

# Cartwright Gardens Community Liaison Group

## Meeting minutes

5<sup>th</sup> December 2018

## 1. Previous minutes

- **Action UPP** to contact Camden councillors (3 wards) **Completed**
- **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. **Completed**
- **Action UPP** to upload to EGM Minutes to CLG website. **Completed**
- **Action UPP** remove rubbish from perimeter of gardens & highlight concern to gardening team **Completed**
- **Action UPP** staff to ensure the park vehicle gate is secured daily **Completed**
- **Action UPP** to investigate cleaning contractors gathering **Completed**
- **Action UPP** to remind students that people do live in Judd Street. **Completed**
- **Action UPP** to review complaints tracker and include details of incidents within the Gardens in the operational report. **Completed**
- **Action UPP** ongoing review of window restrictors. **Completed**
- **Action Chair** to send the website link in relation to Judd St closure. **Completed**
- **Action UPP** to include operations report on the website **Completed**
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## 2. Matters Arising

- **Action UPP** add S106 plans as documents within CLG website.
- **Action UPP** to send a copy of the HPT insulation pack to CLG.
- **Action UPP** to review LUX levels following replacement of faulty fittings within HPT stairwells
- **Action Chair** to issue Doodle poll for the meeting date



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



## Purpose

The purpose of this paper is to provide an update to the CLG for the period 4<sup>th</sup> September to 5<sup>th</sup> December 2018.

## General Operations

Student Intake took place on 16<sup>th</sup> September, with arrivals staggered for two weeks. An additional security staff presence was put in place, to complete external patrols between 20:00 and 02:00 each evening. This was initially agreed with the CLG for two weeks commencing but was continued for four weeks following a review of complaints and arrival numbers.

The team continue to monitor service road use & feedback to contractors where issues present. The access defects were resolved and the site window clean completed in September without disruption to parking in the vicinity.

The team are proactively logging concerns with the police in relation to anti-social behaviour, response has been limited. There have been six incidents relating to anti-social behaviour within the park, one relating to drug use & the remaining relating to abusive language. All were requested to move on.

## Grounds Maintenance

Routine grounds maintenance continues to be completed by our sub-contractor, visits have been increased for twice weekly during the autumn period to ensure leaves do not become a hazard. The site team are monitoring tennis courts and walkways daily to reduce build up in between visits.

The recommendations of the Tree Survey were carried out in full during November, with impact on surrounding streets minimised through traffic management and close supervision of the works.

Concerns continue relating to hypodermic needle use adjacent to the hut within the park, the planting in this area will be amended to provide less privacy in a further attempt to dissuade users from congregating here. We are reviewing the feasibility of CCTV in this area to be connected to the halls system.

Following review of the Landscape Architect plans by our specialist, the quantities of plants required were detailed and replanting of the beds was instructed and carried out by our contractor in line with requirements. A small number of items will be added in March due to lack of availability from the nursery during this planting season, along with the re-seeding of the grass areas. The paving slab replacement has been instructed and we are awaiting a date for works to be carried out.

The following plants were installed:

<b>Victorian Beds</b>
29 Abutilon Picturn
52 Anemone Hybrida
20 Arthurium Andraeanum
20 Begonia Rex
26 Cortaderia Selloana
99 Deutzia Gracillis
52 Lathyrus Odaralus
50 Rosa 'La France' 3Ltr Bushy
51 Rosa Wichurlana 3ltr Bushy
20 Senecio Hybidus
14 Stephanotis Floribunda
48 Weigelia florida 5 Ltr 40-60
<b>Perimeter Beds</b>
21 Abutilon Picturn
37 Anemone Hybrida 2Ltr Full pot
14 Arthurium Andraeanum
14 Begonia Rex
15 Cortaderia Selloana
36 Crocosmia Crocosmiliflora 3lt
69 Deutzia Gracillis
38 Lathyrus Odaralus
39 Rosa 'La France' 3Ltr Bushy
39 Rosa Wichurlana 3ltr Bushy
14 Senecio Hybidus
14 Stephanotis Floribunda
5 Weigelia florida 5 Ltr 40-60
Bark mulch (90x Bags)

