



MEETING MINUTES

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| Subject: | Chambers Wharf Community Liaison Working Group |
| Date and time: | Monday 10 April 2017, 7pm-9pm |
| Location: | Tideway's Visitor Centre, Chambers Street |
| Minute taker: | Yvette Hewlett, Administrative Support, Tideway |
| Chair: | Southwark Mediation Centre |

| Item | Topic |
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| 1 | Welcome, Introductions and Apologies |
| 2 | Feedback on changes to mitigation measures and procedures |
| 3 | Update from project team |
| 4 | Update from Southwark |
| 5 | <i>Break – to allow for 1-1 discussions between parties</i> |
| 6 | Feedback from community representatives |
| 7 | Actions from previous meeting |
| 8 | Role of Chair of CLWG |
| 9 | AOB |
| 10 | Date of Next Meeting |

1. Welcome, Introductions and Apologies

Project staff:

- Allen Summerskill (AS), Stakeholder and Consents Manager, Tideway
- Martin Griffiths (MG), Senior Community Relations Manager, Tideway (CVB)
- June Saunders (JS), Community Relations Officer - CVB
- Nick Butler (NB), Tideway Project Sponsor - East
- Yvette Hewlett (YH), Administrative Support
- Ruth Bryan (RB), Southwark Mediation Centre

- Chair: Dave Walker (DW)

- 32 other attendees including residents and representatives from London Borough of Southwark, Citizen's Advice Southwark, Hartley House Residents' Association, Jacobs Island Residents' Association, Cherry Garden TRA, Bermondsey & Rotherhithe Environment Group (BREG), Fountain Green Square, Bevington Street, Luna House, Tempus Wharf, Solar Court, Downings Roads Moorings, Dickens Estate DETRA, Capital Wharf, Bermondsey Wall East, Riverview Heights,

Apologies:

Nine apologies were received.

2. Feedback on changes to mitigation measures and procedures

Dave Walker (DW) mentioned that during previous meetings, it was clear there were some issues with the ICP. The aim before was to bring together certain groups such as the Council, the ICP, the CAB, Tideway etc to discuss the residents' issues. Further to the group meeting on 8 March, a follow-up meeting took place last week. The plan is to hold a further meeting next week and Tideway would like one representative from each community group to be present, in order to have their say.

Allen Summerskill (AS) confirmed lots of feedback regarding how the 'special case' and mitigation procedure currently in place is not enough, so the various groups that met on 8 March have developed and come up with a new procedure - 'Standard Case' Procedure, which will run alongside the current TAPs and 'special case' Procedure.

AS gave a presentation on the new Standard Case Procedure, making it clear it is a discretionary offer by Tideway and will only be for the duration of the concrete munching part of the jetty demolition, which will last around two months.

The Standard Case procedure will enable qualifying residents to go through the process, without having to apply to the ICP.

Residents will need to fulfill two criteria:

- A) Must be permanently living in the defined geographical area (as outlined by the red line on page three of the presentation)
- B) Must fulfill at least one of the identified characteristics:
 - Have children of a pre-school age
 - Have children of a school age
 - Be in full-time education and live at the property during term time
 - Be over state retirement age and be fully retired
 - Retired early due to ill health
 - Work from home
 - Have a recognised medical condition

If residents are living in the defined geographical area and at least one of the criteria from the list is met, mitigation can be applied for, in respect of the jetty demolition, as follows:

- A) Secondary glazing for habitable rooms, providing they have direct line of sight to the construction site
- B) Daily daytime respite payment of £30 daily
- C) Temporary office / working space, for those who work from home

If alternative mitigation not listed above is required, such as temporary re-housing, an application will still need to go through the normal process with the ICP, as a 'special case'. The reason is

because the jetty work is daytime only.

AS confirmed the new procedure is beyond what Tideway has done before with regard to TAPs and now includes properties which were not included as part of the original TAPs e.g. Jacobs House and Hartley House.

