

Cartwright Gardens Community Liaison Group

Meeting minutes

24th April 2018

1. Previous minutes and matters arising

A review of the actions from the previous meeting took place:

- CLG confirmed acceptance of the fee reduction area for the tennis courts, this to be communicated to Garden Halls team.
- Detail on the HPT insulation was provided during the meeting.
- UPP confirmed that defects were impacting the window cleaning schedule, this to be shared upon completion
- EGM minutes were reviewed & actions confirmed complete. For further review during next CLG meeting in reference to new academic year.
- UPP stated that time schedules had been adjusted for the extract fans, it was noted that there was still activity in the early hours of the morning.

Action UPP: To review plant schedules further.

2. Gardens

- UPP confirmed that they intended to step in to resolve the planting within the gardens. It was intended that these works take place as soon as approval was received.
- Members of the CLG requested specific dates, DB confirmed that UPP were currently pushing for May 2018, however should this not be achieved the works would take place within the winter planting season at the advice of our specialist.
- It was requested that items relating to the Gardens be recorded individually within the minutes, in line with the document issued by Paul Cockle as follows;
 1. Missing perimeter stones opposite the Harlingford Hotel – UPP confirmed that the replacement of these stones had been included within the quotation received from their specialist.
 2. Sparse Planting along perimeter of gardens with requirement to review against S106 commitments – UPP confirmed that the quotation received from their specialist is directly aligned with the commitments made within S106 proposals, as such the works would ensure the gardens are planted in line with the plan submitted as part of S106
 3. Western Beds require removal of branches which will not rot into ground – UPP stated this would be raised with the Grounds Maintenance specialist for immediate action.
 4. Various sparse patches of grass which require re-seeding - UPP confirmed that the seeding had been included within the quotation received from their specialist.
 5. Poor soil quality as a result of construction works, particularly local to the brick hut - UPP confirmed that improvement to the quality of top soil has been included within the quotation received from their specialist.

6. Cigarette stand by the brick hut to be fixed to the ground – this was confirmed as complete
7. The bins within the gardens are often overfull – FC confirmed details of the litter picking arrangements within the gardens, and confirmed these are adapted wherever possible in line with seasonal variations in use
8. Noticeboard in the park being used incorrectly – UPP confirmed this item had previously been actioned
9. Restriction of alcohol drinking within the park – UPP stated they would review the pricing of larger, pictorial signage for display.

3. Operational Review

An operational review was presented to the CLG, providing an overview of current activities the following items were of note:

- Members of the CLG stated that management of deliveries and the service road had improved significantly since the previous meeting.
- UPP confirmed that a full tree survey had been scheduled to take place within the Gardens, with the arboriculture specialist highlighting any concerns relating to succession planning
- The policy for dog owners was to remain under-review, pending any further feedback or concerns raised
- British Heart Foundation donations can be provided to the main reception by members of the CLG for use of the permanent donation banks.
- Queries were raised relating to the use of plastics & recycling rates in general within the halls
Action UoL: include details within the paper for the next meeting.
- Management of noise levels during the Summer conferencing period was highlighted.
Action UPP: ensure noise management during conferencing period is maintained at term time levels & communicated clearly to guests

4. AOB

Concerns were raised relating to drug dealing taking place on Sandwich Street and within the local area:

- Members of the CLG suggested it would be of benefit to find out who has CCTV within the area
- UPP stated that this would fall to the community support officer, however there was regular liaison between the Halls Management and the Police, with copies of footage relating to various activities on the surrounding streets made available where requested.

- KK explained the processes in place from both a disciplinary and support perspective for residents in relation to use of illegal substances.



**UPP (Cartwright Gardens) Limited
CLG Operational Report
April 2018**



Purpose

The purpose of this paper is to provide an update to the CLG for the period 15th January to 15th April 2018

General Operations

The Catering delivery contractor attended site to complete a review of their Risk Assessment, since this was completed they have consistently sent deliveries in the smaller sized vehicles as requested. The GM met with the waste contractor as the site team identified that they were attending in the early evening, this was identified as potentially disruptive for our neighbours both from a noise and aesthetic point of view and action was taken to ensure this was resolved prior to complaints being received.

Planning is underway for the student outtake, which is officially scheduled on 23rd June, however we anticipate departures to commence from 1st June onwards. There will be a requirement for a skip this year, however we are working with local charities to reduce the volume of waste generated, to prevent blocking the service road skips will be delivered, loaded & collected on the same day.

Grounds Maintenance

Routine grounds maintenance continues to be completed by our sub-contractor, a quotation has been received for the re-planting of all failed plants with a date for works to commence currently being agreed

A full tree survey is scheduled to take place on 23rd May, within the report the arboriculture specialist will make note of any concerns relating to succession planning. Upon completion the GM will review the recommendations & make arrangements for works to be carried out in line with these.

Following concerns from neighbours around rough sleeping in the area, the new patrol schedule remains in place & has been effective. We have identified problem areas with our grounds contractor who will be encouraging plants to develop in such a way that these spaces are not accessible. Staff have been trained on safe removal of sharps & litter picking duties have been increased, along with increased patrols of the perimeter area throughout opening times.

A query has been raised by the CLG in respect of introducing a policy of dogs being maintained on a leash at all times in the gardens, which is open for discussion during the meeting.

