

**Ebury Bridge Community Partnership Group**

**3/02/2026**

**Held at Ebury Edge Community Hall**


<b>Attendees</b>	<b>Apologies</b>
<b>CPG Members:</b> Cristina Pasantes (CP) George Panayiodou (GP) Shaheen Khan (SK) Ida Moore (IM) Viviane Voho (VV) Richard Debenhams (RD) Charlotte Pragnell (CPr) - Online Joanna Winterbottom (JW) – Online	<b>All:</b> Tammy Dowdall (TD) Claire CS (CCS) Annie Townshend (ATs) Ayssar Hassan (AH) Amelia Alves (AA)
<b>Westminster City Council:</b> Brian Arscott (BA) Lukas Holden (LH) Emilia Ievolella (EI) Gail Lawrence (GL) Isaac Ho (IH) Leon Williams (LW)	
<b>Communities First:</b> Louis Blair (LB) – Chair	
<b>Rendall &amp; Rittner:</b> Anna Toreschi (AT)	
<b>McLaren:</b> Zak Carroll Amanda Winder (AW) Maisie Newman (MN) Luke Dowding (LD)	

<b>Item</b>	<b>Commentary</b>	<b>Action</b>
<b>1.</b>	<b><u>Welcome and Introductions</u></b> LB welcomed CPG members and other attendees. A round of introductions took place.  Apologies – TD, CCS, ATs, AH, AA	

Item	Commentary	Action
2.	<p data-bbox="308 248 1209 320"><b>2.1 Westminster Regeneration and Development / Housing Team</b></p> <ul data-bbox="359 338 1209 1265" style="list-style-type: none"> <li data-bbox="359 338 1209 461">• The Terms of Reference (ToR) were circulated with the minutes from the previous meeting in advance of the meeting.</li> <li data-bbox="359 472 1209 685">• The ToR were updated to include a new section on Estate Management, as well as updates about Mandeville and Doneraile. For Doneraile a separate engagement group will be formed to review and progress / actions, with high level updates at the CPG.</li> <li data-bbox="359 696 1209 819">• IH highlighted the importance of a community-focused approach, including the creation of a bespoke communication channel for Doneraile.</li> <li data-bbox="359 831 1209 954">• The Chair role was discussed, following the points raised by AH at the previous meeting, including chairing arrangements and responsibilities.</li> <li data-bbox="359 965 1209 1088">• It was noted from the group that Louis in his capacity as the Independent Tenant and Leasehold Advisor was further endorsed in his role as chair.</li> <li data-bbox="359 1099 1209 1265">• LB shared the view that, in the longer term, there may be a more appropriate solution that is better aligned with community and resident needs (i.e., resident becoming the Chair).</li> </ul>	

Item	Commentary	Action
3.	<p data-bbox="308 1406 1209 1478"><b>3.1 Westminster Regeneration and Development / Housing Team</b></p> <p data-bbox="308 1489 1209 1523">BA provided an overview of the contract approval stages:</p> <ul data-bbox="359 1585 1209 1971" style="list-style-type: none"> <li data-bbox="359 1585 1209 1709">• The Cabinet approval was confirmed for the McLaren Appointment for Phase 2 and since the McLaren contract has been signed</li> <li data-bbox="359 1720 1209 1753">• 2 February – McLaren took possession of the site</li> <li data-bbox="359 1765 1209 1971">• Newsletter issued locally to residents and available online in the news section. It also included early sign up interest for McLaren’s apprenticeships and Employment opportunities and encouraging residents to use the MyRenz Box</li> </ul>	