AS advised a letter will be sent out shortly to the properties within the agreed geographical area. If anybody outside the set area wishes to apply for mitigation, this will need to go through the ICP as a 'special case'.

AS confirmed a Case Support Worker (Andy), independent of Tideway, will hopefully be on board soon subject to a meeting later this week with the Southwark Council Citizen's Advice Southwark. The role of the Case Support Worker will be to assist residents regarding the Standard Case Procedure.

A resident asked if somebody already has secondary glazing as part of the TAPs, can they still apply for the Standard Case Procedure. AS confirmed they can.

AS mentioned Tideway is really pushing the boundaries on this new procedure and it could well pave the way for major upcoming projects such as Crossrail 2, HS2 who will look at Tideway's procedures as an example. AS thanked the residents for their input.

A resident said she can see a loophole with the new procedures, as somebody will always abuse the system. AS confirmed the Property Team police the process i.e. if a resident is re-housed, he believes the resident has to sign an agreement confirming they will not sub-let their property etc.

A resident requested if a new 'unemployed' category could be added to the criteria for the Standard Case Procedure. AS will investigate the possibility. **Action 1: AS.**

DW mentioned the upcoming meeting, which is planned for the 19th April, will be a good opportunity for representatives to raise points like this.

A resident asked when the presentation could be viewed. DW advised it is hoped the presentation will be distributed to the CLWG on Wednesday, along with the details of the proposed additional meeting. **Action 2: AS/YH.**

A resident is concerned that some residents will not be aware of the new procedure. AS asked for residents to pass on Tideway's details to those residents who may not have email or receive letters. AS confirmed that the new Case Support Advisor will be acting on residents' behalf to assist in filling in the form to apply. AS confirmed the form will be very simple.

A resident mentioned an answer was still outstanding from before which is if a resident has applied for mitigation in the form of the £30 daily payment, the dates would be agreed in advance and the money paid in advance, so as residents do not have to pay out upfront and then have to produce receipts to claim the money back. AS confirmed that payments for the impact piling are currently being made in advance and that the payments for the Standard Case Procedure for the jetty demolition will also be paid in advance, probably in two / three payments.

A resident advised she was talking about retrospective payments. DW confirmed this can be discussed during the proposed additional meeting and that the community raised some issues and Tideway is trying to facilitate. There is a commitment from Tideway and Andy Mitchell to continue to listen. There are no guarantees, but let's see if this can be addressed.

A resident said the respite payments are currently in a mess. There were 12 dates when piling was supposed to take place and residents therefore went out and spent money, however, due to bad weather, the piling did not take place. Tideway is behind with payments. DW thought that when Andy Mitchell was at the meeting in February, he said Tideway would take it on the chin if the work schedule moved. AS confirmed that any payments that have been made to date are for the impact piling aspect and are separate to the new Standard Case Procedure. DW wanted to

give credit to Tideway for stepping up and changing the payment process. Residents had advised it was concerning them and the new procedure is a work in progress.

A resident wanted to know if it was true that nothing like this new procedure had ever happened before. AS confirmed it is a first as far as he is concerned, that a construction project has agreed to pay out two months' worth of respite payments

A resident asked if any medical records would be required to be shown. AS confirmed that something as basic as a copy of a prescription or a letter from a Doctor would suffice. Andy, the new Case Support Advisor would be the only person who would see the information and he would be empowered to accept the documentation provided to accompany the application.

CAB Southwark stated the change demonstrates that Tideway has listened and heard and will continue to listen to residents. It is a revolutionary process and she is really pleased to get to this stage.

A resident asked for clarification regarding the jetty demolition work which will take two months and wanted to know if Tideway could break this down in weekly terms, so everybody is clear.

DW mentioned that as the new procedure will be a new way of working, he would like to be made aware of any cases that are still being refused and to understand why.

