Chairing** – Opportunity for a resident chair and vice chair from 2025

3) Terms of Reference - A renewed terms of reference. Renewed objectives and focus of the CPG

4) Meetings – Ebury Edge Community Space

5) Structure - Action List, Project Updates

6) Community Commitments

7) Estate issues and Engagement with Rendall & Rittner (Performance and Feedback of service)

Added comments for each point were:

1) Membership – It's important for residents to have a larger group for better representation

2) Chairing – Happy to have a chair and vice chair from the residents' group

3) Terms of Reference – A renewed terms of reference is needed. Renewed objectives and focus of the CPG (i.e., Project Updates, Old and New Estate matters, Contractors etc)

4) Meetings – Ebury Edge Community Space, alternatively at McLaren's cabins once on site

5) Structure – Action List, Project Updates, Separate and allocated meetings for estate management issues/concerns and performance/ services R&R

6) Community Commitments build alongside residents

7) Engagement with Rendall & Rittner (Performance and Feedback of service)

Other CPG Considerations:

1) Estate matters to be separately and regularly discussed with Rendall & Rittner

- To identify and allocate a separate time for CPG and other residents to discuss:
- Management
- Services
- Performance

Residents' monthly drop-in sessions could be an opportunity for R&R and residents to meet and discuss

2) CPG Agenda – It should remain strategic and tight to cover key project updates and progress

3) Community Chest Fund – Accessible to the community, easy to apply to. Application process should be quicker and more straightforward, with clearer timeline.

4) Roles & Responsibilities – Roles and Responsibilities should be outlined clearly for all parties involved. WCC Ebury team, Housing team, Contractors

5) CPG meetings' planning – Plan more about what the agenda and topics to discuss are. (i.e., The next 3 months the CPG meeting will be around...)

6) Minutes – Minutes to be further detailed

JW added that there will be many parties involved, and more than to what we have seen in Phase 1. BA and LH responded this is exactly what we need to make sure they have an active relationship with residents and meet with them at CPG as well as within a dedicated space i.e., for Rendall & Rittner.

7. Time Capsule Event and Practical Completion Event

LH went through the Time Capsule event, that was well attended a great success. Organised between residents, St. Barnabas school, WCC and BYUK. LH mentioned about the Press Release that went out after the event and that is on the website.

LH talked about the Completion event.

All CPG members should have received their digital invite to the event, which is going to be on Wednesday the 11th of December, between 10am and 12pm.

It will be an opportunity to get the team who worked on the Ebury project together. As well as CPG as the residents. There will be Cllrs attending and speeches. It's to celebrate the completion of Phase 1.

CP said that due to the timings of the event, she may not be able to attend and other residents alike. LH said we'd hope to see CPG.

8. AOB

Next meeting will be on Tuesday the 3rd of Dec at Ebury Edge from 6pm-8pm.

LH mentioned that we are open to get the CPG suggestions for what members would like to see prepared. And if there is any questions CPG wants to ask and item to be part of the agenda.