

Ebury Bridge Community Partnership Group

4/03/2025

Held at Ebury Edge Community Hall

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

Item	Commentary	Action
1.	<p><u>Welcome and Introductions</u></p> <p>1.1 TMc welcomed CPG members and other attendees. A round of introductions took place, for all and new members.</p> <p>1.2 Apologies</p>	

	1.3 'Rumour Buster'. LH said there was no rumour from the last meeting. TD mentioned about some queries she'd like to raise later.	
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Item	Commentary	Action
2.	<p><u>CPG Standing Items</u></p> <p>TMc and 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 Doneraile House lights, Ebury Edge lights and the streetlamp-posts have been fixed by the WCC Estate Repairs team which was instructed in February.</p> <p>2.2 New Item – AH raised a concern about the buzzer at Doneraile House which stops working at times. CP added that the builders often leave the door open and so it's no longer locking properly.</p> <p>2.3 AH said that the pedestrian gate at the back of the building is still broken. At time the pedestrian gate is used for motorcycles as well.</p> <p>2.4 GP asked about security, and whether we do still have the security guard monitoring around the old estate (Doneraile House).</p> <p>2.5 AH raised the ASB issue taking place lately near Doneraile House main entrance and near the MUGA. LH replied that these instances need to be reported and raised by the residents too. These have been raised with the Housing team as well.</p> <p>2.6 LH mentioned that the furniture that was left at Doneraile House is now in the skip, this will be kept for about a month until works end. TD mentioned that Mike Smith from the Food Pantry would potentially be interested in picking the furniture up.</p> <p>2.7 The option to install additional signage in phase 1 landscaped area has been discussed by the wider team. It has been decided that no additional signage is needed now, this can be revised if and as necessary.</p>	<p>Action</p> <p>2.3 Action – Team to check with estate repairs team (about the pedestrian gate) since this was raised back in February and stated as resolved 2.2 and 2.5 Action – Confirmation of security</p>

		and door issues Doneraill e House
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Item	Commentary	Action
3.	<p><u>WCC Phase One Update and Resident Move-Ins</u></p> <p>3.1 BA gave an update about the residents moves. 65 people moved into Mandeville Apartments so far. And 56 sales and reservations have been registered for Sutherland Apartments.</p> <p>3.2 LH spoke about the Local Lettings Plan and what was set out and agreed as the second and third priorities. The number and type of available units is the result of the selection and allocation process for secured tenants, done with the support of the relocations team.</p> <p>LB asked how and when this will be communicated to TA residents. LH confirmed that letters will be going out shortly and each one is an individual case with its own specific needs, the process is expected to end by April.</p> <p>3.3 BA gave an overview of the Cadent Gas works and handed over to JFH Demolition site Manager, Reinis, to go through a demolition update. RV gave a summary of the upcoming activities between February and March.</p> <p>a) Site temporary welfare has been set up in Bucknill House last month, in one of the retail units on ground floor. Site welfare cabins will arrive on 12th March 2025, which will be set up within site boundary along Ebury Bridge elevation. Temporary cabin foundations were installed on 27th Feb 2025 in advance of cabin installation.</p> <p>AT and RD raised concerns around the height and proximity of the welfare cabins to 1 Ebury Bridge. Residents have asked to meet with RV to find alternative solutions to avoid the same issue. A meeting was organised for the following week.</p> <p>b) Section 80 (Demolition notice) has been approved by WCC last month, February 2025. Also, Section 61 has been approved and implemented since February 2025.</p> <p>c) Temporary structure license (scaffolding) is expected to be approved this week, with the commencement date of 23rd March 2025, that's when the scaffold works to the front of Bucknill House will commence.</p>	

- d) WCC specialist contractor Arbtech Consulting conducted bat survey in Bucknill House on 17th Feb 2025, no evidence of bats inside the structure was detected.
- e) WCC specialist contractor has removed all the gas meters from Bucknill House (Flats 1-24) on 26th Feb 2025.
- f) The existing service isolation works, and temporary site service installation works within Bucknill House will be completed by COB 7th March 2025.
- g) UKPN disconnection works along Ebury Bridge Road (in front of Bucknill House) and to the rear of Bucknill House have commenced in March 2025.
- h) WCC has arranged for gas disconnection works to Bucknill House to commence in March 2025, by Cadent Gas contractor.

Hoarding installation

- a) John F Hunt will commence the hoarding and scaffold installation to Bucknill House on 24 March 2024, works will be carried out during the week Monday – Friday. The whole package of scaffold and hoarding installation will take up to 6x weeks and will be completed mid-May 2025.

Demolition

- a) John F Hunt is currently stripping the flats and retail units in Bucknill House, which consists of removal of unwanted furniture, loose items, old kitchen units, etc.
- b) John F Hunt will commence the removal of asbestos on 3rd March 2025, the asbestos removal works will commence on Level 4, followed by Level 3, 2, 1 and ground floor. The asbestos removal will take up to 6x weeks and will be completed Mid-April 2025.
- c) Over the next 4-6x weeks, between beginning of March and Mid-April John F Hunt will undertake soft strip works, asbestos removal, scaffold & hoarding installation to Bucknill House, which includes the pedestrian gantry installation along Ebury Bridge Rd, in front of Bucknill House.

