

Cartwright Gardens Community Liaison Group

Meeting minutes

4th September 2018

1. Previous minutes and matters arising

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

- EGM minutes were reviewed & actions confirmed complete. For further review during next CLG meeting.
- Since the last meeting 2 councillors have changed, new councillors to be included.
Action UPP to contact Camden councillors (3 wards)
- UPP stated that time schedules had been adjusted for the extractor fans. The plant schedules for the bathrooms are not on a time schedule and this is quite a complex situation to manage but an ongoing issue for residents in Sandwich Street.
Action UPP to contact a specialist to adjust the timings with clock changes and to include this as a diary entry so that they can be adjusted.
- A question was raised as to whether the EGM Minutes were on the website.
Action UPP to upload to CLG website.
- It was no longer a concern for dogs to be on a lead since the last meeting
- Details of HPT insulation records were shared during the last meeting.
Action UPP to send a copy of the pack to CLG.
- Members of the CLG suggested it would be a benefit to find out who has CCTV within the area, however the community police would be responsible for local incidents and a call to 101 can also be made. Although Kings Cross ward has the lowest crime rate. CCTV footage can be provided where possible and regular liaison between Halls Management and the police takes place.

2. Gardens

- A question was raised about a planting plan and contractor prices. It was confirmed that planting would commence in October 2018 and be completed all at once. Missing perimeter stones would be included in these works
- Due to extreme hot weather, a water bowser has been in use and watering increased. A question was raised regarding locating water taps however this would mean digging up the road and there would not be a sufficient supply for the entire area.
- A tree survey took place at the end of May 2018 and reassurance was provided that the trees were in good condition. A planning application to carry out the recommendations of the report has been submitted to Camden and approved. Full details, including the Tree Survey are held on under planning application reference (link to website [2018/3680/T](#))
- It was reported that there is a lot of rubbish accumulating and imbedded in the bushes including ice cream tubs.
Action UPP remove rubbish & highlight concern to gardening team
- The planting adjacent to the hut has been pruned, to help to avoid anti-social behaviour and the accumulation of litter.

- A rough sleeper was reported to be by the hut: the gate was reported to be wide open. This was reported to the front of house, but it took 2 months for a chain to be installed.

Action UPP staff to ensure the gate is secured daily

3. Operational Review

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

- The British Heart Foundation collections of clothes, books, and CD's continue throughout the year, members of the CLG are welcome to bring donations to reception. 5 large boxes of
- Improvements were made to the management of waste during out take in June 2018, with a reduction in the length of time a skip was on site, increased waste collections and charity donations.
- UPP confirmed that a full tree survey had taken 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
- Detail was provided in relation to the use of plastics & recycling rates in general within the halls

4. AOB

- A point was raised about noise management in relation to the Italian students and complaints were logged and handled by the front of house security.
 - Garden Halls website to include plans in terms of open space, transport plans and intercollegiate plans and activities.
- A complaint was raised about cleaning staff congregating on corners which may have been the cleaning contractors especially outside 27.

Action UPP review website & ensure visibility of plans

- A question was raised in relation to bookings for the Gardens, UPP confirmed there has been limited interest for bookings of the grounds except for the annual UOL garden party.
 - A complaint was raised about cleaning staff congregating on corners which may have been the cleaning contractors especially outside 27.
- Action UPP** to investigate with contractors
- Extra security staff have been recruited for outside the premises for the first few weeks of intake.
 - Confirmation that arrivals will commence from 16th Sept which is the main day until around 23rd September when Gardens Halls will be fully occupied.
 - Following on from issues last year, it was suggested to educate the students that they are living in a community and to be mindful of their neighbours. To support this UPP confirmed

they provide information posters, welcome meetings and arrange different events to inform students of the policies and any concerns raised.

Action UPP to remind students that people do live in Judd Street.

- Concerns were raised about incidents within the park, which had not been raised as complaints

Action UPP to review complaints tracker and include details of incidents within the Gardens in the operational report.

- HPT windows are open wider than restricted limits

Action UPP ongoing review of window restrictors

- A concern was raised relating to the closure of Judd Street which will cause a disruption for deliveries & traffic in the area, UoL & UPP had not been informed of this.

Action Chair to send the website link

- The operations report is not confidential and can be added to the website.

Action UPP to include on the website

- It was suggested that the lighting around HPT is not dimming to the levels stated, following previous action. UPP confirmed that this could be as a result of the staircases being used more frequently than presumed, stated that due to the staircase being an emergency escape lighting was required at all times. A review would be completed, using a lux meter, to ensure that dimming is in line with requirement.

Action UPP to undertake review of LUX levels & action any areas of increased lights

- Date of next meeting to be held at the end of November 2018.

