

# Cartwright Gardens Community Liaison Group Emergency Meeting

## Meeting minutes

20<sup>th</sup> October 2017

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### Attendees

### Apologies

Elizabeth Paul (Resident, CLG)	Miriam Campbell (Lutherans, CLG)
Janet De Vos (Resident)	Debbie Radcliffe (BCAAC, CLG)
Steve Cowan (Resident, CLG)	David Berry (UPP)
Alan Young (Resident)	
Kleoniki Kourmpi (UoL)	
Paul Cockle (Hotels, CLG)	
Andrew Howarth (UoL)	
Fiona Cooper (UPP)	
Krzysztof Ignaszak (UPP)	
Helen Masterson (Camden Council)	
Hadi Shrubber (Local Business)	
Omri Rothschild (Local Business)	
Terence Thompson	
Glen Fenemore Jones (Resident, CLG)	
Jane Philips (Resident)	
Bob McIntyre (Resident, CLG)	

## 1. Minutes

- At the start of the meeting, prior to discussion, a motion of censure was raised and passed unanimously by all attending voting CLG members:  
“The Cartwright Gardens Community Liaison Group is disappointed and deeply concerned at the failure of The University of London and their agents, UPP to manage late night antisocial behaviour from students at Cartwright Gardens Halls. These problems persisted throughout the first 6 months of the academic year 2016/2017, following the opening of the halls in October 2016.”
- UPP gave an overview of their noise management strategy and described additional measures undertaken recently i.e. multiple noise posters located by the exits of the buildings
- Camden representative suggested UPP have a system in place for updating local residents who call in to complain about noise by for example ringing them back within certain amount of time or sending an email the next morning. To be posted online to ensure accessibility.  
**Action UPP** – to review & confirm location of noise complaints policy
- Camden representative suggested UPP/UOL put up their noise management procedure on the Garden Halls website so that all local residents can view it  
**Action UPP** – review placement of noise policy on CLG website.
- Studios to Let proposed hiring guards at own cost to patrol the nearby streets at night
- Local residents expressed their concerns regarding potential insufficiency of external patrols performed by UPP  
**Action UPP** - to review structure of patrols and staff distribution with increased patrols and more visible staff
- UOL/UPP to look into the possibility of having smoking areas created within the Garden Halls as opposed to in the gardens  
**Action UoL** – to email the CLG with the findings and what will be possible  
**Action UPP** – to reinforce to the FOH team their duty to approach and disperse noisy residents outside
- UoL committed to employing an SIA certified member of FOH or ad-hoc agency for managing noise and difficult residents to “set the tone” during the first few weeks of the academic year.  
**Action UPP** – ensure additional guard is in place for initial weeks 2018-19 academic year.  
**Action UPP** – to circulate overview of the staffing levels in and around halls.
- It was raised that there had been little support from Camden Council and their Councillors  
**Action Camden Council** - Ms Masterson to report to Councillor Simpson and also her colleagues.  
**Action Camden Council** - to take proactive action with noise team officers carrying out ad hoc visits
- **UPP/UOL actions to be completed within 2 weeks of the meeting and updates on the situation to be emailed to the CLG**