



EDDINGTON
RESIDENTS
ASSOCIATION



Eddington Residents' Association and Portal meeting
Minutes of the meeting held on Tuesday 8 December, 2020 at 4.30pm
Virtual meeting held via Zoom

Those present

Eddington Residents' Association (ERA)

Pieter Desnerck, Chair

Marcus Maier, Support Officer

Colin Smith, Support Officer

Patrick Sweeney, Support Officer

Margreet Vogelzang, Support Officer

Portal

Warren Forsyth, Operations Director

Stephanie Jones, Executive Assistant for Portal

Alex Wynick, Communications Coordinator

Apologies

Steve Carey, Secretary for ERA

Giovanni Orlando, Social and Events officer for ERA

1. WELCOME

Introductions made.

2. APPROVAL OF MINUTES

Minutes from previous meeting were agreed and published on ERA website.

3. ACTIONS FROM PREVIOUS MEETING

ERA membership: ERA has since recruited eight new members and held its first AGM, with all elected positions being filled unanimously.

Sainsbury's: No progress. **[ACTION: ERA to consider whether they wish to approach Sainsbury's to discuss implementing trolley anti-theft infrastructure.]**

Resident meetings: No progress as no meeting proposed. No clear solution to targeting Athena residents other than placing posters directly on entry doors to buildings. **[ACTION: When a resident meeting is to be scheduled, ERA to conduct a resident survey to see what timeslots would be preferred for further consideration. Once a timeslot has been agreed Portal to distribute posters to both KWH and Athena buildings.]**

Health of plants: ERA encouraged residents to report any issues to Portal, though Portal are not aware of any new reports coming in.

End-of-tenancy clean: Portal issued communications to all KWH residents as agreed.



Eddington Residents' Association and Portal meeting
Minutes of the meeting held on Tuesday 8 December, 2020 at 4.30pm
Virtual meeting held via Zoom

Parking: Portal added further detailed information on Portal website as agreed.

4. REPORT OF ACTIVITIES

ERA:

- Annual general meeting with budget approval and election of new members, which is hoped will be a positive step for the ERA in 2021.
- Not a lot of social events due to lockdown, though it is hoped that 2021 will see an increase of social activities as national lockdown restrictions ease.
- Castle COVID support is strong in Eddington.
- Christmas activities— online party scheduled for 15 December to match the City Council's events around Eddington at that time. Residents should let the ERA know of their attendance by COP 9 December 2020 to receive the Dulcedo voucher. **[ACTION: ERA to provide Portal with a list of resident attendees and addresses so Portal can arrange the vouchers.]**

Portal:

- Public consultation on Phase 2 Infrastructure (open to people outside of Eddington) conducted in September 2020. All feedback is now with the design team.
- Storey's Field Centre reopened after first lockdown, then shut for the second one, and is now reopen.
- Dulcedo opened at the beginning of October 2020 and has seen great success.
- U bus extended their hours of operation to include more buses on weekdays and weekend services.
- Diwali celebration in November 2020 was well received.
- Christmas activities, including support for the ERA online party, and Christmas activity packs for children across Eddington, are planned and so far have been well received.

5. MATTERS ARISING

A) Parking on Walton Way/Milne Avenue.

ERA raised concerns that school pick-up and drop-off times cause issues for those living in Athena properties due to poor parking on Walton Way and Milne Avenue. Portal is aware of this and appreciates the inconvenience to residents. Portal is working to install the necessary infrastructure to begin enforcement, which will hopefully be completed over the next few weeks so enforcement can begin in 2021.

B) Storey's Way closure impacting Eddington traffic.

ERA feels that the local authority's decision to close the nearby Storey's Way has increased traffic throughout Eddington. ERA intend to submit comments reflecting this view to the local authority and asked if Portal would do the same. Portal can only submit comments of this kind if there is data



Eddington Residents' Association and Portal meeting
Minutes of the meeting held on Tuesday 8 December, 2020 at 4.30pm
Virtual meeting held via Zoom

to support the claim that the Storey's Way closure has increased traffic at Eddington. Traffic surveys are conducted annually, but it will be difficult to draw direct conclusions from the 2020 survey due to changes in traffic behaviour and patterns during the COVID-19 pandemic.

C) Rubbish collection at Eddington.

ERA raised concern that some bins, particularly those outside Athena buildings, are filling up very quickly and should be emptied more frequently. Portal was not previously aware of this, and would encourage residents to inform Portal of issues such as this via the Portal website. **[ACTION: Portal to raise this concern with the local waste authority to see if additional collections are necessary.]**

Portal added that there is the potential that chutes are being blocked by bulky items rather than actually filling up. Residents should cut up larger items to prevent this from happening. If residents are aware of a blocked chute they can report it to Portal via the Portal website for assistance.

ERA asked if the large yellow cardboard bins are still at Eddington. No, they were only ever a temporary measure while large numbers of residents moved in to new buildings.

