

MINUTES

Cartwright Gardens Community Liaison Meeting (CLG)

Tuesday 20th January 2015, 19:00hrs - 21:00hrs

Chair:	Bob McIntyre	Judd Street/Business
Committee:	Gajan Raj	Hotel Representative
	Tony Tugnutt	BCAAC
	Miriam Campbell	Church Representative
	Elizabeth Paul	Sinclair Sandwich Thanet
	Steve Cowan	Sinclair Sandwich Thanet
	David Berry	CLG Liaison Officer/UPP
	David Stephens	U of L Representative
	Paul Cockle	Crescent Hotel Representative
	Gareth Maer	Marchmont Association
Attendees:	Andrew Richardson	Brookfield Multiplex
	Duncan Palmer	UPP
	Janet Goodricke	
	<u>Observers</u>	
	Glen Fenemore-Jones	Local Resident
	Janet Goodricke	Local Resident
	Libby Giddings	UPP
Apologies:	Debbie Radcliffe	BCAAC/ Local Resident
	Nigel Kemp	Business Representative
	Paul Wilkinson	U o L Representative
Distribution:	All of the above	

1.0 Introductions and apologies

- 1.1. Bob McIntyre assumed the role of Chair of the CLG.
- 1.2. Bob McIntyre invited the guests in the room to introduce themselves.
- 1.3. Apologies were received from Paul Wilkinson, Debbie Radcliffe and Nigel Kemp

2.0 Action from the Meeting held on 19 June 2014

- 2.1. Bob McIntyre referenced an email that Debbie Radcliffe had questioned the style of the minutes recorded at the last meeting. David Berry stated that he would always be happy to discuss the minutes with any member of the group who wished to.
- 2.2. Item 2.2: Bob McIntyre commented that the CLG he was under the impression that their displeasure was to the behaviour of a few individuals at the June meeting rather than from the behaviour of a specific individual from UPP. David Berry explained that as the group had expressed it at the last meeting the group had clearly indicated it was a specific individual.
- 2.3. Bob McIntyre invited the group to express their experience of noise.

Elizabeth Paul commented that the noise had been intermittently awful and reported; three experiences of particularly loud noises on Tuesday 20th January 2015, a loud noise and vibrations which caused items on her table to move, cracks appearing in the plasterboard around the windows and two individuals have knocked at her door to comment about the noise.

Glen Fenemore-Jones added that she too noticed the bangs, thumps and shakes on Tuesday 20th January 2014.

Miriam Campbell stated that she has experienced tolerable noise and explained she too has heard three bangs. Miriam also highlighted that a couple of students have found new study areas due to the deconstruction.

Steve Cowan stated he has noticed the occasional vibrations however it has not disturbed him, however he can imagine it's more severe on Sandwich Street.

Andrew Richardson explained to the group that some noise would be created whilst the work took place but that every step was being taken to mitigate this potential disturbance. Andrew Richardson highlighted that he has sent information to Steve Cowan on the demolition. That he has met with individuals outside of these meetings to discuss concerns and has explained the measure in place. All CLG members have received updates and 28 day look forward reports. He explained there is an expected month and a half more work to do on deconstruction. The noise and vibration criteria threshold, have been agreed with Camden Council. On the occasions where these levels have been exceeded Camden Council has received an explanation as to why. The work causing this has been stopped, reassessed and a new method adopted. Andrew explained that the three bangs which have been heard are when the concrete is drilled and burst,

this method has been chosen as it reduces the noise and vibration associated with other demolition techniques.

- 2.4. Miriam Campbell questioned whether the demolition would be finished by the end of March. Andrew Richardson explained that the building which was nine levels high is now down to four levels and that the demolition to the lower ground floor should be completed in the next few weeks.

Miriam Campbell highlighted that student exams will be taking place in May 2015 and questioned whether the deconstruction work will be quieter at that time. Andrew Richardson confirmed that it should be as the larger sections of concrete will be taken away to be demolished. On the lower ground floor it is hard to tell the thickness of the middle slabs, however this should be completed by spring and the remainder of the removal of the lower ground floor should be completed by the summer.

