



**EDDINGTON**  
RESIDENTS  
ASSOCIATION



Eddington Residents' Association and Portal meeting  
Minutes of the meeting held on Tuesday 18 October 2022 at 4.30pm  
Virtual meeting held via MS Teams

## **Those present**

### **Eddington Residents' Association (ERA)**

Pieter Desnerck, Chair

Patrick Sweeney, Support officer

### **Portal / University of Cambridge**

David Attridge, Operations Manager at Eddington, University Estates Division

George Martin, Facilities Manager at Eddington, University Estates Division

Lee Barnett, Deputy Facilities Manager at Eddington, University Estates Division

Irene Wong, Housing Services Administrator, University Estates Division

Nicky Blanning, Head of Accommodation Service, University of Cambridge

### **Cambridgeshire Constabulary**

PC Alice Bennett, Neighbourhood Team-City Centre

## **Apologies**

Margreet Vogelzang, Support officer

## **1. APOLOGIES & INTRODUCTIONS**

The Chair welcomed the group. Introductions were made.

## **2. APPROVAL OF MINUTES**

Minutes from the previous meeting were agreed and will be put on the ERA website.

## **3. ACTIONS FROM PREVIOUS MEETING**

### **Responsibilities Map**

DA explained that Portal is undertaking a full review of the responsibilities, looking at where the boundaries are set.

### **Parking review- share project plan with ERA.**

The ERA has not received the parking review. PD enquired about the new parking signs. DA noted that there is a change in parking service provider, and there is possibility of moving to another one in the long term strategy. One of the companies being considered is Ringo which is the most used in Cambridge. PS noted that previously the operations of enforcement team was performing poorly as they were not at the right place at the right time when contraventions were occurring. DA agreed, added that enforcement instructions were often stopped at MPA (old provider) and not passed to enforcement team. The change of service provider now ensures that enforcement instruction is passed to operatives. PS added that the concerns he received was the behaviour during the morning



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school run, when cars are found double parking. He also suggested for visible enforcement, to help clear the road. GM proposed double yellow line on Milne Avenue, and stated that there is a discussion with stakeholders to agree a solution that suits all, including Hill, private residents. Enforcement with interim provider (Elite) will re-start on Thursday 20 October.

#### 4. MATTERS ARISING

- Security Incidents

DA introduced this topic. The ERA was approached to set up a neighbourhood watch scheme. AB was invited to the meeting to explain what the neighbourhood watch encompasses.

AB explained that neighbourhood watch is a community support network, set up before Whatsapp/ FB. AB noted that community groups now tend to set up groups on WhatsApp and FB to deal with the topic in a similar structure where people can share concerns and suggestions.

DA noted that some people when facing low level of anti-social behaviour do not know how to report to the police or reluctant to . He asked how residents can communicate to the Police.

AB suggested residents to go to the website (<https://www.cambs.police.uk/>), click the green chat button which takes to a person at the other end. The report will be recorded on the system as intelligence. Police will then allocate resources to problem area if needed. There is also the 101 option which people can call.

PS noted the ethnicity diversity in Eddington, a regular surgery will be useful.

DA enquired if there is any publication that can be shared with residents, so people understand different ways to contact the Police. AB will ask the to have these send to Portal. AB confirmed that Police patrol has increased in the area, especially after the recent robbery.

DA mentioned that some suggestions from residents were to wear bodycams for Neighbourhood watch patrols with potential citizen arrests. AB stated that recording in the public does not breach any law but recording someone inside private properties is illegal. Citizen arrests is for detaining someone in serious offences and is rarely used. However the Police does not encourage citizen arrest because people can potentially put themselves in danger. The aim is to gather evidence. The issue of CCTV coverage at Eddington was discussed but noted current coverage due to planning consent and design intention. PS added that there is an underlying lease that covenants prohibits Hill residents from installing Ring doorbell or CCTV. **[ACTION: DA, GM to investigate covenants]**

DA seek advice for approaching people who are undertaking anti-social behaviour however noted that whether these activities are causing harassment or distress can be subjective. AB suggested rather than individual actions to confront anti-social behaviour it is better to call the Police. If anything can be done, it would be to record the activities on a phone. DA also



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wanted to know if these activities could be seen as harassment. AB suggested that it is possible.

DA asked NB if there is education to tenants about communication with the Police, given there is over 70 nationalities in Eddington. NB said that there is a little bit about it, suggested this can be put in the newsletter, and if leaflets are provided by the Police, the team can add this into the welcome pack.

In conclusion, PD and DA agreed there is a balance between security and enjoying the public space. A joint statement from the ERA and Portal would be issued, conveying the message from the Police in the meeting.

- School Parking

DA said that the parking around the school area and Milne Ave, will get the visibility of enforcement officer. He also believed it is also responsibility of the school to communicate with parents, where students can be dropped off.

PS said that there is not a drop off area for the school, particular with the barrier for the school car park that made it difficult for parents to drop off students.

GM noted that parents should be using marked bays on Eddington Ave and Turing Way as well as using the Sainsbury's car park and walking the short distance to the school. GM added that the current catchment of the school is wider than is intended long term. Planning consents intend that Eddington residents will be prioritised, so school car journeys should decrease over the medium to long term as more houses are built at Eddington and students will be living within walking distance.

- Response to matters raised at the Board Meeting

PD appreciated the response.

PS questioned the timing of the travel survey, as it falls on half-term break, responses captured may not reflect usual travel patterns. **[Portal to send this comment to Travel Team]**

PS commented on the white lining and give way signage at courtesy crossing, to provide clearer message to right of way. He also observed that parents stopping in the morning and opening doors, can cause congestion and potential hazard. Hence he suggested a drop off zone.

DA replied that the Travel Team is looking if zebra crossing is an option, noting people have different interpretations of courtesy crossing.

PS said if traffic monitor is installed, it would be good, especially if it can monitor both entry and exit to Eddington. PS commented that 20mph roundels need to be in both Huntingdon Road and Madingley Road. GM noted that additional roundels need to be aligned to government guidance in Design Manual for Roads.

- Portal Access to properties



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PD enquired about a complaint about access without consent. It started a flurry of discussion on social media. DA responded by referring on Portal's ability to respond to posts on social media. The Communications Manager happened to pick this up and IW contacted the lady on the same day as this was posted. An apology was sent and an investigation started. It was found that Portal system did not update when there is a transfer of tenancy. The first tenancy ended and second tenant had not raised the job, so not consented. In light of this, Mears is asked to re-confirm access permission by calling the residents.

- Estate Service Charge (ESC)

PD enquired about the ESC information session where residents can raise questions.

DA said Portal have not received any query since ESC was lowered.

PS commented on the issue of transparency for how the ESC budget is planned, such as which items are reduced and commented that the summary description of costs are sometimes unhelpful and would benefit from more detail or itemisation. A further small group discussion session will be useful for understanding the budget.

PD said that a formal group meeting will be helpful, so the ERA can better response to resident's enquiry.

**[GM to arrange meeting, preferably in the evening]**

## 5. AOB

PS reflected on paper letters and bills, as this is raised by several resident. Residents would like to do more on sustainability.

DA agreed and will be introducing E-bills for opt-in.

DA suggested moving the meeting to move to 5 to 5:30pm as this is probably more suitable for attendees. PS suggested an in-person meeting.

GM remarked some private residents have a perception that ERA is more of an event organiser than a resident organisation. PS commented on this and explained that they have noticed another resident Whatsapp group, and they will try to convey the identity of the ERA.

## 6. NEXT MEETING

NEXT MEETING ON 13 DECEMBER 2022; 5.30PM-6:30PM



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