A resident asked if the new Standard Case Procedure is open to everybody. AS confirmed as long as the criteria are met, residents just need to make themselves known to Andy the new Case Support Advisor who will assist with the process. AS confirmed that if a resident has been re-housed as part of a previous ICP application, they would not be able to apply for the new Standard Case Procedure, as they would not fit the first criteria (living in the agreed geographical area).

3. Update from project team

Martin Griffiths (MG) provided the presentation in of Mike Sawyer's absence. Presentation to be distributed before the minutes.

The good news is the impact piling has finished on the eastern side and is almost complete on the western side.

The cofferdam is now over a quarter filled, which when finished and up to the same level as the adjacent site, will increase the site's working area. The cofferdam should be completely filled by the end of June.

The jetty demolition is currently programmed to start week beginning Monday 24 April.

With regard to Easter, a flyer will be delivered by Wednesday (which was emailed out this afternoon), regarding Easter working, which confirms that there will be no construction work over the Bank Holiday weekend (Friday 14 to Monday 17 April).

A resident asked how far the tunnel will be below her property and is she likely to hear or feel anything. AS advised the tunnel in this area will be in the region of 60m below the ground and residents should therefore not be able to feel anything.

A resident asked when the tunneling will commence. Nick Butler (NB) confirmed early 2019.

Regarding noise and air quality exceedances, there were six noise exceedances on the west side in March and one air quality exceedance.

MG showed a slide which showed the actual location of the acoustic shed and shaft (an action point from the March CLWG meeting).

A resident said the acoustic shed looks “disgusting” and asked why it cannot be moved to another part of the site. MG confirmed the acoustic shed will cover the shaft, limiting noise from the work taking place inside. MG also confirmed the acoustic shed could not be moved, as the location of the shaft has been set for years.

A resident asked how high the acoustic shed will be. AS confirmed 20m (about an 8-storey building) and it will be there for around three years.

A resident asked why the shed has to be so high. MG confirmed it needs to be this high in order to get the plant and machinery in and around the shaft, to remove spoil etc. NB added that there needs to be a 1.5m barrier around the shaft for safety reasons, then you have the crane itself plus the stop or lifting wire, plus the device that is holding and lowering the concrete segments for example. NB added that Tideway has looked at ways to make the acoustic shed as small as possible.

A resident asked how tall the concrete segments are. NB confirmed the segments come in a cassette but unsure of the combined length. Information to be added as a post minute note.

Action 3: NB.

NB confirmed the tunnel boring machine (TBM) is 9m in diameter.

A resident asked when the acoustic shed will be put up and what the level of noise will be. MG confirmed the impact piling and jetty demolition were identified as the two noisiest elements. Once the TBMs are underground, although work on site will be round the clock works at night will be inside the acoustic shed, so minimal nighttime impact is expected.

Richard Earis (RE) agreed that the noisiest work is taking place now (piling) plus the upcoming jetty demolition. When the work moves to inside the acoustic shed, the noise will be reduced considerably. Vibration should not be felt during the tunneling process.

A resident asked when the predicted 50-60 lorries per day will take place. NB confirmed that when they sink the walls of the shaft, the concrete will arrive by road, which will take place July 2017 to December 2017. The deliveries will not be every day, only when concreting takes place, possibly two days a week. NB added it is not anticipated be as many as 50 lorries per day.

A resident asked what is the latest that deliveries can be made to the site. NB confirmed deliveries can be made from 08.00 up until 22.00, but late deliveries would only be for engineering reasons i.e. for a concrete pour (the pour cannot be stopped once it starts, as this would risk the integrity of the shaft). MG confirmed the route for deliveries will be Bevington Street and along Chambers Street and that vehicles would leave the same way.

A resident stated that Southwark Council has given Tideway permission to work late and this is unacceptable. RE confirmed that consents are given only when absolutely necessary. With concrete pours, there is no other alternative that to continue with the pour until it is finished.