Miriam Campbell questioned whether the next month and half the deconstruction will be less noisy as the largest sections are being removed. Andrew Richardson stated that a newsletter will be circulated, in the next couple of weeks, providing a table of the different activities and details of the deconstruction completion.

- 2.5. Elizabeth Paul questioned how noisy it will be when the foundations are laid. Andrew Richardson stated there will be less noise as the concrete is liquid and will be pumped in. Elizabeth Paul questioned whether there will be piling. Andrew Richardson stated there would be no big piling rigs and no drive piles as the method of installation has been changed so they are driven in with hydraulics.

- 2.6. Paul Cockle questioned what is anticipated to be the noisiest thing from the construction stage. Andrew Richardson responded that it will be the construction logistics such as the moving of cranes, there will be less impact noise. Tony Tugnutt suggested it will be intrusive and stressful. Andrew Richardson assured him that it would be no different to what has been discussed previously.

- 2.7. Tony Tugnutt highlighted that a report stated that it was not compliant. Andrew Richardson explained that the building records from 1950 showed the concrete as 300mm thick, however as it was not so the method of deconstruction was changed. Andrew Richardson reiterated that if the tolerance levels are exceeded a notification is received and the works are stopped. This is in the report with an explanation of why it was exceeded. Andrew Richardson highlighted that Camden Council set the criteria to work within and Brookfield Multiplex make every effort to minimise disruption.

- 2.8. Steve Cowan explained that he requested vibration reports, however the reports he received did not cover the full period he requested as he didn't seem to have some earlier records from September 14. He suggested he would email Andrew Richardson outside of the meeting to resolve this.

Action: Steve Cowan to email Andrew Richardson regarding vibration reports.

- 2.9. Bob McIntyre addressed the topic of window cleaning.

Steve Cowan stated there have been indications that residence in his building would like their windows cleaned. Bob McIntyre questioned whether they want their windows cleaning now.

- 2.10. Bob McIntyre questioned whether the £2000 payment is every 6 months. Steve Cowan questioned the process of getting the windows cleaned. David Berry stated that the process is the decision of the CLG. If the CLG inform David Berry where they would like the funds transferred he will liaise with the finance team at UPP to arrange a transfer. Steve Cowan stated that he will raise the window cleaning topic at a board meeting next week.
- 2.11. Paul Cockle referred to an occurrence where there seemed to be a large quantity of dust. Andrew Richardson clarified that this was an atomised spray which is used to capture the dust.
- 2.12. Item 3.12 - Steve Cowan confirmed he has received the report.
- 2.13. Item 4.6 – Andrew Richardson confirmed this action is complete.
- 2.14. Item 5.5 – this action is outstanding, David Berry has not received wording on the history of the gardens, however he doesn't require it urgently.
Action: The CLG to provide David Berry with some wording on the history of the gardens.
- 2.15. Item 5.8 – David Berry confirmed this action is complete.
- 2.16. Item 5.9 - David Berry confirmed this action is complete.
- 2.17. Item 5.10 - David Berry confirmed this action is complete.
- 2.18. Item 5.11 - David Berry confirmed that four tennis courts have been agreed to remain in the gardens. The CLG questioned who is replacing Amanda Peck. David Berry agreed to clarify who is replacing Amada Peck's role.
Action: David Berry to confirm who is replacing Amanda Peck's role
- 2.19. Item 5.16 – this action is outstanding, David Berry has not received details from the CLG of the suggested catchment area they feel is appropriate for local residents. David Berry emphasised that it is easier to start with a smaller catchment area and increase it to include others, than to take a benefit off of people.
- It was agreed that the CLG will discuss the local area they deem appropriate and will provide David Berry with a red line around a map detailing the area.
Action: The CLG to discuss the catchment area for a 50% reduction on tennis fees and provide David Berry with a drawn red line around a map detailing the area.
- 2.20. Bob McIntyre suggested a reduced rate for under 16s.
- 2.21. Item 5.19 - David Berry confirmed this action is complete.
- Tony Tugnutt explained that timber benches can get abused and that metal benches look better. Tony Tugnutt referenced a park in Scotland that is using metal benches. David Berry explained that the landscape architect did not like the metal benches, however if we can demonstrate these benches are being used in other areas the architects may change their mind. David Berry asked Tony Tugnutt if he could remember the name of the park. Tony Tugnutt said he would email David Berry the name.