3.4 BA added details on current activity on-site

Every week we expect 10 new households to be moving in.

BA said we are currently looking at 3 completions a day (leases). GP mentioned the great help that the relocations team have been providing.

3.5 BA gave an overview about the progress with the residents' moves. And said that we had positive feedback from the residents generally. BA asked to GP if this is the general feeling, GP responded positively.

3.6 IM asked about the allocations and whether all flats have been now allocated. BA said this process hasn't ended yet.

3.7 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.

3.8 BA and LH added that 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.

3.9 BA said that the for the remaining leaseholders' flats, March/April will be the time for them to decide. 5 more leaseholders are due to return, 3 have moved in already, 5 are deciding which phase to return to.

LH, BA – The Local Lettings Plan consultation concluded last year, and now we are allocating flats in order of priority with returning residents of the first priority.

3.10 Demolition Schedule

BA gave an overview of the Cadent Gas works and handed over to JFH Reinis, to go through a demo update. 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.

RV 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.

3.11 RV went through the demolition schedule and the impact. TS mentioned the 9 environmental monitors, about the noise and dust levels. The team if in breach gets notified immediately and monitoring is done 24/7.

3.12 LH spoke about the communications and letter that went out to the estate the general work announcing the JFH demolition works, as well as the newsletter with demolition progress. LH spoke about the Survey so that residents can easily subscribe to our CRM (Customer Relations Management).

3.13 AT raised a point about last year when team on-site (to moderate language) since she's very close to the demolition site.

	<p>3.14 AH asked about what went well and what didn't from last time during the demolition. BA responded that we would bring back the data from the monitoring from last year and we will present at the next meeting.</p> <p>3.15 RD raise that last time for Phase 1, the welfare cabins were erected and 1Ebury and that residents should be consulted. BA said that were happy take on feedback and that we can arrange some solutions to minimise disruption as much as possible.</p>	<p>3.15 Action – Meeting between JF Hunt and 1 Ebury attendees to take place following week on the welfare cabins.</p>
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Item	Commentary	Action
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 an ongoing 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 contracted for estate management of the new Ebury.</p> <p>4.2 AT gave an update about the hiring process for the estate management team. Besides Anna they have hired other team members such as:</p> <ul style="list-style-type: none"> - 2xcongierge - 2xnight security - 1xhousekeeper 	

- Team uniforms – From this month Ebury branding

4.3 GL presented:

- Weekly keep in touch meetings between Corporate Property, Housing, Estate Manager and R&R team
This covers:
- Bi-weekly defects meeting with Bouygues
- Scheduled formal monthly and quarterly reporting – first meeting 17 February 2025
- Completions and occupation statistics
- Health & Safety and Fire Risk Assessment overview – actions being progressed and closed
- Statutory Compliance Review – WCC has access to QUOODA to review in real time
- Monies in Service Charge and details of budget vs actual
- Complaints and Resident Feedback
- Licence review – handful of pet licences and small licences to alter (e.g. amending shower, replacement flooring)
- Reviewing Service Charge budget for 2025/2026 year

4.4 Contract and Maintenance

Item	Status
Landscaping	Quotes being procured, general feedback on quality of planting.
Veolia refuse and recycling collections	Veolia to confirm the inclusion of regular bulky waste collections as part of contract for Mandeville House.
Signage	Additional signage is required around the estate including warnings re. bollards, height of car park entrance, safety while using playground.
New Risk Assessments	New risk assessments will be procured in April when signage has been installed.
Window Cleaning	Window cleaning schedule commenced 24th February through to 7th March. For communal windows and windows that are inaccessible
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.

