

MINUTES

Cartwright Gardens Community Liaison Meeting (CLG)

Tuesday 21st April 2015, 19:00hrs - 21:00hrs

Chair:	Bob McIntyre	Judd Street/Business
Committee:	Miriam Campbell	Church Representative
	Gajan Raj	Hotel Representative
	Nigel Kemp	Business Representative
	Gareth Maer	Marchmont Association
	Debbie Radcliffe	BCAAC/ Local Resident
	Steve Cowan	Sinclair Sandwich Thanet
	David Stephens	U of L Representative
	Duncan Palmer	UPP
	David Berry	CLG Liaison Officer/UPP
Attendees:	Andrew Richardson	Brookfield Multiplex
	Claire Scrimgeour	Brookfield Multiplex
	Libby Giddings	UPP
	<u>Observers</u>	
	Tony Tugnutt	BCAAC/ Local Resident
	Glen Fenemore-Jones	Local Resident
	Janet Goodricke	Local Resident
	Elizabeth Paul	Sinclair Sandwich Thanet
	Dora Rothschild	Brandenberg Management
	Hadi Shubber	Kelmscott Service
	Andrew Bastra	Sandwich House Resident
	Desmond Kilcoyne	Sandwich Street Resident
Apologies:	Paul Cockle	Crescent Hotel 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 all those present at the meeting to introduce themselves.
- 1.3. Apologies were received from Paul Wilkinson and Paul Cockle

2.0 Review of the action from the meeting held on 20 January 2015

- 2.1. Item 2.8: This action is outstanding.
Action: Steve Cowan to email Andrew Richardson detailing which vibration report he would like to receive.
- 2.2. Item 2.14: – this action is outstanding, David Berry has not received wording on the history of the gardens. Debbie Radcliffe agreed to provide David Berry with wording on the history of the gardens.
Action: Debbie Radcliffe to provide David Berry with wording on the history of the gardens.
- 2.3. Item 2.18 - David Berry confirmed that Amanda Peck's replacement is Katherine Moran.
- 2.4. Item 2.19 – this action is outstanding
Action: The CLG will 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.
- 2.5. Item 2.21 – David Berry confirmed this action is complete; David Berry has received details of the benches from Tony Tugnut.
- 2.6. Item 2.23 – there was discussion as to whether details of the benches and bins have been circulated.
Action: David Berry agreed to recirculate details of the approved benches and bins.
- 2.7. Item 4.8 – David Berry confirmed this action is complete.
- 2.8. Item 4.3 – action is outstanding
Action: Bob McIntyre to forward Debbie Radcliffe's statement, questioning the accuracy of the first paragraph of section 2 of the Student Management Plan regarding UPP's experience in managing large-scale student housing projects in city centre areas.

Action: Once received, David Berry to provide Debbie Radcliffe with details of UPP's experience.
- 2.9. Item 4.14 – David Berry confirmed the café bar have not requested a liquor licence.

- 2.10. Item 4.26 – David Berry agreed to include wording, on student behaviour within the gardens, in the student licence agreements and noted this action will remain outstanding until the details of the licence agreements are agreed.
Action: David Berry to include wording, on student behaviour within the gardens, in the student licence agreements
- 2.11. Item 4.29 – David Berry confirmed that this action is complete; the hours of access have been added to the Student Management Plan.
- 2.12. Item 4.36 – David Berry confirmed this action is complete; the wording has been amended in the Student Management Plan.
- 2.13. Item 4.37 – David Berry confirmed this action is complete; the additional line has been added to the flow chart in the Student Management Plan.
- 2.14. Item 4.38 – David Berry confirmed this action is complete; a larger version of the flow chart is included within the Student Management Plan
- 2.15. Item 4.40 – this action is outstanding
Action: David Berry to provide Paul Cockle with details of the levels of lighting being used.
- 2.16. Item 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. Andrew Richardson agreed to move the fence line and requested Bob McIntyre provide him with further details.
Action: Bob McIntyre to provide Andrew Richardson with details of how he would like the boundary fence moved. Since the meeting additional fencing has been erected as requested.

Action: Andrew Richardson to review Bob McIntyre's request and amend the fence line where possible.
- 2.17. Item 4.42 – David Berry confirmed this action is complete; the information has been circulated to the CLG who have provided David Berry with their feedback.
- 2.18. Item 4.44 – David Berry confirmed this action is complete; the information has been circulated.
- 2.19. Item 4.45 – David Berry confirmed this action is complete, waste collection is now included as an appendix to the Student Management Plan
- 2.20. Item 5.1 – David Berry has circulated the dates of the meetings until April 2016.
- 2.21. Gajan Raj questioned whether the Summer Management Plan is on the website. David Berry confirmed the Summer Management Plan is available on the website and agreed to email Gajan Raj a copy.
Action: David Berry to email Gajan Raj a copy of the Summer Management Plan
- 2.22. Gareth Maer questioned whether his email detailing the need for active engagement with the local community has been included within the minutes and the Student Management Plan. David Berry confirmed additional wording on student interaction with the local community has been included within Section 3 of the Student Management Plan.

