

Ebury Bridge Community Partnership Group

4/02/2025

Held at Ebury Edge Community Hall

Attendees	Apologies
CPG Members – In person: Cristina Pasantes (CP) Ida Moore (IM) Amelia Alves (AA) Claire Chin-Sue (CCS) George Panayiodou (GP) Ayssar Hassan (AH) Charlotte Pragnell (CP) – Online Joanna Winterbottom (JW) Shaheen Khan (SK) Tom McGregor (TMc) – Chair	CPG Members: Tammy Dowdall (TD) Zak Carroll (ZC)
Westminster City Council: Brian Arscott (BA) Lukas Holden (LH) Emilia Ievoli (EI) Gail Lawrence (GL) Kevin Day (KD) Michael Melpous (MM) Stephen Stretton (SS)	
Communities First: Louis Blair (LB)	
Rendall & Rittner: Anna Toreschi (AT)	
McLaren: Amanda Winder (AW) Maisie Newman (MN)	

Item	Commentary	Action
1.	<u>Welcome and Introductions</u> 1.1 TMc welcomed CPG members and other attendees. A round of introductions took place. The meeting is an opportunity to recap on the completion of phase one in December and next steps for phase two. 1.2 Apologies	

	<p>1.3 'Rumour Buster'. LH said there was one item raised by George at the last meeting regarding the Housing Office moving to the Westbourne Park Office. SS clarified that the team will be based at 155 Westbourne Terrace, but we will do home-visits as and when needed/by appointment. Another Housing team is based at 137 Lupus Street, but they no longer manage Ebury SW1. We are still at 137 while we are re-housing people to</p> <p>1.4 AH asked if residents know and suggested if one-day or a half-day, could be good to consider for the team, rather than home visit (to have a half day in Lupus St still). Residents have been provided a direct contact to the housing team and will be on site to support residents as necessary during the move in process.</p>	
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Item	Commentary	Action
2.	<p><u>CPG Standing Items</u></p> <p>2.1 LH went through the actions from last week, that are complete and in progress. These were updated on the update tracker. Outstanding items include:</p> <ul style="list-style-type: none"> a) MWS lights on Ebury Edge Lights side lights and Ground works power supply – Raised Thursday 6/02. b) Parking issue – Angela visited onsite 4/02 and will carry future patrols over the next month. c) IM – Raised about the area damaged by the lorry in front of the back gate of Cheylesmore House. d) GP raised an issue about difficulty on people finding the postcode and raised that the signage is covered by the fence e) BA replied we can resolve this by adding signage while the issue get resolved and look at possible options.LB asked about the Council Tax. Council Tax band is based on the value of the property and is the process of being confirmed. <p>2.2 AH raised a questions/issue about furniture being left in the courtyard area at Doneraile House. Asked why cars and vans are allowed for the moves, when in the past no parking/loading was allowed on site when they moved from the old estate to Doneraile House. CP said there was a letter sent out to residents; a skip will be placed at the centre of the courtyard. The Regeneration Team also have raised with the Housing Officer who is informing residents not to flytip within the resident courtyard and is arranng removal of furniture</p>	<p>Action: Continue to review signage as resident move in take place and parking issues at Cheylesmore House</p> <p>Action: WCC to check progress with Housing Team</p> <p>Action: Council</p>

		Tax Band TBC
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3.	<p><u>WCC Phase One Update and Resident Move-Ins</u></p> <p>3.1 LH gave an update about the residents moves. 39 people moved into Mandeville Apartments so far. And the first residents moved into Sutherland Apartments Every week we expect 10 new households moving in.</p> <p>BA said we are currently looking at 3 completions a day (leases) we had positive feedback from the residents generally.</p> <p>GP mentioned the help that the relocations team have been supportive. BA gave an overview about the progress with the residents' moves. And asked to GP if this is the general feeling, GP said yes, it is.</p> <p>IM asked about the allocations and whether flats have been all allocated. BA said we haven't yet.</p> <p>LH said we want to send out messaging to TAs as soon as we have the appropriate details, we are keeping in touch with them in the meantime.</p> <p>The time for existing residents to decide whether they are returning to phase one of Ebury Bridge (for Tenants) is now, while for Leaseholders will be in three months.</p> <p>The remaining leaseholders' flats – March/April will be the time for them to decide.</p> <p>5 more leaseholders due to return back, 3 have moved in already, 5 are deciding which phase to return to.</p> <p>LH, BA – The Local Lettings Plan consultation concluded last year, and now we are allocating flats in order of priority with returning residents the first priority.</p> <p>3.2 Demolition Schedule</p> <p>BA gave an overview of the demolition schedule.</p>	

	<p>The contractor JF Hunt (JFH) is now starting on site as per programme, assessing site clearance first and setting up on site before hard demolition would take place around end of May.</p> <p>LH gave key dates, and the communications that went out to residents on 31 January. The team will keep residents updated about any the demolition works through monthly newsletter updates and letters.,</p> <p>LH presented a mock-up of the building and diagram of when JFH start physical demolition. Welfare cabins will be installed near the north wall of the site (by Ebury Bridge) and in due course the team will erect scaffolding to Bucknill House. A pedestrian walkway tunnel will be installed by Bucknill House on Ebury Bridge Road, which will allow pedestrian access.</p>	
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4.	<p><u>Terms of Reference – CPG</u></p> <p>4.1 LH – Updated Terms of Reference draft</p> <p>The draft terms of reference were shared with the group before the meeting for comment. Only one comment from the group raised by LB To make a distinction between community and resident members of the CPG and officers.</p> <p>The main role for the CPG is to continue to be a resident sounding board for the estate but also to provide ongoing scrutiny and provide feedback on the estate management service. A key commitment to the community from the Ebury community commitments document.</p> <p>It was noted that we are looking at expanding the group with more Ebury residents, and neighbours including 1 Ebury, Ebury Bridge Road and Block 7.</p> <p>A new chair for the group was discussed as TM will chair his last meeting in March.</p> <p>LH raised the potential for a resident's chair and whether that would be</p>	