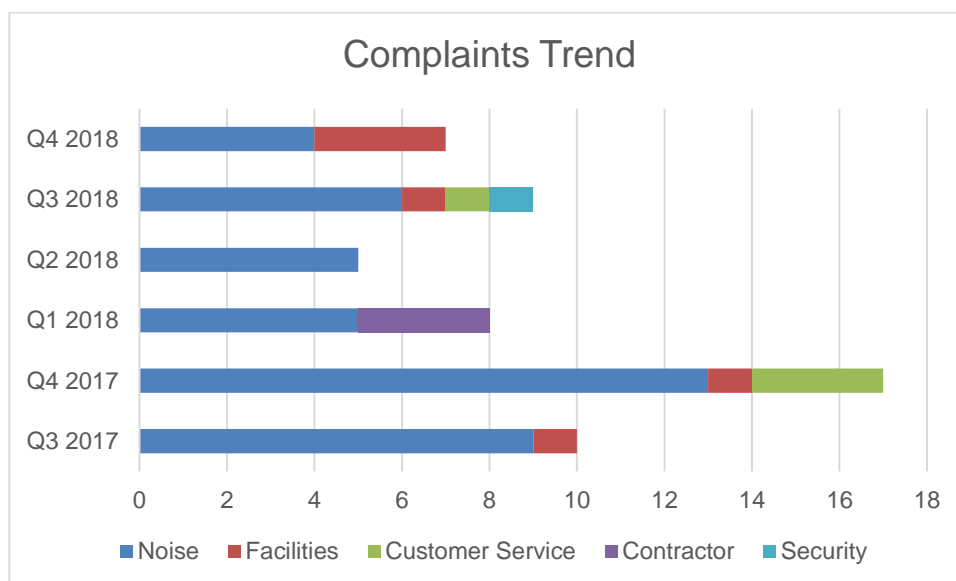
## Community Engagement & Sustainability

British Heart Foundation campaign diverted Three Tonnes of waste and generated over £6,000 for the Camden branch of the charity.

Recycling rates are currently 68%, improvements to the signage, bin storage area and communications have been made successful in increasing the uptake. Garden Halls residents undertook sustainability training, ensuring we have champions within the student body to improve awareness of the activities we undertake.

## Feedback

A total of 15 complaints were received from local residents. Ten complaints related to student noise, representing a significant improvement on the same period last year (22). 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	Date Received	Cause	Complaint Details	Action Taken
Cartwright Gardens	18/09/2018	Noise	Local resident attended main reception and complained about noise in front of HPT	Concern logged before 23:00. HPT officer on duty spoke to students causing noise & reminded them of respect for others
Sandwich St	18/09/2018	Noise	Noise coming from TH9 lounge.	SM on duty attended and took resident details. Noise stopped.
Gardens	25/09/2018	Facilities	Tennis Booking was not included in the calendar	GM emailed to apologise and gave offer of free game

Sandwich St	25/09/2018	Noise	Loud noise coming from Town House.	SM on duty attended and took resident details. Noise stopped.
Cartwright Gardens	26/09/2018	Noise	Local resident complained students making noise & smoking	2x staff attended and cleared area.
Cartwright Gardens	27/09/2018	Noise	Local resident complained students making noise & smoking	2x staff attended and cleared area. Additional staff member instructed to keep patrolling the area making sure it is totally clear of any groups of people.
Leigh St	27/09/2018	Noise	Please can you inform the students that reside in your halls that they are guests in the area. After 10pm, we do not want them hanging outside their residence	Concern logged before 23:00. GM emailed to clarify details & provide correct contact details. Email sent to all residents in facing Leigh St RD responded requesting meeting to discuss & introduce the new FoH supervisor
Cartwright Gardens	27/09/2018	Noise	S2L emailed following up on 2 no. complaints raised by team previous evening	Security attended immediately, people had moved on during this time. Incident logged with Met Police
Sandwich St	30/09/2018	Security	A resident from Sandwich street called regarding a group of boys drug dealing on Sandwich street Garden halls pavement side.	Residents were waiting for taxi, security patrolled & cleared the area
Cartwright Gardens	04/10/2018	Noise	Call at 00:19 regarding a noise complaint in front of the main building	Security attended residents were asked for ID's and explained the situation. The residents were very reasonable, apologised and went to their rooms.
Cartwright Gardens	04/10/2018	Noise	Call at 1:23am for a noise complaint in front of HPT, students being loud*	Attended at the time to review & request blinds to be closed, email issued to all TH residents reminding of neighbours proximity
Sandwich St	05/10/2018	Facilities	Sandwich Street and i can notice the blinds in your Town Houses are opened. You need to tell your students to put their blinds down	Security attended residents were asked for ID's and explained the situation. The residents apologised and moved on.
Cartwright Gardens	17/10/2018	Noise	Complaint about noise on street outside Garden Halls	Attended immediately, resident had moved on.
Cartwright Gardens	27/10/2018	Noise	Studio 2 Let complaint that there was lots of noise at	

			HPT entrance student sitting on the stairs.	
Sandwich St	09/11/2018	Facilities	Machine noise coming from corner of HPT	Maintenance Team investigating the noise levels & run hours of the Boiler plant
Gardens	19/11/2018	Facilities	Tennis Court double booked	GM emailed to apologise and gave offer of free game