Community Engagement

Local Business engagement continues, following on from the promotion of discounts during the intake period we continue to advertise special offers & job vacancies as & when information is provided by the business owners. The Wardenial Team have reached out to Argyle Primary School with a view to collaborating on events in the future, as previous dates have not been achievable.

British Heart Foundation released the results of our Pack for Good campaign in 2017. We had a good first year collecting 241 bags of items with some fantastic items donated, 1.9 Tonnes of waste were diverted & an estimated £3,374 raised via the local BHF Shops. Planning is underway for this year's BHF campaign, the site team have targeted a 50% increase in donations this year equivalent to an additional Tonne of waste diverted. To achieve this there will be increased promotional materials on site along with improved distribution of bags. We have also secured collections for furniture and electrical items, in addition to the small item banks already in place.

Environmental impact

Equivalent of **1.9 Tonnes** of items diverted from the waste stream



Your donations have helped save 19336kgs of CO2 greenhouse gas emissions



Total raised for the British Heart Foundation

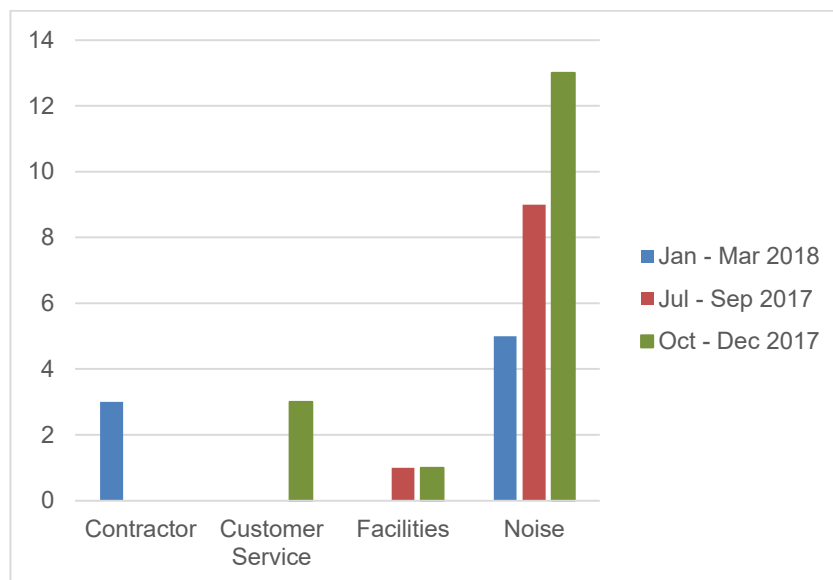
Based on estimated £14 bag value, the total raised in monetary terms for the British Heart Foundation: **£3,374**

The Wardenial Team donated a large volume of dry goods to the Camden Foodbank over the Festive period, and following this we have arranged collections of toiletries & food over the outtake period, ensuring that the waste helps those in need in the local area. These activities will significantly improve our environmental performance for the academic year, reducing the requirement for skips, whilst benefitting charities and the wider community.

Feedback

There has been a significant decline in complaints this quarter in comparison with previous periods, a total of eight complaints were received from local residents. The most reported concern remains noise, with four

complaints relating to noise coming from open windows and one relating to students gathering externally. We have received two items of positive feedback in the quarter, both relating to management of the gardens in dealing with graffiti & the increase frequency of patrols. The graph below represents complaint trends for the current academic year.



Appropriate actions were taken to respond to all concerns, as detailed within the below table, all complaints were resolved within 24 Hours of report.

Area	Received	Cause	Detail	Action Taken	Completed
Sandwich St	20/02/2018	Contractor	Chef Direct lorry parked in Sandwich St making delivery	Escalated to Contractor management immediately upon receipt. Tool Box talks held with site teams as refresher on Delivery Management Plan	20/02/2018
Sandwich St	22/02/2018	Contractor	Grounds Contractor left waste container on street	Site team moved to within boundary immediately on receipt. GM escalated to contractor management team via email & scheduled performance review meeting	22/02/2018
Sandwich St	16/03/2018	Contractor	Grounds Contractor waste container on street	Placed ready for collection. GM meeting with contractor took place 19/3, followed up with email confirming site waste procedures.	16/03/2018
Sandwich St	15/03/2018	Noise	Complaint about noise from within the building @ 23:45 &	Duty officer attended to establish source and enforce quiet period (in progress at point of 2nd call).	16/03/2018

			00:00	Additional internal patrol added at 23:30 daily	
Sandwich St	02/03/2018	Noise	Residents throwing stones/coins out of the window	Duty officer attended & spoke to residents. Names recorded with action to be taken if repeat offence.	02/03/2018
Sandwich St	20/01/2018	Noise	Complaint about noise from within the building	Duty officer attended to establish source and enforce quite period	20/01/2018
Sandwich St	12/01/2018	Noise	Complaint about noise from within the building	Duty officer attended to establish source and enforce quite period	12/01/2018
Leigh St	10/01/2018	Noise	Residents outside number 30 Leigh street @ 22:45, making noise. Neighbour requested quiet, received apology from group.	Duty officer attended and dispersed residents, requested they await taxi's inside. Additional Noise posters placed in TH1 & email sent to residents.	10/01/2018