<p>4.5 Security Update</p> <ul style="list-style-type: none"> • Additional CCTV being installed (lifts, residents' amenity space) followed by a review to identify any gaps. • Issues with automation of Access Control in Mandeville. Door is locking and unlocking but not automatically opening. Doesn't affect security. • Video functionality on intercom - an issue that is affecting some of the units and a resolution is being worked on. • Awaiting activation of fob access control to the lift. Bouygues are aware and working on the issue. • No security incidents to report on the Estate in the public realm. • One report of disturbance in the communal corridors in Mandeville House. Appears to be isolated incident and resident has been advised to contact security in future. • Clerk of Works from Bouygues carries out a walkaround at the end of each day to ensure all doors are secured. <p>4.6 Complaints & Responses</p> <p>No live formal complaints.</p> <p>Informal complaints or observations made within the month:</p> <ul style="list-style-type: none"> • Intercom not functioning correctly (Mandeville), visitors could not call individual flats. Resolved. <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 TD mentioned that the rubbish area was filling up and more collections would be helpful- AT is monitoring and if necessary have increase collections.</p> <p>4.8 AT added:</p> <ul style="list-style-type: none"> - additional CCTV will be added - Mandeville Apartments – Doors hasn't been opening automatically but need to be pushed. It is being checked. - Lifts are now being used without fob, but it will start if needed for urgent security matters - TD raised that some teenagers outside were walking around to be noted for future updates. - GP asked about the shared terraces and if they are accessible and yes, they are with the fob - 16th floor complaint – teenagers walking around the corridor. This was logged and dealt with by AT <p>4.9 GL said we will take TD's feedback that was raised at the meeting. TD suggested about the formal written communications/signage to be put up.</p>	<p>4.8 Action – Update on refuse area to be provided in next update.</p>
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	<p>4.10 LB said that some of the residents have asked about how residents should be reporting repairs. Albana and Stephen are responsible to log the repairs and take actions. BA added that residents have the aftercare number. The contact number was given to all residents via the Welcome pack and the other documents.</p> <p>TD asked if we could bring one copy to the meeting so we can go through it all together.</p>	<p>4.10 Action – Copy of Home User Guide to be brought next meeting and reminder of aftercare procedure</p>
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Item	Commentary	Action
5.	<p>McLaren Social Value and Next Steps</p> <p>ZC gave an overview and general update about the next steps ahead of the works.</p> <ul style="list-style-type: none"> • General Update • Building Community Commitments – Feedback collected so far • Newsletter distributed to the estate in late February • Social Value / Apprenticeships. McLaren are currently looking for a business support apprenticeship. • Meet McLaren event – 10th April 5pm-8pm <p>5.1 The team are working with JF Hunt as part of the transition in preparing for phase 2.</p> <p>5.2 Design, Commercial piece, Pricing, Logistics</p> <ol style="list-style-type: none"> 1) As part of the PCSA work McLaren are ensuring the design to be robust/compliant with new safety framework such as the building safety act. 2) The team is currently working on its pricing, working with the supply chain checking quality and value is right. 3) Before starting this work, the PCSA period allows McLaren to take feedback from residents well ahead the construction works starts. 	

	<p>5.3 AH asked if the final design has been defined.</p> <p>5.4 BA responded that we went to tender 4 main contractors, fixed price for majority of building (Stage 1) but the 2-stage tender – Left packages with an open book of prices.</p> <p>5.5 BA said that a final Non-Material Amendment will be coming through with consultation for minor changes to building layouts. The shape, size and massing of the design will not be changed, minor tweaks could include minor adjustments to corridors for example.</p> <p>5.6 AH asked about the changes to sue to the second staircase, and whether some of the flats did have to be sized down, and BA said that minor changes have been applied to the basement level.</p> <p>5.7 AW spoke about the previous CPG and feedback received for the community charter and coffee morning can contribute and be incorporated into the charter. The draft will be finalised and shared for the May CPG</p> <p>5.8 McLaren’s newsletter went out last week to residents and uploaded on WCC website.</p> <p>5.9 McLaren is looking for a Business Admin Apprentice - TD said she has one contact has shown interest so far.</p> <p>5.10 LB said that it has been some time people haven’t seen the design so if they could show What will be built – Board – Being clear about what it will look like.</p>	<p>5.7 Action – Community charter draft for May CPG</p> <p>5.9 Action - AW to connect with TD for person to contact for job post</p> <p>5.10 Action – Refresh on the proposals for phase 2 and the next CPG</p>
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Item	Commentary	Action
6.	<p><u>AOB</u></p> <p>6.1 Tom’s farewell as CPG Chair. The CPG exchanged their thanks for Tom’s chairmanship early in the regeneration programme and his efforts and support for the CPG.</p> <p>6.2 LH explained that prior to the meeting residents were informed that the Independent Tenant and Leasehold Advisor, LB will be chairing the CPG from April’s Meeting. The CPG agreed LB to be chair from April’s meeting.</p> <p>6.2 Next meeting, Tuesday 4th of March, at Ebury Edge from 6pm-8pm</p> <p>6.3 TD – Raised issues some key issues below and will further contact the team after the meeting for individual matters she would like to clarify</p> <ul style="list-style-type: none"> • Who to report repairs to and process • Concierge – poster who is who on the site • Notice board fixed to wall, this in the process of being delivered. <p>6.4 TD mentioned that she would like to resurrect the Ebury Facebook group to bring residents together.</p> <p>6.5 CP spoke about opening the hoarding between Doneraile House and Mandeville. LH replied about site boundary and that ASB issues that we do not want to encourage by having an open boundary. It’s a concern with people congregating in the courtyard of Doneraile House.</p> <p>6.6 LB also said that the residents have heard about positive feedback from residents who have moved in and meeting their neighbours.</p> <p>6.7 It was raised blinds in the bedroom are extremely see through – and that several residents mentioned this.</p>	<p>6.3 Action – Communication with aftercare number and events to be put up on notice board in Mandeville’s foyer.</p> <p>6.3 Action – TD to share her list of matters to the Regeneration Team</p>

		<p>6.3 Action – Poster of who is who on site and noticebo ard</p> <p>6.7 Action – The issue with blinds has been raised for the Regener ation and Develop ment team to review.</p> <p>Action – The next meeting date will be shared with the minutes</p>
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