- 2.23. Steve Cowan asked for clarification as to whether the townhouses would be occupied by post-graduates. David Stephens explained that the University of London have an obligation to reflect the make-up of the students across the University as a whole. He further detailed that there tends to be a 50:50 split of undergraduates and post-graduates across the colleges, but this may change in years to come. David Stephens confirmed that there is intention to place post-graduates in the townhouses, but this cannot be guaranteed.
- 2.24. Glen Fenemore-Jones questioned whether item 4.29 of the minutes has been closed out regarding student access to the re-landscaped area on the corner of Hastings and Sandwich streets. David Berry confirmed that student access is allowed during the hours of 9am and 7pm of which details can be found in section 4.4 of the Student Management Plan.
- 2.25. **Window Cleaning**
- 2.26. David Berry stated that UPP have offered the CLG £2,000 every 6 months for the CLG to arrange window cleaning as they feel it is required. Bob McIntyre highlighted that this offer was made as Cllr Simpson had requested it.
- 2.27. David Berry highlighted that so far he has received requests equating to £300 in total for window cleaning and an additional request has been received from Desmond Kilcoyne, a resident of Sandwich Street. David Berry asked the group if they are happy for Desmond Kilcoyne to use a portion of the £2,000 to have the windows on his property cleaned. The group agreed for Desmond Kilcoyne to have his windows cleaned.
- 2.28. David Berry explained to Desmond Kilcoyne that he should arrange and pay for his windows to be cleaned and then send a copy of the window cleaning invoice to the CLG and copy UPP in. Once details of a CLG account have been provided, UPP will arrange for the £2,000 to be transferred into the account, the CLG will then reimburse Desmond Kilcoyne for the expenditure.
Action: CLG to provide David Berry with account details to allow the £2,000 to be transferred every 6 months for window cleaning.
- 2.29. David Berry questioned whether there were any other windows which require cleaning and reimbursing from the allocated £2,000. Bob McIntyre stated he would ask the local area if they require any window cleaning. David Berry advised that he has received requests from local resident for a refund to their window cleaning costs and will settle him in the absence of other claims.
- 2.30. Tony Tugnutt questioned whether the funds extend to car valeting as his car hood is getting dusty and cost £20 to be cleaned.
- 2.31. Gajan Raj questioned whether the £2,000 every 6 months can be rolled over into the next 6 months if it is not used. Duncan Palmer stated the UPP would like to receive a schedule of planned window cleaning. Duncan Palmer agreed that funds could be brought forward to months where more window cleaning is required, but then the CLG will receive less funds in the next 6 month payment. Duncan Palmer also emphasised that it is the CLG's responsibility as to how they spend the funds.

3.0 Construction Update

- 3.1. Andrew Richardson provided an update on the construction and reported that the lower ground floor should be completed by the end of May.
- 3.2. Andrew Richardson confirmed that all the cranes are now up and they are not expecting to close the road until later in the year.
- 3.3. Desmond Kilcoyne questioned whether a test hole was dug which caused vibrations. Andrew Richardson responded that there are monitoring stations for dust, noise and vibrations, which record the maximum levels which can be achieved, there are four of these located around the site. The construction team carried out individual tests to see the different options of breaking down concrete as the 1950 record drawing were not accurate.
- 3.4. Bob McIntyre questioned whether there were any other discussion points individuals would like to raise in regards to the construction update.

Steve Cowan highlighted that two trustworthy characters within his building have sent him emails detailing their experience of punctures to their cars which they believe could have been caused as a result of the construction site. Steve Cowan questioned what action he should take with regards to the two emails. Andrew Richardson confirmed that construction traffic associated with the development did not use Sandwich Street, Hastings Street or Thant Street and that other contractors had undertaken works to properties within these roads in the past. Andrew Richardson also stated that the removal of the internal finishes of the existing halls was completed many months ago and therefore the chance of the screw or nail coming from the existing halls was very low. **Action: Steve Cowan to forward the two emails regarding punctures to Andrew Richardson for consideration.**

Action: Andrew Richardson: to consider the emails regarding punctures and feedback.