A resident mentioned she has heard a generator running near the jetty, right outside Fountain Green Square when walking her dog sometimes shortly after midnight. RE asked for the details to be given to him. RE added that if there are noise issues that are not resolved, please let him know.

MG continued with his presentation and moved on to community investment. Over 100 pre-employment course applications were received and half were invited for an interview, with only 21 turning up. 11 have been shortlisted for a second interview.

MG said his team visited the Bosco Centre and is hoping to expand on the relationship more.

Apprenticeships available are:

- Civil engineering
- Electrical
- Piling
- Site Supervisor
- Administration

Citizen's Advice Southwark asked if these are fixed duration apprenticeships. MG confirmed they are for three years and that Tideway works with Build London, a representative visits the Information Centre once a week. Tideway also works with other job brokerages and organisations such as Women in Construction.

A resident mentioned lots of women and young people in the area are not working. She would like Tideway to approach people in the agreed Standard Case Procedure geographical area to explain what is available. DW confirmed it would be more credible for the community to encourage these particular residents and take them to Tideway.

MG confirmed Tideway meets with the five boroughs every quarter and that the boroughs' expert employment personnel have contacts and programmes for people who are looking for work.

A resident asked what the situation is regarding surveys, when will these be available? AS confirmed that pre-condition surveys typically taken place around three months before the relevant construction activity (eg tunneling) starts and involve a surveyor visiting residents' properties, in order to take a photographic snapshot of the current condition of the property. The survey report will then be made available to residents.

4. Update from Southwark Council

Alistair Huggett (AH) confirmed that Chambers Street will be resurfaced on 11 and 12 May and that any complaints regarding this work should be directed to the Council, not Tideway.

With regard to the removal of the parking bays along Chambers Street, AH's colleague Roger Taylor, Highways Engineer asked AH to feedback to the group a suggestion of making Loftie Street one-way, which would enable parking down one side. Roger will get a proposal together.

Regarding the local building which now has large cracks running through it, AH confirmed this is a Southwark freehold-owned building but is a substation used by UK Power Networks. NB and AH have been in touch and UKPN is sending an engineer to assess the condition of the building. AS added the cracks are historic and not related to Tideway.

A resident asked what parking arrangements will be available during the resurfacing of Chambers Street. AH confirmed Highways will cone the street and will put up signs beforehand advising that cars will be removed.

RE provided a brief update and confirmed there were six noise exceedances in March, at the houseboats and one air quality exceedance in Chambers Street, which was a bit of an anomaly. No exceedances regarding nitrogen dioxide.

A resident mentioned there have been sightings of very large rats around the Dickens Estate, which has been reported to the Housing Officer. RE will pass the information on to the correct person.

5. Break - to allow for 1-1 discussions between parties

6. Feedback from community representatives

None received.

7. Actions from previous meeting

Action 1 - NR to follow up a resident's request to visit the site.

AS confirmed the offer was for a visit to the Kirtling Street site, which is another main tunnel drive site, in order to see the diaphragm walling taking place at the shaft. The resident advised the promise made was for the resident to be taken onto the Chambers Wharf site and shown where the shaft etc will be in relation to her property. AS confirmed it would be difficult to get her onto the site but offered to explain the exact location via the window at the Information Centre. AS suggested the resident visits the Information Centre this Wednesday so he can explain the situation in more detail. The resident advised she would try.

Action 9 - JR to investigate the possibility of Tideway funding the replacement gate at Fountain Green Square, rather than the S106.

AS confirmed Tideway will fund the gate and as LB Southwark are freeholders, AH will discuss with a resident what it will look like.

Action 11 - MS to investigate and report back on the results of the settlement levels along Bevington Street.

This was picked up on page 12 of the project update presentation today, with the red marks indicating the location of the survey points. These are to monitor movement over time with ongoing results. The results are to be reported at a future CLWG meeting. **Action 4: MS.**

Action 13 - a resident to share his riverbed survey information with Tideway and CVB.