Actions Chair to issue Doodle poll for the meeting date

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



Purpose

The purpose of this paper is to provide an update to the CLG for the period 15th April 2018 to 3rd September 2018

General Operations

Student Outtake took place on 23rd June, with departures increasing from 1st June onwards. The requirement for a skip was significantly reduced, through charity donations and an increase in general waste collections. The team are currently preparing to welcome the new cohort of students, with the main intake taking place on the 16th September. An additional security staff presence has been arranged, to complete external patrols between 20:00 and 02:00 each evening for the two weeks commencing 16th September. This is in line with the commitments made to the CLG at the EGM meeting, and evening activity will be reviewed towards the end of the period to ensure disturbance is avoided.

The team continue to monitor service road use & feedback to contractors where issues present.

Grounds Maintenance

Routine grounds maintenance continues to be completed by our sub-contractor, a water bowser was procured in response to the ongoing dry weather. With the contractor instructed to carry out at sufficient intervals to preserve the planting. It is noted that there were concerns raised in relation to the communication of this solution with the team on the ground, along with the frequency of watering.

A full tree survey took place on 23rd May, within a number of recommendations made for the coming three years. All recommended works have been instructed to take place, with an application submitted to Camden. Upon approval of the application, works will be scheduled. We anticipate this will be in mid-November.

Following concerns from neighbours around rough sleeping in the area, the grounds contractor has adjusted the pruning of some areas to improve visibility.

There have been no further comments relating to dogs being maintained on a leash at all times in the gardens, which was discussed at the previous meeting.

Community Engagement & Sustainability

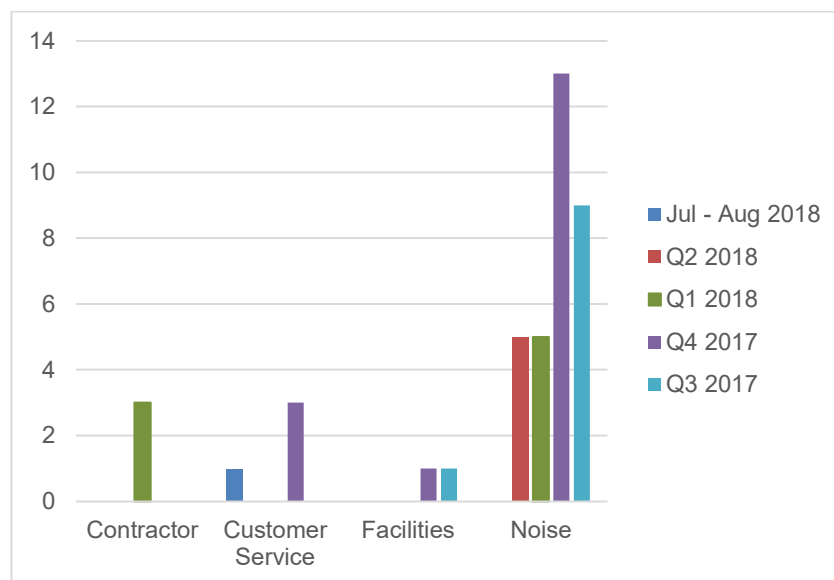
British Heart Foundation campaign has been successful and to date 380 bags have been collected, along with a number of electrical & small furnishing items. Based on these figures we believe we will be on target to meet the 50% increase in donations, equivalent to an additional Tonne of waste diverted.

Five boxes of dry goods were donated to the Camden Foodbank over the outtake period, ensuring that the waste helps those in need in the local area. These activities reduced the requirement for skips, whilst benefitting charities and the wider community.

Recycling rates within the halls were calculated at 60% for the prior academic year, improvements to the signage, bin storage area and communications have been made in anticipation of the new intake. Single use plastic serving pots have been replaced with re-useable for the coming academic year, and the catering provider is working with the university to identify further ways to reduce waste.

Feedback

There was a significant decline in complaints during Q2 in comparison with previous periods, a total of five complaints were received from local residents. Four complaints related to noise coming from open windows and one relating to students gathering externally. We have included the complaints registered to date for Q3 within the analysis. 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 with the exception of the Customer Service complaint due to the investigation.

Area	Date	Cause	Detail	Action Taken	Completed
Sandwich St	19/5	Noise	Noise from THs	Attended TH and requested turn off music, windows closed	19/5
Cartwright Gdns	31/5	Noise	Noise in Street	Residents spoken to & monitored outside for 30 mins. Observed customers from local pubs leaving noisily	31/5

during time					
Sandwich St	3/6	Noise	Noise from THs	Attended TH and requested turn off music, windows closed	3/6
Sandwich St	16/6	Noise	Noise from THs	Group Leader informed following day (summer guests)	16/6
Sandwich St	5/7	Customer Service	Complaint against staff member	Full HR investigation & appropriate action	5/7
Cartwright Gdns	18/6	Noise	HPT Kitchen	No residents in kitchens on investigation	18/6