	<p>supported. It would follow receiving expression of interests, then voting over the next couple of CPGs (April).</p> <p>JW asked about any alternative, and how Tom (TM) started. He was asked by the council but asked if any option in case no residents wanted to express an interest in chair. It was agreed there still could still consider independent chair /external if that was beneficial.</p> <p>AH commented that it's a quite important role with responsibility. Asked if would be a paid role. LH said no.</p> <p>CP said that for a resident might be difficult because too emotionally involved with the project.</p> <p>In between meetings WCC we will Contact the group for further feedback.</p> <p>JW said that it will be important for Tom, before leaving, to provide his input to the next chair and vice-chair. Tom confirmed and he's sure that this group and forum will still be recording and progressing well and monitoring issues.</p> <p>Other residents said that it may best to have an independent chair. TMc asked to Louis whether he has seen residents' chairing elsewhere, LB said it does happen for residents to chair but also that it can be difficult for the resident to detach from the role, who might be too emotionally involved.</p>	<p>Action LH to contact the group before the next CPG meeting</p>
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Item	Commentary	Action
5.	<p><u>Estate Management – Rendall & Rittner</u></p> <p>5.1 GL gave an introduction about her role and Kevin's role and their responsibilities as part of the council's corporate property team. The team oversees Rendall & Rittner who are contracted for estate management of the new Ebury.</p> <p>.</p> <p>For this meeting GL set out how an ongoing set agenda item to allow feedback into the estate management and understanding of the issues</p>	

raised and performance of the estate management.

AT gave an overview of Rendal and Rittner's (R&R) responsibilities onsite – For example ensuring cleanliness is up to standards, Health and Safety inspections and external maintenance. RR Look after everything on the estate (outside of a residents front door), and Housing everything inside of the flats.

RR can be contact for emergencies (especially if community areas) and Sutherland Apartments, for issues within Mandeville Apartments WCC will also need to be informed

2 Concierge staff are present throughout the week in the management hub. They operate in shifts between 7am to 7pm, and 7pm to 7am.

GL went through the items for the future standing item on estate management:

- a) Staffing updates – Cleaning team, maintenance, day and night security
- b) Security / Security audit / lighting / CCTV – Updates, or incidents that people want to bring up to our attention.
- c) Complaints and Responses – Easily and assessable way to raise complaint or raise issues. Create a feedback register to identify issues that occur frequently. If anything is raised in relation to the estate management performance, it can be raised to Anna directly but if required to be more confidential, it can be through GL and the corporate property team.
- d) Maintenance around the estate - items of maintenance carried out between meetings and forthcoming.
- e) Maintenance and incidents happening in the block – reports and feedback

GP asked where Gail (GL) is based. GL is based at City Hall.

GL said we will have structured monthly reposting, statutory reports, budget monitoring within the RR contract. The council will also be able to inform residents about any particular outcome from meetings between WCC and R&R.

CP asked whether other channels will be used to report. GL said monthly surgeries (coffee mornings) will be in place from the 3rd of March.

	<p>Where people can go more into details, plus additional details may be provided in newsletters.</p> <p>GP asked to GL what we should be lookout for, as residents. GL said that there will be things not visible but that there is a lot of work behind the scenes to make work e.g., Maintenance and ensure the smooth operation of the estate but it's important that residents raised the general upkeep and cleanliness and tidiness of the communal areas also.</p> <p>LB mentioned about who Mandeville House residents need to contact for any repairs or information. SS said they do get this information once they sign the tenancy agreement for the council's aftercare team and general housing enquiries.</p>	
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6.	<p><u>McLaren Social Value and Next Steps</u></p> <p>6.1 MN spoke about the last meeting key points on the Community Charter to develop some initial feedback. For this meeting, the group each had the opportunity to write down their thoughts about 4 questions when looking ahead to phase 2:</p> <ol style="list-style-type: none"> 1. What are your concerns? 2. How can we have a positive impact? 3. What is important to you at Ebury? 4. What worked well on Phase 1? <p>Residents' answers to these questions from the exercise will be shared with the minutes.</p> <p>McLaren will use residents' comments to help us build the community charter and gain further feedback from the future meet the McLaren event.</p> <p>To introduce McLaren to Ebury residents and the wider community a 'Meet the team event' is being envisaged for the second week of April, potentially on the 9th or the 10th at the Ebury Edge Community Hall. The date will be confirmed and advertised.</p> <p>SK asked about bicycle storage, and if it could be used by Cheylesmore</p>	<p>Action: Proposed date for the meet the team event expected to be end of March/Early April</p>

	<p>House residents.</p> <p>IM asked about a handful of storage of bicycle spaces, to have possibly on site. Options such as Ebury Edge or future phases of the estate could be considered. Ebury Phase 1 cycle storage is located internal to the building so would not be accessible for Cheylesmore residents.</p>	<p>Action: Sharing of the feedback to the group from the community commitments exercise.</p>
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8.	<p>AOB</p> <p>8.1 From 3 March coffee mornings which are open to residents and the wider community will be held in Ebury Edge community hall between 11am-1pm</p> <p>8.2 Energy Garden is organising gardening and building sessions through February and March for all residents to get involved.</p> <p>8.3 Next meeting, Tuesday 4th of March, at Ebury Edge from 6pm-8pm</p>	<p>Action: The next meeting date will be shared with the minutes</p>