

hEbury Bridge Community Partnership Group

6/05/2025

Held at Ebury Edge Community Hall

Attendees	Apologies
CPG Members: Cristina Pasantes (CP) – Online Claire Chin-Sue (CCS) George Panayiodou (GP) Amelia Alves (AA) Joanna Winterbottom (JW) Shaheen Khan (SK) Ayssar Hassan (AH) Annie Townshend (AT) Viviane Voho (VV) Tammy Dowdall (TD) Louis Blair (LB) – Chair	All: Alex Clarke (AC) Amanda Winder (AW) Charlotte Pragnell (CP) Reinis Verbickis (RV) Ida Moore (IM) Richard Debenhams (RD)
Westminster City Council: Brian Arscott (BA) Lukas Holden (LH) Emilia Ievolella (EI) Gail Lawrence (GL) Michael Melpous (MM)	
Communities First: Louis Blair (LB)	
Rendall & Rittner: Anna Toreschi (AT)	
McLaren: Maisie Newman (MN) Zak Carroll (ZC)	
JFH John Johnston (JJ) Tom Seath (TS) – Online	

Item	Commentary	Action
1.	Welcome and Introductions 1.1 LB welcomed CPG members and other attendees. A round of introductions took place, for all and new members. 1.2 Apologies – AC, AW, CP, RV, IM, RD	

	<p>1.3 ‘Rumour Buster’ – Viviane raised a rumour buster about Food Deliveries Drivers and collections gaining access into Mandeville. AT replied that additional signage on the door will be put up and that residents should and will be encouraged to collect deliveries at the main entrance.</p> <p>1.4 GP raised that there are still some issues with the lifts. AT replied that they now function on an Access Control basis. Guests can use the lift on the right, which takes them to the right floor directly.</p>	
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Item	Commentary	Action
<p>2.</p>	<p><u>CPG Action Tracker</u></p> <p>LH went through the actions from last week, that are complete and in progress. These were updated on the action tracker. Key Items include:</p> <p>2.1 – Doneraile House Items such as repairs to Buzzer and the closing of the Pedestrian Gate. These reports have been raised (the Buzzer has been serviced). The Pedestrian Gate remains outstanding as the work to properties in Doneraile House is ongoing.</p> <p>2.2 Cheylsemore House Access Rd – ASB at the rear rd. The Council Met with Grosvenor Waterside team, who communicated that the bollard was broken, fixed and then unfortunately broke again. Their team will keep monitoring the access Rd, and ASB. They will also keep doing patrols and keep WCC team informed.</p> <p>2.3 Blinds, and options to fix curtains for windows – Next steps to be communicated to residents via letter in the next week</p> <p>2.4 Water feature – this was raised at a previous meeting if there were plans to have a water feature in the central square of phase 2. LH confirmed that although there were initial discussions prior to planning permission this was not feasible. As part of the design of the main square in phase 2, there will be a decorative Canal marker</p>	<p>Action: Letter to Mandeville Residents about fixing of Timber Batens</p>

Item	Commentary	Action
3.	<p>JF Hunt</p> <p>3.1 JJ gave an overview about the Bucknill House demolition During the last month (April 2025), John F Hunt Ltd has finished the preparation for, and has started on, the demolition of Bucknill House.</p> <ul style="list-style-type: none"> - Scaffold installation is now complete - Soft Strip is now complete - Demolition of the roof structure has commenced - Marketing Suite has been uninstalled and removed, with perimeter hoarding established. <p>3.2 In addition to this, JF Hunt have made a commitment to increase waste diverted from landfill; with most of the Glass removed being sent for recycling with Saint-Gobain to be used in the new development.</p> <p>3.3 JJ showed photos of the pedestrian access pathway tunnel, as well as photos of the roof being removed.</p> <p>3.4 JJ gave an overview about the marketing suite being uninstalled and removed, creating a new section of hoarding.</p> <p>3.5 LH added that that section will be art worked due to a collaboration between City Lion and Pimlico Academy for a photography project. TD asked if St Barnabas school will be involved, LH replied that the school have been involved on other projects before, and that we will surely keep considering them for other art/creative projects.</p> <p>3.6 JJ progressed with an overview of the upcoming works.</p> <p>3.7 In the next month, John F Hunt Ltd. plan to commence the following activities:</p> <ul style="list-style-type: none"> - UXO Clearance to the rear of site and the former marketing suite location - Continuing removal of the Bucknill House - Demolition of the roof structure concluding - Delivery of 29T excavator in preparation for demolition. <p>3.8 BA added that JFH is slightly ahead of programme, and that there haven't been any complaints so far.</p> <p>3.9 TS added more information about the environmental monitoring. Given that hard demolition hasn't fully started yet, noise, dust and vibration levels are still very low. This will increase with the machinery operating. TS reassured residents that, if any disturbance is caused, to make the team aware so that mitigation can take place accordingly.</p>	

