

INDEPENDENT COMPENSATION PANEL

MEETING #309 MINUTES

Purpose:	To determine claims in relation to building damage
Date and time:	3 rd March 2026 – 1030hrs - 1130hrs
Location:	Video Conference and site visit
Panel Members:	Graham Parry (Chair) Chris Bates and Andy Gotts (Building Surveyors)
Abbreviations:	'Panel' means the Independent Compensation Panel 'Project' means Tideway 'ICC' means the Independent Complaints Commissioner for the Project 'Non-Stat Policy' means the Non-Statutory Off-site mitigation and compensation policy
Document Number:	2350-TDWAY-TTTUN-990-ZZ-ZZ-741582

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741434 plus the additional information requested which was forwarded to the ICP via Sharepoint document transfer on 17 and 19 February 2026.
Relevant Tideway site	Putney Embankment Foreshore
Decision	AWARDED
Details of the award	<p>The ICP have received a claim in respect of settlement damage for the claimant's property.</p> <p>Introduction The ICP have carried out an independent assessment of a compensation claim, informed by the Panel's Building Surveyors, in relation to cracked ceramic floor tiles at the property. The Panel received the following documents which have informed the review of the claim:</p> <ul style="list-style-type: none"> • 17-08-2017 Pre-survey carried out by Vinci 3160-VINTE-CONTR-160-BZ-RG-000249-P01 • 24-08-2020 logged call - CASE No. CAS-04525-X5L5T8 • 05-10-2020 CT Property Services Ltd Check Out Inventory Report No. 49916 (this incorporates Check In Notes from commencement of tenancy on 05/03/2016) • 05-10-2022 Post Condition Survey completed by Vinci 3160-VINTE-CONTR-160-BZ-RG-001336-P01 • 25-08-2023 Determination Report – 3160-BMBJV-PUTEF-180-BZ-RG-000001

	<ul style="list-style-type: none"> • 11-10-24 Post Tunnelling Report Defect Determination by Surveying People commissioned by BMB JV <p>In addition, following the initial review of the documents pertaining to the claim and a deferred decision of the Panel, it was agreed that a visit to the property would be required to allow an inspection of the damaged tiled floor and other aspects of the building.</p> <p>Background to Claim On 27th March 2019, damage to the kitchen floor tiles was reported by the property owner and attended by BMB. Damage to floor tiles was confirmed and photographs were taken as a record of their condition. It was noted that this damage had occurred prior to the tunnel boring machine (TBM) passing in proximity to the property. It was also noted that the works being carried out by BMB in the vicinity of the property at this time were piling works including driven steel sheet piling, which can result in vibration and ground disturbance.</p> <p>Having undertaken a thorough review of the documents listed in the Introduction above, and carried out a site inspection, the Panel is of the opinion that the cracking of the ceramic floor tiles is likely to have been caused or exacerbated by the construction works associated with the Tideway Putney construction site. Based on this, the Panel concludes that the Claimant should be compensated for the cost of replacement of the entire tiled floor in the kitchen and an award is approved. The claimant will need to liaise with the Tideway Mitigation Team to identify the appropriate mechanism for organising the works within an agreed cost.</p> <p><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions-feb-2020.pdf</u></p>
<p>Further information required/actions arising</p>	<p>None</p>
<p>Information/action requested from Tideway</p>	<p>None</p>

I confirm that these minutes are an accurate record of the proceedings of the meeting.

Signed *Graham A Parry*
Graham Parry
Chair, Independent Compensation Panel

Date 14 April 2026