Action: Tony Tugnutt to provide David Berry with the name of the park in Scotland using metal benches.

2.22. Gajan Raj joined the meeting.

2.23. Item 5.20 - David Berry confirmed this action is complete.

It was questioned whether the bins will match the benches. David Berry agreed to email the details of the bin and benches which Camden Council have approved.

Action: David Berry to resend the details of the approved benches and bins

2.24. Item 5.21 - David Berry confirmed this action is complete.

2.25. Item 5.22 - David Berry confirmed this action is complete.

2.26. Item 5.23 – David Berry stated that the money attained from the tennis court charges has not been considered yet.

2.27. Item 6.3 – Andrew Richardson confirmed this action is complete.

2.28. Item 6.12 - David Berry confirmed this action is complete.

2.29. Item 6.13 - Andrew Richardson confirmed this action is complete. Elizabeth Paul added that she does not experience rats anymore.

3.0 Construction Update

3.1. Andrew Richardson stated that Brookfield Multiplex will be providing another newsletter in the next few weeks with an update of the next 6 months and confirmed that additional cranes will be installed in the coming months.

3.2. Miriam Campbell questioned whether the issue with the flashing lights on the crane has been resolved. Andrew Richardson confirmed that the flashing device will only be switched on when the crane is operational, and will only flash in high winds.

3.3. Steve Cowan questioned whether the cranes are free to swing in the wind. It was confirmed that the cranes will weathervane.

3.4. Bob McIntyre questioned why the banksman have moved from the Judd Street area. Andrew Richardson stated that they are put in position as they are required on routes.

Elizabeth Paul suggested there should be a banksman on the corner of Judd Street at school times. Andrew Richardson stated that particular route is not being used where possible and emphasised that four banksman operate that corner when it is being used.

3.5. Andrew Richardson asked the group if they had any other questions they would like answered under this section. There were no more questions.

3.6. Andrew Richardson left the meeting.

4.0 Student Management

- 4.1. Paul Cockle suggested the group go through the Student Management Plan section by section.
- 4.2. Miriam Campbell questioned how many rooms and staff will be occupying and working in the residences. David Berry confirmed there are 1,200 single rooms but the specific staffing numbers are still under review.
- 4.3. Miriam Campbell questioned whether Hughes Parry Tower will be connected internally to the Garden Halls or whether there will be two separate entrances.
- David Berry confirmed that staff can access the tower from within the premises, however it is not for student use, residents would have to leave the Hughes Parry Tower through one door and enter the Garden Halls through another door.
- Miriam Campbell questioned whether the 1,200 rooms included those in the Hughes Parry Tower. David Berry confirmed that there are 900 rooms in the Garden Halls building and 300 rooms in the Hughes Parry Tower.
- 4.4. Elizabeth Paul questioned whether the buildings will be treated as two separate residences. David Berry clarified that they will be managed as one residence, with the reception serviced from the Garden Halls, and two entrance doors, one for the Hughes Parry Tower and one for the Garden Halls.
- 4.5. Steve Cowan questioned whether the Hughes Parry Tower would be occupied by post-graduates. David Berry stated that we can't commit to that, as it depends of the colleges' requests. David Stephens added that Warden representatives will be occupying both buildings.
- 4.6. Elizabeth Paul requested the location of the Warden rooms within the residences. David Stephens advised that the Wardens and senior residents would be spread throughout the building to ensure the hall is appropriately supported by this service. David Berry agreed to provide a floor plan containing this detail.
- 4.7. Miriam Campbell questioned if the Senior Residents are paid. David Stephens explained they are not paid but get free accommodation.
- 4.8. Paul Cockle questioned whether the document can be renamed the "Student Management Plan: Community relations". David Berry confirmed he will amend the name to reflect this request.
Action: David Berry to name the document "Student Management Plan: Community Relations"
- 4.9. Miriam Campbell questioned whether the Wardens will stay in residence throughout the year. David Stephens confirmed they would and explained further details are covered in the Summer Management Plan.
- 4.10. Bob McIntyre suggests that the group move on to the next item under the Student Management Plan.
- 4.11. David Berry highlighted areas of the executive summary explaining that pastoral duties will be carried out by the University of London and the operations will be the responsibility of UPP.