	<p>3.10 JW raised a point about the scaffolding on the pedestrian walk path side being very narrow, and whether there is anything that could be done to improve accessibility.</p> <p>3.11 BA responded that normally, the base of the scaffold and how it must be installed requires it to be within the pedestrian walkway, and not on the street for Health and Safety reasons. BA added that what could be done is to review the signage and ask not to cross the street if any wheelchair, baggies need access. BA said that this scaffolding will remain until July.</p> <p>3.12 BA to take away and potentially revise signage.</p>	<p>Action BA to potentially revise existing signage for walk path.</p>
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4.	<p><u>McLaren</u></p> <p>4.1 ZC and MN gave an overview of the key progress updates from last month.</p> <p>4.2 Design – Construction</p> <ul style="list-style-type: none"> - The team has been busy with meeting with WCC and with producing architectural and structural designs. - Design of building’s mechanical & electrical systems <p>4.3 Building Safety Regulator (BSR)</p> <ul style="list-style-type: none"> - Being submitted before going into consultation. - ZC confirmed we are currently on programme - There are several regulations coming and revisions to the original design – (7 months design concluded). - Stage 4 has now started – and ensuring procurement packages for sub-contractors. - There is ongoing meeting between McLaren and WCC for the BSR – regulations required. <p>4.4 Procurement</p> <ul style="list-style-type: none"> - Each of the packages is agreed with WCC which are then to proceed with the buying stage. McLaren are now halfway through this process with WCC <p>4.5 JW asked if all the contractors from phase 1 will be re-procured or if any lessons learnt from phase 1., i.e. lifts (Otis). BA said that now Otis is not part of the contractors that we are considering to re-procure for phase 2. But it is fair to say that Otis is a well-known company and operates nationally and</p>	

internationally. The system at Ebury is complicated but that we'll take every aspect into consideration to take the best and informed decision for phase 2. There will be contractors that could possibly be re-procured for phase 2,

4.6 BA added that we are putting 17 packages out in the market and will have a good idea of the prices shortly. (What the projects need is a clear and established quality and quality benchmark).

4.7 BA added that that the design for phase 2 is identical, but that the main difference is the second staircase being included into the design, due to the latest Safety Act Regulation. This was in the Reserved Matters Application approximate 18 months ago.

4.8 AT asked where the additional space for the staircase come from. BA responded that it has been obtained by minimally re-designing the commercial and the residential spaces. However, there are minimum design standards that we need to comply with, and no change was applied to these.

4.9 GP asked – Will the upcoming buildings going to affect Phase1? BA responded that they won't affect view nor light, there is enough space between buildings, around 18m.

4.10 Enabling Works

ZC progressed with the update and explained what works have taken place.

4.11 Ground works have taken place after the site was "handed" to McLaren by WCC. Checks have been happening over the months. Gas works are additional to this and not McLarens carrying these.

4. 12 McLaren is making sure nothing unexpected is found prior to works.

- Topography
- Underground utilities
- Ground conditions

4.13 Social Value Updates

MN gave an overview of the Engagement and SV activities that took place this month.

- April Newsletter – Printed and displayed in noticeboards
- Meet the Team event happened on 10 April (40 residents throughout the evening, and positive feedback received on the event)

4.14 Third party engagement

ZC added that there are third parties that their team collaborates/communicates with such as:

- Network Rail
- Westminster Highways
- At times, to sign one document it can take up to 25 weeks

4.15 Continue Design & procurement process

- Another 4 months from now just entered stage 4
- The team has done approximately 460 drawings – halfway through

4.16 Finalise Community Chest offering – This will be finalised between Westminster and McLaren.

4.17 Works on site

- Enabling works from Sept 2025 (following demolition work)
- Foundation piling March 2026 (subject to BSR approval)

4.18 VV, SK asked about the retail units (commercial space) and if their usage has been decided yet.

BA replied we have commissioned a commercial agent to do research about what is needed and that could work in the area. (i.e., Restaurant, Wine bar etc).