	<ul style="list-style-type: none"> <li>• A standalone booklet has been distributed for Phase 2 – Enabling Works. Titled ‘Preparing for Construction’ the leaflet is also available online at <a href="http://eburybridge.org">eburybridge.org</a></li> </ul>	
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Item	Commentary	Action
4.	<p><b>4.1 McLaren</b></p> <p>The presentation slides will be shared with the minutes.</p> <p>The slides provided an overview of how the team will be reporting their updates at CPG for future meetings, including progress on site and updates from different team members or subcontractors.</p> <p>ZC provided an overview of the enabling works and upcoming activities, including:</p> <ul style="list-style-type: none"> <li>• Confirmation of the contract signing milestone</li> <li>• Progress on enabling works, including Concrete works, Piling and other anticipated preparatory works</li> <li>• Overview of current on-site activities</li> <li>• On-site arrangements including a Security guard in place, and CCTV cameras to be installed</li> <li>• Cabins for the enabling works scheduled to arrive later this month as part of the enabling works (23 February)</li> </ul>  <p><b>The Next Month</b></p> <ul style="list-style-type: none"> <li>• Pre-start surveys to be undertaken</li> <li>• Site visits with subcontractors to take place</li> </ul>	

- 24/7 physical site security presence in place until CCTV is fully operational
- Site cabins to be installed from Monday 23 Feb, establishing a permanent site presence

**Initial Setup – Enabling Works Team includes:**

- Luke Dowding – Project Manager
- Martin Montgomery – Site Manager
- Darren Sehmbi – Site Manager
- Maisie Newman – Community Liaison

The team will be based on site during the enabling works. Additional staff will join once the main site cabins are installed, which will be around 30 operatives initially.

From August, the full project team is expected to move onsite, with a full on-site presence by September.

MN will be based on site as the main point of contact for residents, supporting:

- Queries and questions
- Newsletters, which will continue to be hosted online and in noticeboards
- Installing site notice boards
- Sharing resident communications and letters – working with 1 Ebury Residents and other surrounding neighbours

**Progress Tracking and Reporting**

- Maisie will provide a progress update slide at each CPG meeting, giving an overview of activity on site.

**Community Feedback and Responses**

- In future CPG’s there will be details of community feedback received, including calls, emails, complaints, and compliments, along with McLaren’s responses and actions taken
- This will include a review of feedback themes and resulting actions

- A monthly review of noise, dust, and vibration monitoring, including any breaches will be included.
- CCTV monitoring updates to be included where relevant

**Community Engagement by McLaren**

- Installation of outdoor site notice boards will take place
- There will be an engagement event at Sutherland Apartments – Thursday 5 February, 6pm-7pm
- Also a meet the Team event at Ebury Edge – Thursday 12 February, 4pm-7pm which the whole community is invited to.
- Ongoing engagement throughout: Newsletters and general updates
- Future CPG meetings to include: A member of the Environmental Team to explain monitoring and impacts in practical terms, and a representative from the enabling works subcontractor, to attend and engage directly with the CPG
- The CPG was encouraged to suggest any potential future presentations from the team or subcontractors on site.

**Noise and Compliance**

- IM asked who would be responsible in the event of a noise complaint or breach.
- ZC confirmed that there are levels of permitted noise, limits are strictly set and monitored. Alerts are immediate, and works would stop if a breach occurred.
- It was noted that time extensions to carry out work may apply only in cases of emergency works or special circumstances.
- LH confirmed that protocols are in place to manage such situations

**Communications and Contacts**

- GP noted that previous projects (JFH) had clear contact arrangements.
- MN confirmed that contact details have been and will be shared again and that weekly drop-in sessions will be

	<p>held at the WCC office. These have been advertised from March every Wednesday 2-4pm</p> <ul style="list-style-type: none"> <li>• Further communication details will be shared closer to the start of the works.</li> </ul> <p><b>Social Value</b></p> <ul style="list-style-type: none"> <li>• Early discussions have been held with Energy Garden at Ebury Edge</li> <li>• Carly’s Angels mentoring programme</li> <li>• Meeting with WAES at Pimlico Library, focusing on BREEAM</li> <li>• Engagement with Westminster Kingsway College. A site visit is planned with Engineering students to include activities around Air source heat pumps, Plant room visits, and interactive learning exercises</li> </ul>	
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Item	Commentary	Action
5.	<p><b>5.1 Doneraile House Update</b></p> <p>IH provided an overview of the works completed and the ones currently in progress at Doneraile House.</p> <ul style="list-style-type: none"> <li>• Quarterly estate visits are being carried out, with residents invited to attend too</li> <li>• Visit dates have been shared by Stefano and Isaac and will be written to all Doneraile Residents.</li> <li>• LW advised that a surveyor will attend within the next two weeks and can provide advice, residents are welcome to attend.</li> <li>• Uneven pavement issues near the MUGA area were discussed, with further investigations ongoing</li> <li>• Resident engagement activities so far include pop-up sessions and walkarounds</li> <li>• An actions table was provided by IH</li> <li>• A total of 18 actions were identified and this was shared to CPG members with those completed and in progress.</li> </ul> <p><b>Actions in progress / decisions:</b></p> <p>Further detailed discussions will take place directly with Doneraile House residents, including issues such as the</p>	<p><b>Action: LW/IH update about</b></p>