3.6. Steve Cowan detailed an event where cladding was blowing in high winds. Andrew Richardson explained that the fixings to the mono-flex cladding to the scaffold are attachments are designed to break when the wind reaches a certain speed. Due to safety reasons and that Brookfield Multiplex had to wait for the wind speed to drop before re-fixing the attachments.

Elizabeth Paul questioned the traffic flow of vehicles accessing the site and stated she would rather the vehicles egress the site via the exit nearer to her accommodation so vehicles are not queuing outside it. David Berry stated that he believes the vehicles enter the site from Sandwich Street and agreed to check the transport plans to confirm the direction of traffic flow. Duncan Palmer highlighted that in the plans early morning deliveries are limited. Duncan Palmer stated that a conversation can take place with Camden Council and the CLG, if necessary, with regards to the direction of the access route to the site, if it is not working effectively.

Action: David Berry to check the transport management plan with regards to the direction which vehicles access and egress the site.

- 3.5. Andrew Richardson left the meeting.

- 3.6. Bob McIntyre questioned whether the one-way system would remain once the halls open. David Berry confirmed that the road will go back to normal; however there is a requirement from Camden for UPP to pay for pedestrian works to be completed, by the council.

4.0 Student Management Plan

- 4.1. *Section 1 Executive Summary:* no comments were raised.

- 4.2. *Section 2 About the Student Accommodation Management: Community Relations Plan*

- 4.2.1. Tony Tugnutt questioned whether the wording in the first paragraph could be amended to say “local” community rather than “wider”. David Berry agreed to amend the wording.

Action: David Berry to amend the wording in the first paragraph of section two to say “...into the local community...”

- 4.3. *Section 3 Partnership Approach to student accommodation management and community liaison*

- 4.3.1. Steve Cowan referred to the fourth paragraph and questioned whether target time will be quantified. David Berry confirmed they will be quantified and will be published on the website. Steve Cowan questioned what the timeframe is in which the target times will be published. David Berry stated they will be included in the next version of the Student Management Plan.

Action: David Berry to include target times in the next version of the Student Management Plan.

- 4.4. *Section 3.1 Contact with Facilities Management team*

- 4.4.1. Debbie Radcliffe questioned where the person answering the 24 hour phone line will be located. David Berry responded that it will be a member of the onsite team, who will be in the building. Debbie Radcliffe requested for additional wording to be added to the Student Management Plan stating that the 24 hour phone line is onsite.

Action: David Berry to add additional wording to section 3 and section 3.1 detailing that the 24 hour phone line is onsite.

- 4.5. *Section 3.2 Community Liaison Group*

- 4.5.1. Tony Tugnutt requested for the wording in paragraph two to be changed to say “...have on the residential amenity” opposed to “...have on the local environment.” Debbie Radcliffe requested to keep the wording so environment remains. It was agreed that the wording would be amended to say “...have on the local community and environment.”

Action: David Berry to amend the wording in paragraph two so it reads “...have on the local community and environment.”

- 4.5.2. Tony Tugnutt questioned what is deemed as acceptable. David Stephens commented that it is the Wardens interpretation on a case-by-case basis.

4.5.3. Elizabeth Paul questioned whether the small gardens could be a quiet study area to avoid conflict with neighbours. David Berry stated that this area will not be restricted to a quiet study garden and reassured Elizabeth Paul that the student licence agreement will cover student behaviour within the gardens. Duncan Palmer added that if there are persistent issues of noise and poor behaviour we can close the area. The University of London have employed UPP to manage the halls because we have experience of managing students. UPP will manage the building appropriately and deal with issues appropriately

4.5.4. David Stephens asked Bob McIntyre if he would like to receive the link to the rules regarding noise at the other University of London halls. Bob McIntyre accepted David Stephens' offer.

Action: David Stephens to send Bob McIntyre the link to the rules regarding noise at the other University of London halls.

4.5.5. Glen Fenmore-Jones stated that if a local resident reports a noise at night; they are asked for more details as to where the noise is coming from. David Stephens explained that more details are asked so the issue can be resolved quicker. If someone reporting noise can give a bigger pinpoint we can resolve it.

4.5.6. Desmond Kilcoyne raised a concern regarding the security around the townhouses. As the townhouse exits on Sandwich Street are only to be used in an emergency Desmond Kilcoyne is concerned that the doors will create alcoves for anti-social behaviour and questioned the role of UPP security guards in preventing this behaviour.