4.12. Duncan Palmer explained that the access to the Townhouses will be amended. The only access, at all times, will be from Cartwright Gardens and not from the townhouses on Sandwich Street, with the exception of the fire doors which would only be used in the event of fire and will be alarmed to prevent misuse.

4.13. Bob McIntyre made a statement on behalf of Debbie Radcliffe, suggesting that the first paragraph of section 2 is inaccurate and that UPP do not have experience in managing large-scale student housing projects in city centre areas.

Duncan Palmer disagreed with Debbie's statement and provided details of UPPs experiences in managing large-scale student housing projects in city centre locations. David Berry requested that Bob McIntyre forwarded Debbie Radcliffe's email to him and he will provide evidence of UPP's experience.

Action: Bob McIntyre to forward Debbie Radcliffe's question with regards to section 2 of the Student Management Plan.

Action: David Berry to provide Debbie Radcliffe with details of UPP's experience.

4.14. Paul Cockle questioned what activity will take place within the residences to create a student community. David Berry explained there are 900 students in catered accommodation on a meal plan, where they receive two meals a day. Paul Cockle asked if there is one point of socialisation such as a bar. David Stephens responded that there is a coffee bar, which he does not think it's licensed and across the ground floor and basement there are a music practice room, gaming area, chill-out zone and cinema room, none of which are Sandwich Street facing. David Berry agreed to confirm whether there has been a request to licence the cafe bar.

Action: David Berry to confirm whether the café bar have requested a liquor licence.

4.15. Miriam Campbell questioned whether there are common rooms on each floor. David Stephens explained there are only butler kitchens.

4.16. UPP were asked to consider engagement with the local community by potentially offering community groups use of the hall facilities.

4.17. Elizabeth Paul questioned whether the residence can use the meeting room. David Stephens explained they were not a common room for students but students could apply to book meeting rooms.

4.18. Paul Cockle stated that often in the early hours of the morning you hear shouting out and questioned whether this will be heard now the entrances are on Cartwright Gardens. David Berry explained that the Security staff at the residences can control who enters and exits the building and can see individuals walking down the street.

4.19. Bob McIntyre highlighted that former security staff, at the halls, are working elsewhere within the University and questioned whether they will be returning to work at the Garden Halls. David Stephens explained that there are no TUPE obligations and that UPP will be recruiting the security staff.

Duncan Palmer explained that recruitment for the position will take place and all applicants will be assessed for suitability for the role. Bob McIntyre suggested that

it would be better to employ someone who is familiar with the job and has done it before. Duncan Palmer responded that there will be a change of approach and that the management will be trying to create a sense of community.