	<p>pedestrian gate, which opens at a set speed but is being manually forced, resulting in repeated damage.</p> <p><b>Parking at Doneraile</b></p> <ul style="list-style-type: none"> <li>• Parking enforcement is managed by the Council Parking Team in liaison with Traffic Management team.</li> <li>• IM asked clarification about Julia Crallan Street. LW confirmed that clarification will be provided by the end of the month, with signage to be installed.</li> <li>• Action: LW to speak with the Head of Parking.</li> </ul> <p>Decisions and Next Steps – Block Inspections</p> <p>The following block inspection dates were confirmed:</p> <ul style="list-style-type: none"> <li>• Monday 16 February 2026</li> <li>• Monday 15 June 2026</li> <li>• Monday 14 September 2026</li> <li>• Monday 14 December 2026</li> </ul> <p><b>5.2 Letter to Doneraile House</b></p> <p>It was agreed that a letter will be issued shortly to all Doneraile House residents, to include the following key points:</p> <ul style="list-style-type: none"> <li>• Key officer contact details for residents</li> <li>• Key reporting and complaints channels</li> <li>• Guidance on parking and communal behaviour</li> <li>• Opportunity for residents to join a Residents Group</li> </ul> <p>Doneraile residents who are members of the CPG were asked whether there are any additional matters they would like included or communicated.</p> <p><b>Key contacts:</b></p> <ul style="list-style-type: none"> <li>• Stefano Argiolas (Housing Officer) sargiolas@westminster.gov.uk; or visit the South Area Service Centre at 137 Lupus Street SW1V 3HE</li> <li>• Repairs &amp; Complaints: 0800 358 3783 or housing.enquiries@westminster.gov.uk.</li> <li>• Anti-social Behaviour: Report it via www.westminster.gov.uk/form/-anti-social-behaviour</li> </ul>	<p><b>Julian Crallan St</b></p> <p><b>Action:</b> <b>LW to speak with the Head of Parking and update CPG.</b></p> <p><b>Action:</b> <b>Letter being issued to Doneraile House residents.</b></p>
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	<ul style="list-style-type: none"> <li>• <b>Illegal Parking:</b> Report it via <a href="http://www.westminster.gov.uk/report-it">www.westminster.gov.uk/report-it</a> (Home page &gt; Report It &gt; Illegally parked vehicles).</li> <li>• <b>Resident Engagement:</b> Isaac Ho (Resident Engagement Officer) at <a href="mailto:iho@westminster.gov.uk">iho@westminster.gov.uk</a>; or the team inbox at <a href="mailto:residentengagement@westminster.gov.uk">residentengagement@westminster.gov.uk</a></li> </ul> <p>BA asked whether there is a priority order for addressing the actions. CP confirmed that the current focus is on security, anti-social behaviour (ASB), and the gates.</p> <p>It was also noted that bins between Doneraile House and Cheylesmore Hosue should be relocated due to resident needs (including a vulnerable family member).</p> <p>It was noted that lighting has improved, though further enhancements are still required.</p> <ul style="list-style-type: none"> <li>• It was confirmed that Doneraile residents will be written to, with actions, progress monitored against each action.</li> <li>• Relevant officers will be invited to attend future CPG meetings as required, including regular attendance from Housing representatives such as Isaac, and Leon or other officers as appropriate.</li> </ul>	<p><b>Action:</b> <b>LW to see if bins relocation is feasible</b></p>
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Item	Commentary	Action
6.	<p><b>6.1 Estate Management – Update from Corporate Property</b></p> <p>GL provided an update on estate management matters, noting a focus on the public realm and availability for 1:1 discussion.</p> <p><b>Key updates</b></p> <ul style="list-style-type: none"> <li>• Access control upgrade project is on schedule and expected to run until mid-February. Additional staff will remain visible on site until the project is completed.</li> <li>• Weekly meetings continue with R&amp;R.</li> <li>• Bi-weekly meetings with Bouygues are held to review defects.</li> </ul>	