Duncan Palmer explained that the security staff will regularly patrol the buildings which will act as a deterrent for anti-social behaviour; this has reduced the level of anti-social behaviour at some of our other locations, for example Nottingham. Duncan Palmer explained that UPP will not approach those causing anti-social behaviour, but they will work closely with the local authorities and the police to try and protect the local community. Duncan Palmer also highlighted that there is enhanced CCTV around the build, which should also act as a deterrent.

4.5.7. Desmond Kilcoyne questioned if the exits from the townhouses will be creating silent spaces / alcoves where people may gather. Duncan Palmer commented that he believes there are not alcoves and that the front of the building will be onto the street. Duncan Palmer agreed for the demise plans to be sent to Desmond Kilcoyne.

Action: David Berry to send Desmond Kilcoyne the demise plans.

4.6. *Section 4 Operational Management*

4.7. *Section 4.4 Day-to-day monitoring*

4.7.1. Steve Cowan requested that the discussion had in Item 4.5.3 could be added into section 4.4 of the Student Management Plan. Duncan Palmer agreed to add a statement that the small gardens will be closed if there are persistent issues of noise and poor behaviour.

Action: David Berry to add wording to paragraph two of section 4.4 of the student management plan stating that the small gardens will be closed if there are persistent issues of noise and poor behaviour.

4.8. *Section 5 During the tenancy*

4.9. *Section 5.2 Student Welfare*

4.9.1. Tony Tugnutt requested that the wording in the first paragraph is amended so it reads "...all areas are adequately supervised." opposed to "...all areas are adequately covered." David Stephens responded that the amendment cannot be made as the students are not supervised and he would not like students to think they are when reading the Student Management Plan.

4.10. *Section 5.4 Acceptable Behaviour*

4.10.1. Steve Cowan requested for the word "persistent" to be removed from the first box on the flowchart. Duncan Palmer agreed for the word persistent to be removed from the first box on the flowchart only.

Action: David Berry to remove the word persistent from the first box of the flowchart only.

4.10.2. Steve Cowan suggested that Section 5 generally references the licence agreement between the University and the student. David Berry agreed to include additional wording to the Student Management Plan stating that it is a joint UPP and University of London document.

Action: David Berry to include additional wording in the introduction of the Student Management Plan stating that it is a joint UPP and University of London document

4.11. *Section 6 Enhanced security*

4.12. *Section 6.3 Emergency contact*

4.12.1. Steve Cowan highlight a typo in the first sentence of paragraph two which should reference section 5.4 not section 4.4.

Action: David Berry to amend the typo so the sentence references section 5.4.

4.13. *Section 7 Operational processes*

4.14. *Section 7.3 Induction Evening*

4.14.1. Steve Cowan requested what information is provided to students so they are aware of what behaviour is acceptable and how students should live within the community. David Stephens explained that there are several mediums through which the University of London communicate with students to prepare them for their integration into a new community. Such as, the student handbook, which makes up part of the licence agreement and details this and a letter from David Stephens telling them about community.

4.15. *Section 8 Health and Safety: no comments were raised.*

4.16. *Appendix 1 Student Welfare*

4.16.1. Elizabeth Paul drew attention to the last paragraph on page 23 and requested for the wording to be amended to say “It is expected that every resident should be able to...” David Stephens stated that the current wording is the University terminology and agreed to change the wording to reflect Elizabeth Paul’s request.

Action: David Stephens to amend the wording in section 9.3 of the Student Handbook so it reads “It is expected that every resident should be able to...”

4.16.2. Bob McIntyre requested that the wording “...in the Hall...” is removed from the second paragraph of section 9.3 of the Student Handbook. David Stephens explained that the first paragraph is the clause 9.3 detailed in the student licence agreement and the second paragraph is an example explanation. David Stephens agreed to amend the Student Handbook and remove the wording “...in the Hall...” from the second paragraph.

Action: David Stephens to remove the wording “...in the Hall...” from the second paragraph of section 9.3 of the Student Handbook.

4.17. *Appendix 2 Licence Agreement (Extract): no comments we raised.*

4.18. *Appendix 3 Waste Management Plan (Extract): no comments we raised.*

5.0 AOB

5.1. Gajan Raj questioned whether the residents staying in the summer will sign a similar agreement to the student licence agreement. David Berry responded that this is detailed in the Summer Management Plan, which will be discussed later in the process.

5.2. Glen Fenemore-Jones questioned what action will be taken if there are persistent high levels of staff noise. Duncan Palmer responded that UPP and the University of London will deal with staff if they are causing persistent disturbance.

5.3. Nigel Kemp questioned what the halls are being called. David Stephens confirmed they are called The Gardens.

6.0 Date of next meeting

6.1. It was noted the date of the next meeting is Tuesday 14th July 2015

Minutes Approved (Chair):

Date: