



Eddington Residents' Association and Portal meeting  
Minutes of the meeting held on 13 June at 5.30pm  
at Estate Management Office

## **Those present**

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

James Strachan, Support officer  
Patrick Sweeney, Support Officer  
John Atkins, 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 Estate Division  
Irene Wong, Operations and CS Assistant, University Estates Division

## **1. APOLOGIES & INTRODUCTIONS**

Iain McMath sent his apology.

## **2. APPROVAL OF MINUTES**

Minutes from the previous meeting were agreed.

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

### Estate Service Charge (ESC) rebate

ERA reported that the Estate Service Charge (ESC) rebate letter is received. DA apologized for the time taken for it to be confirmed.

### Retail units

GM reported that Dulcedo will be moving to a bigger shop by end of the year. A health food store is not at fitting out stage. There is discussion of onboarding a yoga/gym shop, a pub and a food outlet. PS asked if there will be any pharmacy. JA added if the pharmacy will be linked to Huntington Road Surgery. GM said that pharmacy is relating to NHS policy and provision. DA added that the University is in negotiation with the NHS.

### Traffic monitoring

DA mentioned that there was informal consultation. However the ERA does not seem to be aware of. PS gave an update on proposed location of the traffic cameras. DA said it is on the consultation document.

[Action: Portal to check with Transport Team]

### Water ingress

DA explained that the water ingress is identified as laten defects. Original contractors Wates and BAM are back on site. Wates have fixed all the roof drainage where defects were found.



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Wates now to have to come back to do the remedial works on corridors and communal area. All of that are mould treated, hence very little risk of contamination. Remedial work is chased on weekly basis. Mears has quoted for the work required should Wates takes more time to consider the remedial works.

In Lot 1,3, there is drainage leaks. The original contractor BAM have put temporary fix to the leaks to stop water penetration to properties. Rectification works will require digging out all the storm drains which sits at front door rather than at the edge of the balcony. It is expected there will be some disruption which need to be properly planned. JS asked the status of communication. DA said Portal is waiting for BAM to confirm the dates. As soon as the plan is produced, residents will be informed. The original drainage product is no longer available, so it is back to design stage. Portal is working with CalfordSeadan, a development consultancy company to push things forward. Compensation will be dealt with for residents that have direct leaks into their properties, however communal leak does not qualify for compensation.

#### Heat Tariff

JS asked if there is any update to energy bill noted that the current fixed price is expired in April. DA was confident that the correspondence of the new tariff is about to come out. He assured that even though the tariff is going to rise, it is still below the cap. Customers have benefitted from the hedging structure last year, hence it may be perceived a considerable increase. However customers are continued to be benefitted from hedging and subsidies. The tariff has been accepted into the Energy Bill Discount Scheme. Core are working through the details before confirming the tariff, which delayed the correspondence with customers.

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

ERA:

- Coronation Celebration was held on Sunday 7 May on the Cricket Pitch. It was well attended.
- Continue to organise Pop quiz, board game events for residents.
- Film screening is looking to stop due to limits at Storey's Field Centre.
- Open Door is stopped due to low attendance.

JS is considering getting feedback from events for future planning.

PS said the funding the ERA received is reduced. The ERA is considering introducing entry fees for events. DA suggested to keep the dialogue open as Portal may be able to subsidise resident events.

Portal:



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- Eddington Beer Garden 2023 was held on Friday 28th – Saturday 29th April in the Market Square. DA reported that there was one complaint. It was investigated and found that the music and the stage was ended as it should. It was participants of the hairdresser's vinyl night that caused nuisance. Beer Festival received positive reviews. JK agreed that it was a good event. PS commented that some people cannot subscribe and were put on waiting list. People on waiting list were not encouraged to attend. GM explained that this was for license purpose, and for capacity management. DA suggested events can be held in green area in the future to allow more flexibility. JS enquired about the number of attendance. GM said 85% of attendees come from Eddington and within 5 miles radius. PS suggested coordinating futures events, especially Christmas period. DA assured that these information will be shared and highlighted in the upcoming Stakeholders Meeting. [Action: IW to share event calendar with the ERA.]
- Sustainable YOU will be held in September. There will be bike maintenance, ecological walks amongst other activities to promote sustainable living.
- Christmas market. This event is in collaboration with the school and the hotel.
- DA noted that colleagues at the University are handling these events. These are funded by the University, not by ESC.

## 5. MATTERS ARISING

### Parking Service Provider

JS asked for an update as Elite is an interim service provider. GM admitted that the data collected is not sufficient to allow longer term service provider decision. GM also mentioned that parking enforcement in Knights Park/Athena will commence soon, after clarifying details with Development colleagues, white lining and signages are in place. PS said that residents were told they would be given a parking space. GM said they should consult with Hill. PS added that there is no signage for Gildenhowe.

[Action: GM to arrange street signage.]

### Landscaping

GM assured that landscaping is up to standard: wild flower seeding, weed removal in swales and now chasing the areas that are not taken up at Gildenhowe. The trees are watered regularly and soil retainers to be installed to help roots established. DA admitted Portal is not happy with the way Mears is handling this. Portal is given assurances but are never met. CGM is terminated. Four companies are bidding for the contract. A judging panel of 4



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people including GM and LB are interviewing them in the next two weeks. Once contract is awarded, it is hoped that mobilization will take place within a month.

Portal engagement with residents

The ERA mentioned that there is ambiguity of property boundaries and some residents are frustrated with landscape condition adjacent to their properties, that they started maintaining the area which could be a communal area. In view of landscape maintenance, Portal will coordinate works with Hill, Encore and Mears. LB will lead the group, which residents and the ERA are welcome to join, to a walkabout once a month.

For better customer service, LB will be the single point of contact. When LB is on leave, IW will deputise. This will be reflected on the website.

Estate Service Charge (ESC)- Budget code explanation

There was a separate session with PS and Pieter regarding budget code. PS agreed that the code explanation is now more clearer to residents, also noted that codes changes over the years. JA mentioned that residents have a perception of the ESC is high, hence expecting a quality product and service if not first class. DA agreed, however pointed out that the ESC could have been higher given base price plus inflation as laid out in the rent charge deed, had it been prudently intervened and stabilised by himself and GM.

Cricket Pitch, football pitches

PS enquired the situation with cricket pitch and football pitches. DA admitted there is also problems with the school's playing field. These pitches and field are being reviewed by development consultancy Calford Seadan, to determine if they are defect items. Looking forward, the football pitches may be developed to 3G pitches.

Eddington Avenue

JA enquired about the status of Eddington Avenue, which was meant to be a residential street but now turned into a feeder road for M11. Portal will refer this to Transport team.

**6. AOB**

- Establishing ERA's role: JS raised a question if ERA is representative of all residents, including the key workers. The discussion focused on whether this meeting should split into private residents and key workers to better address issues they raise. There are respective forums for key worker and private residents. Portal is open to ERA's suggestion.



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ASSOCIATION



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- LB to set up meeting with JS to improve communication channels, information platform.

## **7. NEXT MEETING**

Next meeting on 12 September 2023; 5.30pm-6.30pm.