JW and SK replied that a grocery shop would be much needed in the area (i.e. Existing Sainsburys is already serving a pretty big number of residents, once more people will start living in the area the demand will increase). BA responded that the grocery store – Will be taken into consideration but the commercial agent will assist in its recommendations.

4.19 TD asked how many shops unit there are. BA responded there are 7-9 shops. TD asked whether any of the existing shops will be returning, if they are coming back subject to agreement commercial tenant. (Mauro, Laura, Jessel). BA responded that services will be available for the community but that now, nothing has been confirmed. There is a first right of refusal for those tenants, but this will be further subject to commercial agreements. This is why we got the commercial agent onboard, (marketing research and to help with the design).

4.20 JW asked if JLL will be doing any consultation re commercial units – BA said there have been consultation historically. The direction we went is based on the feedback received, but now is the time we must lock decisions in, after agent advice and planning together.

4.21 JW asked what are then considering if not the residents feedback?

<p>LH replied that Consultation did take place but that a refresh on Phase 2 general design/uses of commercial spaces will be carried out and to update on recommendations on the commercial units are in line with the planning application</p> <p>4.22 SK added that even if historically there have been consultations residents will want to be updated, now that we are getting closer to phase 2.</p> <p>4.23 GP asked about whether another café will be designed or if it has been considered. BA responded that there are two units facing the internal courtyards, with some seating areas, and that one of those might be a café. BA added that we want to meet the needs of the residents, but we have a duty to comply with commercial viability. The direction we want to take is to achieve stable tenancies and ensure commercial success for those who will occupy the commercial units. We want this to be successful.</p> <p>4.24 BA said that the team will come back with what we have before from consultation to date, and with what is being proposed by the commercial agent, agenda item for next time.</p> <p>4.25 AT asked if any of them would come to one of the CPG meetings. LH replied that we could potentially invite JLL.</p> <p>4.26 Social Value MN gave an overview of the SV activities they have been involved in so far and the parties and other contractors they have been liaising with.</p> <ul style="list-style-type: none"> - Pimlico WAES - St Barnabas School - JF Hunt - McLaren team is taking part in The Passage’s sponsored “Walk to End Homelessness”. - Volunteer day for Carly’s Angels - Digital skills workshops with Ada Digital College <p>4.27 Next Month Questionnaire - McLaren are drafting a questionnaire for residents about the social value activities they wish to take part in.</p> <p>4.28 Community Charter will be shared with CPG members together with the minutes – This is to receive feedback from CPG and then to share with wider community.</p> <p>4.29 Community Engagement</p>	<p>Action Team to come back at next CPG with what we have before from the consultation on the commercial</p> <p>Action To show what JLL is proposing and have it in the agenda from next CPG.</p> <p>Action To share Community Charter together with minutes.</p>
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	- Meet the team took place on 10 April.	
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5.	<p><u>Estate Management – Update from Corporate Property and Rendall & Rittner</u></p> <p>5.1 Standing items</p> <ul style="list-style-type: none"> - Retendering of Estate Management Service - Staffing Updates – Rendall and Rittner, Westminster Council Corporate Property and Housing - Security - Complaints and responses - Contracts and Maintenance - Concerns/Feedback Raising - Update from Corporate Property <p>5.2 Weekly keep in touch meetings between Corporate Property, Housing, Estate Manager and R&R team</p> <ul style="list-style-type: none"> - Bi-weekly defects meeting with Bouygues - This month: <ul style="list-style-type: none"> • Section 20 Notice of Intention for the re-procurement of a managing agent for Phases 1 and 2 on a long-term contract sent to all qualifying leaseholders. • Always intention to re-procure for a long-term period • 5-7year contract to be procured commencing December 2025 • Leaseholders have opportunity to make 'observations' on WCC's intention to enter a new contract • Various stages to complete for tender process and further opportunities for leaseholders to make observations <p>5.3 GL gave an overview of the Lessons Learnt – Gail, Anna and team What would help – what we can input etc.</p> <p>5.4 This month – Monthly meetings taken place with internal and Housing. Bi-weekly with Bouygues (BYUK) HESIMMS issues but been met positively – ongoing conversation</p> <p>5.5 Section 20 notice GL said that Section 20 has been sent to Ph 1 private and returning leaseholders about the upcoming procurement of the estate management service.</p>	

5.6 GL said that WCC have start re-tendering for a long-term partnership, for an Estate Manager. This is not because of R&R performance but it is regular practice, and it will be done by December this year.

5.7 GL said that R&R will retender for it, in line with a transparent procurement process. GL explained that if another contractor is successful, the team would be TUPED, (if staff wants to remain). MM, GL, BA, LH, EI – Will be involved in the moderation. There are statutory obligations.

5.8 LB asked about the in-house option, GL said this not being the right option, as we are looking for a long-term contract (5-7 years).

5.9 Whoever will take the contract, they will also be managing Phase 2 during the mobilisation period, therefore there will need to be good and thorough handover.

5.10 AT gave updates about the newest addition to the team:

- New Estate Operative – Alvaro
- No other vacancies until Phase 2

5.11 AT gave an update about the contracts and maintenance:

Item	Update
Landscaping	SJM Landscaping are attending site once a week during Spring/Summer.
Veolia refuse and recycling collections	Veolia attended site and confirmed there might be the possibility to add a few cages for the bulky items. We are now waiting of costs and the contractors’ visit to confirm feasibility. An appointment date is to be confirmed.
Signage	Additional signage is required around the estate including warnings re. bollards, height of car park entrance, safety while using playground. The playground signs will be installed on 8 th May.

New Risk Assessments	New post-occupation Risk Assessments are booked for the end of May.										
Window Cleaning	The window cleaning for inaccessible areas was completed. The Estate Team has obtained quotes for bi-monthly cleaning of all ground floor main entrance door, however since the new Estate operative is now on board, we would like to explore the possibility to do this in house before committing to any external party. We have also identified a few internal flats' windows that need to be included in the bi-annual cleaning provided due to the window being a sliding door, hence inaccessible. We would encourage all residents to let the estate manager know should they have any of these windows within their apartment.										
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from insurers and will endeavour to have them back in good working order as soon as possible.

5.12 TD and AT talked about how the refuse area is still being used incorrectly. Some residents are still piling up bags and boxes outside of the designated bins, and Alvaro (especially on Monday), does have to manually remove these. Additional signage and direct communication will be made with those seen not complying with the 'Good Neighbour Agreement' suggestions.

5.13 AT explained that regarding the lifts' surfaces' maintenance (such as walls and flooring), the team is still searching for the best product to clean it.

5.14 MM gave a brief overview of occupancy level at Mandeville. We have 16 flats available that will be subject to the legal change, meaning these will be flipped back to social flats. We have 98 flats occupied.

5.15 GP asked about Sutherland Apartments' occupancy – AT replied that several flats have been sold, but in terms of physical presence there are around 12 households living in the building, most travel a lot and are coming and going often.

5.16 Security Update

- Additional CCTV being installed (lifts, residents' amenity space) followed by a review to identify any gaps – quotes have been received. Unfortunately, additional quotes to complete the works are required from both lift company and internet provider. We are waiting for the final cost before being able to proceed.
- Multiple issues with main front doors not unlocking with fobs or sensor buttons. The Estate Management team has been able to override each time. Bouygues contractors have now confirmed the issue is resolved. The estate team will monitor in the next few weeks/months.
- The lift fob access system has been implemented, however there has been incidences where the fob access is limiting which floors can be accessed. Whilst the issue is being investigated, the developer team has provided all necessary contact details for someone to attend out of hours should the issue reoccur.