The resident confirmed this should have been the other way around which was done and the report confirmed the shape of the riverbed has changed by up to ½m in some places. The proposal is to have a dive survey organised. NB confirmed this will happen in May.

8. Role of Chair of CLWG

DW asked those present if they had any concerns about DW's Chairmanship of CLWG meetings. No individual, Community Rep, Tideway or Community agency voiced any concerns. DW said if there are concerns at any stage to let him, Tideway or any other agency know.

9. AOB

A resident said there is still a need to backdate the daily £30 respite to some residents.

In addition, the resident said the surveys should have been carried out before piling started, as she now has cracks in her property and it is difficult to prove that Tideway is responsible. Is there an opportunity for independent engineers to be involved. NB advised normally a surveyor takes a photographic survey and produces a report which the resident can go through and then point out any missing points. Another resident stated the resident's point is that a survey did not take place in advance of the piling. NB will investigate and DW requested to have dialogue with NB regarding residents who have had a survey and not received the report and those who have not yet had the survey. **Action 5: NB / DW.**

A resident advised her home was refurbished three years ago and since the piling started things have fallen off shelves etc, however, the survey report stated 'wear and tear'.

A resident has had the mechanical ventilation installed and believes a filter replacement is now over due, as stated on the machinery. The filters are very dusty. AS will investigate. **Action 6: AS.**

A resident completed a form to receive an electricity payment for the mechanical ventilation, however, this has not been received. AS confirmed the amount is £55 for a whole year. It has been proven that if the mechanical ventilation was running every day for a full year, it would use less than £55. AS will investigate why this payment has not been made. **Action 7: AS.**

A resident advised that mechanical ventilation was not installed at Luna House, as internal ventilation was discovered. The resident believes the annual payment of £55 should apply to all residents, as the residents of Luna House are using more electricity too. **Action 8: AS.**

An email regarding the proposed meeting, possibly at the Information Centre where one representative from each community group will be able to have their say about the new Standard Case Procedure, will be sent within a few days of this meeting.

10. Date of next meeting

Monday 8 May 2017, 7pm-9pm at Tideway East's Information Centre at the Chambers Wharf site office, located in Chambers Street.

Actions Register

1. AS to investigate if a new 'unemployed' category can be added to the criteria for the Standard Case Procedure, as requested by a resident.
Deadline: 24 April 2017. ACTION: OPEN – To be discussed at separate meeting regarding standard case procedure
2. AS to distribute his Standard Case Procedure presentation, along with details of the additional meeting.
Deadline: 13 April 2017. ACTION: CLOSED – Presentation sent on 12.04.17. Additional meeting held on 25 April
3. NB to confirm the combined length of a cassette of concrete segments.
Deadline: 24 April 2017. ACTION: OPEN – Update to be provided at next CLWG
4. MS to report back on the results of the settlement levels along Bevington Street.
Deadline: 8 May 2017. ACTION: OPEN – Update to be provided at next CLWG
5. NB to investigate and NB and DW to have dialogue regarding residents who have had a survey and not received the report and those who have not yet had the survey.
Deadline: 24 April 2017. ACTION: OPEN – Update to be provided at next CLWG
6. AS to investigate when filter replacements are due for those residents who have had the mechanical ventilation installed, as requested by FA.
Deadline: 24 April 2017. ACTION: OPEN – Update to be provided at next CLWG
7. AS to investigate why the annual payment of £55, to cover the cost of the mechanical ventilation has not been paid out to some residents.
Deadline: 24 April 2017. ACTION: OPEN – Update to be provided at next CLWG
8. AS to investigate if the annual electricity payment of £55 should apply to all residents i.e. at Luna House, as the residents are using more electricity too.
Deadline: 24 April 2017. ACTION: OPEN – Update to be provided at next CLWG