- 4.20. Steve Cowan suggested that if the students can be seen by security on the Cartwright gardens side of the building they may gather on Sandwich Street. David Stephens responded that Sandwich Street can be observed on CCTV and security will patrol the area.
- 4.21. Paul Cockle questioned what the process is with guests visiting residence. David Berry clarified that within the Student License Agreement it states that the student who signs in the guest is responsible for their guest.
- 4.22. Paul Cockle questioned whether people can enter the halls without signing in. David Berry stated that tailgating maybe possible, however the reception staff should be able to stop this and the individual tailgating will need a fob to access other floors and flats.
- 4.23. Elizabeth Paul raised concern that drug dealers have left Sandwich Street but may return when the students occupy the residences. David Stephens highlighted that the police should deal with drug dealing on Sandwich Street, not UPP or the University of London.
- 4.24. Elizabeth Paul questioned whether security staff will patrol at night. Duncan Palmer confirmed there will be a night patrol and clarified that UPP will not allow their staff to approach drug dealers. Should there be a concern with drug dealing the police are the first point of call. Duncan Palmer highlighted that UPP will have a very close liaison with the local police officer; they will inform the police of anything suspicious and will allow the police to view their CCTV if requested.
- 4.25. Paul Cockle stated that the CCTV maybe more useful after an event as it is recording 24/7. Duncan Palmer highlighted that the security staff are not in an office monitoring the CCTV.

Elizabeth Paul questioned whether individuals can report drug dealing they have witnessed and refer to the CCTV recorded. Duncan Palmer stated it may be worth reporting it to the police who can contact UPP for the CCTV recording.

Paul Cockle suggested that if the CCTV is recording the roads surrounding the building then the anti-social behaviour may move into the gardens. David Berry stated that the Security staff will be able to see into the gardens. Bob McIntyre questioned whether the security staff will challenge drug dealing they witness in the gardens. Duncan Palmer reiterated that UPP staff will not approach drug dealers as it is putting staff at risk. Duncan Palmer stated that UPP have a duty of care for the students and do not want drug dealing or anti-social behaviour. UPP are fully committed and hear the CLGs concerns of the gardens and will do everything to work with the community and the police to make it a safe area for everybody. The students will attend thorough inductions and UPP are very supportive of creating a community. If UPP are noticing issues they can adapt the way which they operate for a period, for example, increasing the number of patrols.

Bob McIntyre questioned whether UPP could setup CCTV coverage for the gardens. Duncan Palmer stated that as it is a public area, UPP cannot monitor the gardens with CCTV. David Berry stated that there are a number of steps which

- could be taken, for example if there is a repetitive issue before dusk in the gardens they could be closed early, for a period of time, and a report will be issued for the authorities to manage.
- 4.26. Paul Cockle questioned whether student behaviour within the gardens can be included within the student license agreements as it only refers to their behaviour within the premises of the building and doesn't include the gardens. David Berry confirmed to amend the wording to include student behaviour within the gardens. **Action: David Berry to amend the wording of the Student license agreement to include behaviour within the gardens.**
- 4.27. Gajan Raj questioned whether the Summer Management Plan is different from the Student Management Plan. David Berry confirmed they are two separate documents.
- 4.28. It was questioned whether students will be allowed access to the roof. David Berry confirmed that at no stage will student be allowed access to the roof and if required a line can be added to the Student Management Plan confirming this.
- 4.29. Glen Fenemore-Jones sort reassurance of student access to the area above the vicinity of the plant room at the corner of Hastings and Sandwich Streets. David Berry confirmed to include the hours of use to the re-landscaped area in the north east of the site, in the Student Management Plan. **Action: UPP will include the hours of use to the re-landscaped area in the north east of the site, in the Student Management Plan.**
- 4.30. Tony Tugnutt suggested that it would be useful for completeness to recognise there has been an antisocial behaviour problem in the past and there is a potential for this to increase due to the increasing number of students. Duncan Palmer stated that it will be different with the new building; there will be a step change with a new regime. David Stephens stated that additional wording on the history of behaviour will not be added into the Student Management Plan as it is not evident this was the behaviour of students from the University of London halls of residences.
- 4.31. Paul Cockle questioned whether the JCR President will become a member of the CLG, as previously suggested. David Stephens confirmed that once the JCR President has been appointed they will be invited to become a member of the CLG.
- 4.32. David Berry stated that section 3.2 of the Student Management Plan needs updating to reflect the CLG. Tony Tuggnut queried that section 3.2 suggests the group have no control or influence. David Stephens responded that the group is a liaison group so do not have control, but they are influential.
- 4.33. Bob McIntyre addressed the group to raise any questions they have with section 4.0 of the Student Management Plan.
- 4.34. Miriam Campbell questioned where the calls from the helpline go through to. David Berry stated they are direct to reception, where there are a line of escalation patterns for staff to use.
- 4.35. Paul Cockle questioned how they reception staff will remember all of the individual students. David Berry stated that all individuals can be identified from the door

