



**EDDINGTON**  
RESIDENTS  
ASSOCIATION



Eddington Residents' Association and Portal meeting  
Minutes of the meeting held on 12 December at 5.30pm  
at Estate Management Office

## **Those present**

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

Ian McMath, Chairman  
James Strachan, Support officer  
John Atkins, Support Officer

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

David Attridge, Housing Operations Manager, University Estates Division  
George Martin, Facilities Manager at Eddington, University Estates Division  
Lee Barnett, Deputy Facilities Manager at Eddington, University Estate Division  
Irene Wong, Housing Service Administrator, University Estates Division

## **1. APOLOGIES & INTRODUCTIONS**

## **2. APPROVAL OF MINUTES**

Minutes from the previous meeting were agreed.

## **3. DISCUSSION**

### Landscaping

IM commented that the communication has not improved, as work plan and progress was not communicated. DA said it was discussed with Mears, although appreciated that Mears had been struggling with limited resources at the moment. LB explained the inclement weather contributed to the delay of works.

## **4. REPORT OF ACTIVITIES**

### Portal

Winter Market 24-26th November on Eddington Square, coincided with the Hill Winter Market on 25<sup>th</sup> November, which also drew crowds to site. It was well received.

Cambridge-wide Giraffe exhibition: Spring 2024. There will be two in Eddington.

Retail: Shops in the Square is continued to be filled, although not much is seen, but are in the pipeline.

### ERA



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The ERA is starting to collide activities and events in Eddington.

## **5. MATTERS ARISING**

### Estate Service Charge

Portal explained that it is preparing for next year expenditure. There are plans in civil works and security provision. Improvement of Eddington Square is allocated as a development cost, not an expenditure for Portal. IM asked if Portal would be responsible for maintenance cost. JA appreciated that the Portal structure had been undergoing some changes and asked if the ERA could sit as a representative on the Board in the future. DA indicated there could be however not definitive.

### Parking

The ERA enquired about parking on double yellow lines and the legal process of issuing tickets. Portal confirms that parking on double yellow lines will result in a ticket instantly. For vehicles blocking entry to garage, there is very little Portal can do as there is a lengthy legal process to follow to remove any abandoned vehicle.

[Action: Portal to investigate what can be done to remove vehicle on private land outside of parking bays.]

The ERA commented that parking on Eddington Avenue in the evening has resulted in inconveniences for residents, as a majority of parking spaces even on side streets are taken up by hotel guests. DA stated that parking spaces are for public use, and are there to encourage visits to Eddington. Current parking enforcement record parking usage, which do not see much usage on side streets. JA suggested the Hotel brings cars into Eddington, hence if it is possible to put pressure on the Hotel to manage parking provision for guests, or change planning consent. DA responded that the Hotel owns the car park, that the Hotel can change rate of parking in their interest.

[Action: Portal GM to collect data of evening parking habits.]

### Resident Satisfaction Survey

The Survey was conducted in 2022, target audience was residents in Key Worker Housing. It was found that Portal's overall performance was rated "satisfied", however scored low in ground maintenance. Residents were also disappointed with communication with Helpdesk. Another highlight of disappointment lies in the customer journey with Lodge.



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### Sports Pitches

As the football pitches cannot be used for competitive, the ERA proposed the pitches be used free by the public in the short term. LB confirmed that 7-a-side facilities would be available by early January 2024. IM asked what the long term solution for the pitches would be as some residents thought it would be laid astro turf. DA admitted there is problem with soil. It is suggested that the future of football pitches can be discussed in North West and West Cambridge Community Forum.

### Air Pollution

The ERA was concerned with pollution levels on Eddington Avenue outside school, particularly at peak times. Portal replied that there are monitoring devices around the development, and one on Eddington Avenue, however this is best taken to the local Council, as this does not lie with either the University or Portal.

### Primary School places

The ERA was concerned that the primary school appears to be always full so new residents may not be able to secure a place for their children when they move in to Eddington. The ERA understood that this is not Portal's responsibility, however explored if Portal would support some representation to the local Council. DA stated that Portal has no entity for representation, suggested the ERA to take it to local councillor or discuss this in either the Community Forum or Community Group meetings.

### EV Charging Point

There was discussion about the charging rate in M1/M2 basement car park. Portal has fed back to Hill. DA encouraged the ERA to take it to Hill/ Encore regarding charging rate. Taxi charging point on Turing Way are intended for taxi use, not for the public.

### Florey Terrace Bollard

Florey Terrace is designed as a pedestrian zone. Portal explained the reasons behind installing a collapsible bollard. LB will ensure the bollard is locked and will speak to resident who has concerns about ease of access to vehicle. The ERA agreed that it should remain a pedestrian area as intended in planning.

[Action: LB to share email trail with the ERA regarding the erecting the bollard.]



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### Parcel Delivery

Residents reported to the ERA that delivery drivers often confuse Eddington Place with Eddington Avenue. Portal will improve wayfinding by installing clearer signage on Eddington Place.

Amazon collects data from the lockers' usage. Once it hits the company's threshold, it will trigger for more lockers. The decision to providing more Amazon lockers lies with Amazon.

### Traffic calming and management

The ERA suggested if pollution levels are high then it could possibly encourage the Council to consider more traffic management. Possible solutions could be an all-traffic ban at school start and finish times or erecting "No entry except for access" signs.

Portal confirmed a flashing traffic sign was delivered and will be put up in Eddington after testing. It is organised by the Travel/Transport team. The sign will rotate in various locations to remind drivers of speed limit.

### Allotment

The proposed allotment area lies adjacent to Kendrew Place, and is not within the Estate boundary. This short-term plan for the space will be self funded through rental income.

### Green Waste

Green bins for kitchen waste in Key Worker housing are swapped every 2 weeks for the local Council to pick up. There were occasions that contamination was found and the bins could not be emptied so bins were not swapped. Portal is working with the Council to address the frequency of service and is implementing measures to reduce risk of contamination.

### Bin Sensors

Bin sensors have been tested and in operation. The dashboard will show capacity of the bins in the development so that Mears can check bins for abnormality and the Council can arrange collection base on demand.

The ERA suggests relaying the unique bin system to new residents.

[Action: Portal put leaflets through the door.]



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**6. AOB**

**7. NEXT MEETING**

Next meeting on 19 March 2024; 5.30pm-6.30pm.