



**EDDINGTON**  
RESIDENTS  
ASSOCIATION



Eddington Residents' Association and Portal meeting  
Minutes of the meeting held on 9 December at 5.30pm  
at Estate Management Office

### **Those present**

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

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

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

Ross Cull, Housing Operations Manager, University Estates Division  
Lee Barnett, Deputy Facilities Manager, 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. ACTIONS FROM PREVIOUS MEETINGS**

#### Allotment

The ERA understood from university colleagues there were plans to put a community garden in cricket pitch. Portal was not able to verify this. The ERA referenced to the community garden in Trumpington and showed awareness of allotment regulations. Portal reiterated that Portal was not the right entity to discuss this item with, suggestions and proposals should be directed to the Development Team.

[Action: update in summer 2026]

#### Mobile Signal

It is acknowledged that weak mobile signal in Eddington and the need for boosting signal for site facilities such as bin monitoring and meter reading. Portal understood that there was weak mobile signal. The ERA suggested that the University understood that there was an issue but nothing had been done, hence hoped Portal could speak about the mobile signal for future phases as "lesson learnt".

The ERA argued this was an issue in the common area that Portal should be hold to responsibility, although not in a position to action. The discussion concluded that service providers should be notified of the issue and sought improvement.



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#### Sharing Key Performance Indicators (KPIs) of the new Total Facilities Management (TFM) contract

Portal explained that the new TFM contract was yet to be signed, hence the report format of performance indicators were not yet agreed. The programmes of service delivery were built on site maps and KPIs would need to match specification of work programmes. Although KPI report mechanism was part of the tender it was not specified in details. Portal assured that reports would be data led, supported by the computer-aided facilities management system.

ERA explained that when residents, including key workers, raised concerns with the ERA, they only had sight of the number of complaints or missed appointments made known to them, but had not been able to put complaints into perspective in terms of service delivery of the whole estate. They would like to have sight of the report to provide fair comment and be able to assure residents. Portal understood that this relates to service level agreement on issues such as landscape, repair and maintenance and street furniture etc.

[Action: Item to be discussed in the next meeting.]

#### **4. MATTERS ARISING**

##### Advertising of events in Eddington

The ERA compiled local event listings in the monthly newsletter which was distributed by Portal every month. The ERA would like to seek agreement on commercial promotion to ensure fairness. Portal was asked to forward promotion requests to the ERA even though it could be last minute before the newsletter would be issued.

##### Bin repairs

Some bins had been out of service for some time. Portal explained that there needed operatives with specific training to work in confined space, spare components needed to be ordered from overseas to repair and maintain the bin chute and the bunker. Portal would reply resident on the situation. There was misunderstanding about how estate charge was calculated.



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#### Streetlamp outside 2 Milne Ave

Portal confirmed that this was scheduled to be completed on 10<sup>th</sup> December by Hill. Appleton Way would also be handed over by 12<sup>th</sup> December, to be confirmed by Development Team.

#### **4. AOB**

- I. Review of policies- Portal provided an update to the review of policies. The outstanding policies were complaints, vulnerable persons and communications. There were progress made however required effort from other teams in the University.
- II. Low walls on Gildenhowe- these were often damaged because drivers could not see them when reversing. Revised design was provided and approved and works started but was stopped by a resident citing health and safety concerns. It was further explained that the program of works was not consulted with the residents. Portal reiterated that the low walls were Portal property, and aware that they were in front of residents' houses, however consultation would not be practical. Program of works would be continued.

#### **5. NEXT MEETING**

Next meeting on 10 March 2026; 5.30pm-6.30pm.