	<ul style="list-style-type: none"> • Issue with fob restriction on podium doors. They should be restricted after 6pm to prevent use of the podium after this time. The access control system is not functioning correctly and doesn't allow to restrict timings. Until the issue is solved, we had to remove access to the podium as there have been several complaints from residents of people accessing the area late at night. • A direct working relationship between the site team and the WCC Safer Neighbourhood team has been established. <p>5.17 TD asked whether the local police office that used to do patrols in the old Ebury Estate would still be in service and available to do some patrols for Doneraile House, since a lot of instances of ASB occurred recently. Officer – John Donaldson. LH and BA replied this may be a possibility.</p> <p>5.18 Complaints & Responses AT progressed with explaining that there are no live formal complaints.</p> <p>Informal complaints or observations made within the month:</p> <ul style="list-style-type: none"> • Lime Bikes being ridden in the lobby – reported to the police. • Podium accessed late at night from residents with friends. Apartments facing the podium have complained about their noise and the area was closed until restrictions can be applied. <p><i>Residents are advised of the appropriate routes to make informal and formal complaints and provide feedback at the point of moving in.</i></p> <p>5.19 MM added that:</p> <ul style="list-style-type: none"> - A Housing Newsletter will be sent out from the housing team, starting w/c 12 May. - AT added some point into the newsletter, (i.e., things that sit outside the standard HUG). <p>5.20 Feedback from the CPG MM added the following: You said: <i>"Residents should be reminded not to leave bags of rubbish in the communal areas and to take care when transferring waste from apartments to the refuse area to avoid damaging carpets."</i> We did: <i>The Site Team are leaving notices outside each resident's door allowing 24 hours before removing the items themselves (this is not limited to rubbish, but includes door mats, furniture, unauthorised video/ring bells).</i></p>	<p>Action Team to contact John Donaldson</p>
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	<p><i>In addition, a newsletter from the Housing team is being circulated including details on how to dispose of refuse correctly and a reminder to be mindful when transferring waste from apartments to the refuse area.</i></p> <p>5.21 JW asked about the podiums opening times and why they have been locked (didn't know about time restrictions). AT replied they residents are free to access the podiums between 9am and 6pm. Some of the residents have flats adjacent to the podiums and opening times must be monitored. In summer times can be extended. The same thing would apply to the communal terraces (on the 13th floor), where opening times could be extended in summertime, but out of discretion and with the agreement of the wider community.</p> <p>AT added that a review of the opening times is welcomed but that we must be aware of not encouraging ASB.</p> <p>5.22 JW, raised a point about reinforcing a resident association – TD mentioned about the resident's association initiative (She would need more people and more time to still research, but would like to start issuing a resident's newsletter too) and hosting community events.</p>	<p>Action TD to share ideas and discuss with LH/EI for support</p>
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Item	Commentary	Action
6.	<p>Westminster Roundup</p> <ul style="list-style-type: none"> • Phase 1 Update • Greens Pharmacy Event • Ebury Views and Voice and Portraits <p>6.1 LH explained that for some of the Phase 1 flat, residents have reported issues with the blinds not being fully blackout. There is a strategy in place to substitute this with timber batons to allow residents to fix curtains if they wish on all windows except the kitchen. This will be appointment based approach, and a letter will be distributed to all Mandeville residents.</p> <p>6.2 LH said that at the end of April, Greens Pharmacy organised an event for local residents, promoting healthy eating and offering informal consultations and advice. Photos were shown and a turnout of over 50 people.</p> <p>6.3 LH said that as part of the Community Chest Fund 'Views & Voices' project from Phase 1, we booked session with residents for their Family Portraits. These will be printed and framed and given to the families. Another day of sessions will be booked in with the professional photographer.</p> <p>6.4 AOB</p> <p>LB asked about the remaining leasehold units in Mandeville and when they will be available to be occupied. BA & LH said these flats are due to be flipped to social rent subject to legal approval. It is expected by September these will be occupied.</p> <p>LB and CP asked about unsuccessful TAs in the Local Lettings Plan (LLP). LH said that unsuccessful TAs were written to and visited to explain that they were not successful. This was due to their not being the property size available for their need or their position in the priority list. These residents mostly required family sized properties of 3 bedrooms+. Those TAs that were eligible within the LLP were subject to the priorities that were set out in the Local Lettings Plan consultation carried out with residents. The priority of eligible TAs was based on their waiting list points and length at Ebury. That whilst it is disappointing that not all eligible TAs under the LLP were able to move to a new property, some TAs within the LLP were able to do so.</p>	<p>Action: Show content at next CPG</p>

	<p>LH added that the council will potentially consider a further Local Lettings Plan to be consulted upon for future phases of the scheme to again consider the amount of time households have lived in the area and their connection to the local community. Though we cannot at this point guarantee how phase 2 will be allocated, as the scheme progresses, we will be able to further update residents.</p>	
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The next CPG meeting is on Tuesday the 3rd of June at Ebury Edge Community Space, 6pm-8pm.