



**EDDINGTON**  
RESIDENTS  
ASSOCIATION



Eddington Residents' Association and Portal meeting  
Minutes of the meeting held on Tuesday 13 December 2022 at 5.30pm  
Virtual meeting held via MS Teams

## **Those present**

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

Pieter Desnerck, Chair

### **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, Operations and CS Assistant, University Estates Division

Pauline Haggart, Health and Safety Coordinator, University Estates Division

## **Apologies**

Margreet Vogelzang, Support officer

Marcus Maier, Support officer

Patrick Sweeney, 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 are on the ERA website.

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

### Responsibilities Map

DA explained that it is being studied with Matt Johnson, the interim Development Manager. It encompasses a few aspects, including re-branding "Portal". The initial thought is Portal will be Estate Management Company, everything else goes to Housing Services. They are also considering appointing a residential surveyor and an estate warden or customer service liaison. They are hoping the plan will roll out in the first quarter next year.

PD appreciated the plan and agreed that the current structure is confusing. DA added that the original structure seemed to be set up by aligning to account principals, the proposing structure will focus more on customer service.

### Parking Review

DA explained the recommendations from the parking review. He expected annual review will be undertaken. The recommendations:



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- Staff parking should be considered for central control.
- Sainsbury's carpark should be regulated in line with their lease.
- Signage review: GM suggested that the new signage to use pictogram instead of a block of text, to make it easy to read.
- Double yellow line on Milne Avenue, engage with Hill to provide this
- Marking all parking bays with broken white lines.
- Confirm all parking bay sizes are conformed to parking standards as specified.
- Future consultation will include the ERA and the Key Worker Forum, this should enable residents to raise issues or feedback Portal actions.
- The new visitor parking permit is in place with Elite Parking, however it is an interim solution and it may change depending on the new long term partner Portal appoints.

DA stated that a long-term parking solution could be "Ringo" who is the largest service provider in Cambridge. He expected procurement of the parking contract to start in early 2023. This will allow for 3-6 months data to be built up from the interim provider. He also suggested that current enforcement of 37 hours per week are likely to be reduced, but this would be led by the data. He noted that parking enforcement officers need to be visible and wear uniform at all times.

DA enquired if there was any feedback from residents about the new parking company. PD said there was not any complaints received. DA hoped that it is going into the right direction.

#### Estate Service Charge (ESC) Meeting

The meeting was attended by PD, PS, DA and GM. PD was pleased with the meeting. He felt more comfortable to answer resident's questions. DA noted that there are cost code in the budget which residents do not understand. There will be more explanation to the items in future communication.

#### **4. REPORT OF ACTIVITIES**

ERA:

- Restart Open Door, which will be on the first Wednesday every month
- Restart Board Game, which will be on the second Wednesday every month.
- Film Club will likely be on weekend afternoon
- Considering reapply for community grant to fund activities.

Portal:

- Spent a day examining current policies, found that some are not useful. DA stated that he does not want to be prescriptive, but want to consider making Market Square and areas around the school a no-drinking zone. PD commented that the public is likely to understand the principal behind where it applies to areas around the school and the playground.



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However he thought it may be more controversial in Market Square. DA noted that event organiser can apply for an alcohol license if required for events in Market Square. PD suggested to reach out to foodPark to understand their opinion. DA said there is a balance to make the space lively and the residents' tolerance living above. The policies will be revisited in the new year.

- Increased security on Ridgeway: DA mentioned that due to the lighting problem along the Ridgeway, that some people feel intimidated. The University has put additional patrols within that area as an interim until a temporary lighting solution was sorted out. There will be permanent lighting in a future phase, but for now there is temporary lighting. PD resonated that a Castle ward councillor approached the ERA about the lighting towards Girton. DA said that the delivery team could have this resolved a few years ago. The fact that the first set of temporary lights were stolen as soon as they were put up seems to suggest that there is a security concerns in the area, hence the short-term solution until the future phase of development comes in.
- Latent Defect: The ceiling of a Wileman Way property collapsed. It is identified as a latent defect and is taken back to the principal developer. A temporary fix to reseal all relevant drains has been completed. A remedial project is underway to understand the extent of the issue and to rectify the defect.

## **5. MATTERS ARISING**

ERA is working with residents to write a complaint letter to Whippet regarding the U-bus service. Over the last few months, there have been lots of cancellations or runs at a different time to the schedule, that the service has become unreliable. Besides residents, staff at PdA also signed the letter. DA asked if Portal can have a copy of the letter. PD planned to send it to Whippet representative on the Transport Stakeholders Committee, to Portal and to Head of Estate Division. He also suggested it is better to revise the service schedule to acknowledge staff shortages than to cancel services at last minute. DA suggested to send a copy of the letter to Head of Sustainability.

## **6. AOB**

## **7. NEXT MEETING**

Next meeting on 14 March 2023; 5.30pm-6.30pm.