AT provided an overview of management updates:

- Success stories from recent works were shared.
- Parking enforcement across the development has been in place since 27 January, resulting in visible improvements at Alba Square, including reduction of unauthorised motorcycle parking .

#### **Access control and CCTV**

- GP asked about the differences between the old and new systems.
- GL explained that the new access control system is fully compliant with GDPR and current regulations and addresses previous system limitations
- VV asked why the access control system had not been updated sooner.
- BA explained that the underlying issue could not be identified, so the entire system was upgraded. There had also been issues with the lifts. Phase 2 has a different system, so this upgrade provides a single access control system across the whole estate.
- CP asked whether there are still two access points. It was confirmed that residents can buzz from the front door or from the entrance before the lifts.

#### **Parking Enforcement at Mandeville**

- New signage has been installed, and a 20-minute maximum stop is in place.
- Residents have been advised and provided with instructions on registering deliveries in advance to avoid penalty charges.
- It was noted that the parking control service is operated by a third party, and the on-site team cannot overturn any penalty charges issued.

#### **Estate Updates**

Item	Update
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Bollards	<p>The repairs of the bollards will be completed together with the new access control installation – expected by latest on 20<sup>th</sup> February 2026.</p> <p>Installation of a speed hump between the road and the bollard is being considered to slow vehicles on their approach to the bollard to reduce the risk of vehicles damaging the bollards.</p>
Hoarding lighting	Hoarding lights along the right-hand side of Mandeville Apartments are not functioning – potential power supply issue which is being investigated.

**Estate Updates**

Item	Update
Moving of hoarding	The hoarding leading to the Management Hub will be moving outwards, encapsulating the flower bed to the left of the entrance. The trees and plants will be relocated within the existing development. McLaren will replace these trees at the end of the Phase 2 build. The hoarding is due to move early March, and the planting will be relocated ahead of this.



## Estate Updates

Item	Update
Defibrillator	A defibrillator has been ordered and delivered to site. A secure box has been ordered and once received will be installed on the estate and be available for all in the vicinity to use in an emergency facility.



## Security Updates

- The internal lobby doors in both buildings are out of service. For the safety of all our residents, 24/7 Security staff is onsite at the entrance lobby of both buildings.
- Due to the current access control works, additional day and night concierge are in place to ensure that Security desks are always covered, and to assist all residents whilst the Intercom service is down.

## Complaints and Responses

	<p>Residents are advised of the appropriate routes to make informal and formal complaints and provide feedback at the point of moving in.</p> <p><b>Estate Management – Housing Updates</b></p> <p>MM provided an update on empty and surplus flats:</p> <ul style="list-style-type: none"> <li>• 8 flats originally designated for shared equity returners have been converted into social housing</li> <li>• 4 flats have been allocated to returning leaseholders</li> <li>• 4 flats remaining (all two-bedroom units). Some have been affected by an internal leak, requiring one resident to be temporarily decanted for a few months. Discussions on allocation of the remaining flats will take place with the Housing team</li> <li>• The Local Lettings Policy (LLP) has been fully applied, and all eligible residents in the area have been considered. WCC will continue to manage the allocation process for any remaining eligible residents</li> <li>• The leaks have been tracked down the building stack. Properties have been dried out over a couple of weeks, with industrial fans.</li> <li>• MM will continue to keep the group updated on progress</li> </ul>	<p><b>Action:</b> MM to keep CPG updated about the surplus units</p>
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Item	Commentary	Action
7.	<p><b>AOB</b></p> <p>7.1 LB asked if there were any items for rumour buster. EI replied that no items were raised by email before the meeting.</p>	

**The next CPG meeting is on Tuesday 3 March, 6pm-8pm, at Ebury Edge Community Space**