D) Speeding concerns.

ERA raised concerns regarding speeding at Eddington, specifically the lack of signage across site to remind drivers of 20mph speed limit and the faded markings on speed tables. **[ACTION: Portal to review faded markings across Eddington to see if they need refreshing.]**

All road design is done in conjunction with Highways England. Highways England has reviewed road design at Eddington and stated that it is fully compliant and no further additions are necessary to avoid too much street clutter. Portal reviews this and collects data on traffic patterns and speeding at Eddington as part of annual traffic surveys and uses this to feed back to the Council and Highways England for potential adjustments. Adding further measures is constrained by Highways England and Portal continue to work closely to the Highways England Code of Practice to ensure Eddington's roads are as safe as possible. ERA asks if the residents can contact the Highways England to share their concerns and Portal confirms that the ERA is welcome to do so.

A speed watch group, set up by parents from the University of Cambridge Primary School, is running at Eddington and the ERA may wish to assist and be involved with this to help reduce speeding at Eddington. **[ACTION: Portal to provide ERA with contact details for speed watch group.]**

ERA asks if there any other items being considered in Phase 2 to control speed. The road design already has many measures to address this (road surfacing, road width, etc. in addition to signage) and future phases will continue to include these and all other necessary measures to be compliant with Highways England requirements.

E) Voile curtains on KWH ground floor apartments.

Portal raises issue that for University-owned properties, the ground floor apartments have voile curtains for privacy. These curtains are regularly being damaged by being snagged in the patio doors.



Eddington Residents' Association and Portal meeting
Minutes of the meeting held on Tuesday 8 December, 2020 at 4.30pm
Virtual meeting held via Zoom

A possible solution to this is for Portal to install a privacy film on windows and glass doors to replace voile curtains, but wanted to consult with the ERA.

ERA felt that this might be a welcome solution, as the ground floor apartments often keep their curtains closed all the time to ensure privacy. ERA asked if an alternative solution, such as shutters, or blinds on the external side, would be possible. However these would not be practical on patio doors.

[ACTION: ERA to gather feedback from residents on this issue and provide to Portal by the end of January 2021. If the idea of privacy film to replace voile curtains is well received Portal will work to implement it, though no timeframe can currently be given.]

F) Neighbourhood Watch scheme at Eddington.

Portal raises the issue that there has been an increase in antisocial behaviour across Cambridgeshire during the COVID-19 pandemic, and Eddington is no exception. The advice from police has been to establish a Neighbourhood Watch scheme. Portal encourage ERA to support an active Neighbourhood Watch group which might help residents feel a sense of ownership over the safety of their area and would provide feedback to Portal. **[ACTION: ERA to discuss and consider.]**

6. AOB

A) Supervision of Portal staff and works.

ERA raised concerns that Portal is not conducting enough supervisory checks at Eddington to catch issues. The safety of Eddington staff and residents is Portal's priority and so, in line with government-recommended best practice, the number of Portal staff on site at any time has been reduced to work in isolated bubbles. Therefore, while supervisory checks are undertaken, there is finite resourcing at any given time and Portal has focused its efforts on cleaning in high-traffic touch-point areas (door handles, lift buttons, etc.). Portal encourage residents to report any issues via the Portal website to ensure Portal can resolve any issues as quickly as possible.

B) Political involvement with ERA/Portal meetings.

Political party member approached ERA about attending this meeting, which the ERA declined in line with the terms of reference of the ERA-Portal Joint Meeting; Portal agreed with this approach.

C) POE 2019 survey results.

Portal reiterated that the results of the resident survey from 2019 cannot be shared due to commercially sensitive information, which is why a thorough presentation of the results was held for residents in July 2020. A further resident survey will be issued in 2021, as the 2020 survey was cancelled due to the COVID-19 pandemic. **[ACTION: ERA to share information and notes of this presentation with its members.]**



EDDINGTON
RESIDENTS
ASSOCIATION



Eddington Residents' Association and Portal meeting
Minutes of the meeting held on Tuesday 8 December, 2020 at 4.30pm
Virtual meeting held via Zoom

D) End-of-tenancy cleaning.

ERA queried why this issue was discussed at previous meeting. End-of-tenancy cleaning procedures were adjusted as it was increasingly found that residents were leaving their apartments in appalling conditions.

As of September 2020, there is still the standard end-of-tenancy clean (costing from £185) as before. A second cleaning tier has also been introduced (costing from £362) which is a very in-depth clean, which includes all cleaning requirements such as oven, furniture, extractor hood and bathroom. Neither of these cleans are compulsory and residents do not have to purchase them. However the apartment must be left in the state of cleanliness required by Lodge Property Services and there will be charges issued if the apartment does not meet the cleaning standards.

7. NEXT MEETING

Quarterly meetings will continue in 2021, with the next meeting in March 2021. **[ACTION: ERA to confirm the 2021 dates with Stephanie Jones.]**