- access control. David Stephens added that the access control will be different to those used previously.
- 4.36. David Berry stated that he will amend the wording on access to the townhouses. Elizabeth Paul requested for the wording to state there will be no access through the alarmed doors.
Action: David Berry to amend the wording on access to the townhouses.
- 4.37. Bob McIntyre requested for an additional line to be added to the noise and disturbance flow chart under section 5.4 to indicate feedback to the local resident where an issue had been raised by them.
Action: David Berry to review adding an additional line to the flow chart.
- 4.38. Tony Tugnutt suggested a larger version of the flowchart should be made available. David Berry agreed to make a larger version of the flowchart available.
Action: David Berry to provide a large version of the flowchart.
- 4.39. Tony Tugnutt questioned whether there is there a definition of 'acceptable behaviour'. David Berry confirmed it is what the security guard believes is acceptable behaviour.
- 4.40. Paul Cockle questioned what level of lighting is being used. David Berry agreed to check and inform Paul Cockle.
Action: David Berry to provide Paul Cockle with details of the lighting being used.
- 4.41. Bob McIntyre requested for the current boundaries of the gardens to be moved, so the fence line by the hut meets the corner as it is creating an area for anti-social behaviour. David Berry agreed to pass the request on to Andrew Richardson.
Action: David Berry to liaise with Andrew Richardson regarding the request to move the boundaries.
- 4.42. David Berry asked the group to provide him with comments or feedback on the Student Management Plan, by the end of February 2015, which he will review. Paul Cockle requested for David Berry to circulate a spread sheet with details of the sections. David Berry agreed to do so.
Action: David Berry to circulate a spread sheet with the details of the Summer Management Plan.
Action: CLG to provide David Berry with feedback on the Student Management Plan, by 28th February 2015.
- 4.43. Tony Tugnutt suggested that it would be useful to show the students where the local residential areas are. David Stephens suggesting this is a topic which could be covered in the welcome guide.
- 4.44. David Berry asked the members of the group to further consider the Student Management plan and let him have any further feedback and comments so that he can amend the plan and or respond to the points which would allow the group to consider the plan at the next meeting when it reflects the feedback. Paul Cockle suggested it would be helpful is the group could have the table used for feedback to the CMP and OSMP so their comments could be added in a consistent format which was agreed.

Action: DB to distribute the table for feedback. CLG members to feedback to DB on the Student Management plan

- 4.45. Gajan Raj questioned how waste will be collected from the halls and requested this to be detailed in the plan. David Berry agreed to add these details into the plan.

Action: David Berry to include waste collection within the Student Management Plan.

5.0 Date of next meeting

- 5.1. David Berry suggested the 21st April 2015 for the next meeting. David Berry also suggested that so everyone can plan ahead that the meetings be on the third Tuesday of each quarterly month which was agreed

Action: DB to distribute date of meetings

- 5.2. Elizabeth Paul questioned whether the meeting could be held at International Hall as it is a closer location. David Stephens confirmed that location could be used if it is available on the date suggested and highlighted that the room is on the lower ground floor with no natural daylight.

- 5.3. Gareth Maeer questioned whether there will be another draft of the OSMP. David Berry confirmed there will not be another version as it is a live document, which has been signed off.

Minutes Approved (Chair):

Date: