

CB1 Residents Meeting 21st May 2018 Crick House, Mill Park

1.Introduction

On Monday the 21st of May 2018 a 3rd residents meeting was held in Crick House, CB1. The objectives of the meeting were to:

- Hear from CB1 BID & key partners in CB1; who they are, what they do, what they are accountable for.
- Discuss and agree key priorities and actions for CB1
- Discuss and agree next steps

2.Working Together Today

- Positive and honest
- Actively Listen
- Respect
- Here to make a positive impact
- Hear from everyone
- Feel for those here
- No silly questions, everyone's voice is important
- Be clear who we are speaking for
- Stick to time

3.Cambridge Business Improvement District

Ian Sandison, CEO, supported by Becky Burrell, Marketing & Commercial Manager of Cambridge BID gave a presentation on the background, work to date and plans ahead, followed by Q&A.

Q&A session

Funding

Local Government set rules of how the BID is funded; 1% on business rates. City Council collects the funds and transfers £900,000 a year to BID work. Charities including Universities and Colleges receive a 50% discount on the contribution.

Pot Holes

Resident raised the high level of pot holes and why this was not a priority, especially for the level of cyclists and danger they face. Ambassadors have been and continue to log pot-holes as well as graffiti and fly tipping for action.

Ian will take back concern that some of the road near the Station is torn up and identify who is responsible and needs to action this.

Large Events

Residents raised concern around lack of consultation on BID corporate events. Acknowledged it was good to have large scale events, however priority for those living in area is to tackle existing issues which affect their day to day living. The Wimbledon screen showing is a major event just outside where everyone lives and there was no consultation, or notice given to local residents.

BID started in this area on 1st April and initial drive was to address how to get those who work here but don't live here to come back. The Wimbledon screen week long event will be on concrete space and acknowledges it's important to get residents involved from the start. BID's board meetings are published on website, their AGM is on July 12th and is an open event. The BID plans are advertised widely and through CB1 Newsletter – business aspect.

BID consulted 350 businesses last year and asked what they wanted next. Three areas which came up have been actioned; Ambassadors can be seen directing visitors and picking up areas of concern, street cleaning is in place, Christmas lights.

Agreed that the CB1 Website should have a link to BID, and residents provided with a project calendar for next 12 months. AGM was open to all to attend and BID happy to come back at a future meeting and will identify how residents can be involved going forward.

4. Key partners in CB1

The following Partners provided an update on their areas of work.

Residents raised concern that Aldwyck and Encore were not present to answer questions.

- a) Bidwells – Daniel Fordham – Facilities Manager
- b) BPHA – Carly Meagher – Community Development Manager
- c) Safer Communities Team – Maureen Tsentesides
- d) Host – Kelly Sibley
- e) Encore – Luke Ford – Property Manager – **via email**
- f) The Railyard – John Bryce - Halls Manager – **via email**

Q&A session

a) Estate Management

- Park works completed end of July with space broken up, open after summer school finishes to allow grass to bed. Will work with student bodies to set positive culture.
- Park refuse and recycling bins/collections to be in place.

- Mill Park main garage door fixed but **bike entrance door continuously broken** so still a security concern with thefts happening. Need to look at alternative door mechanism.
- **Bike Shed of Gilbert House still need racks fixed** as have been broken for a long time. With bike entrance insecure, this shed is heavily used and racks need to be fixed.
- **Encore to provide reason for sharp increase on electricity/heating service charges from June.**
- BPHA following on from previous service charge issues for residents are creating a dedicated S/C Team.
- Daniel meeting Greater Anglia who are responsible for the Great North Road traffic/taxi issues. Planning proposal being submitted to remodel entrance/exit of Square. Traffic modelling will be introduced into BID.

b) Resident involvement

- Communication needs to be improved; BID planning, clear updates on actions taken by steering group, residents propose steering group agenda in advance and actions fed back at residents meeting.
- Resident newsletter was distributed in December with Springtime one due.
- With increased resident associations forming/in place, reps from each association, including student bodies, should attend the CB1 Steering Group and feed back to their local groups.
- Part-time Community Development Officer role to be recruited for 3 years to strengthen on-going relationships and communications, and support resident led initiatives. They will also work with residents and establish clear communication process and steering group reps.

c) ASB

- ASB has reduced generally but still some pockets.
- ASB group have coordinated with Host/Downing/Encore eg summer school behaviour expectations.
- **Residents requested to report all incidences of student nuisance as helps build level of occurrences. Sign up on website for reporting. Alternatively keep a log for a period of time.**
- PCSO presence commitment in place and outreach workers in place for street life issues.
- Lighting has been brought into pocket areas.
- Need CCTV in known areas of trouble, and that CCTV is used to full effect to identify and take action. **ASB Group to explore options.**
- Share all ASB reporting logs amongst partners so a clear picture is built up, rather than silo action. This includes the security logs – **Maureen to action this at ASB Group.**

5. Next Steps

- E mail everyone on the mailing list, and new attendees the presentations that were given in the meeting
- Meet again on a Wednesday in July
- Request presence of Aldwych and Encore at next meeting.
- Still outstanding - Share a structure chart explaining key people, partners, roles and accountability.
- Make content on website, eg ASB more relevant to CB1 area.
- Provide a written action plan on Steering Group work for clarity – need all areas in one document to show movement of issues raised
- Action agreed areas reported in above notes highlighted in *italics*

6. Date of next meeting

**The next meeting of residents is planned for Wednesday 25th July
7.00pm-8.30pm Crick House Mill Park**

Appendix 1:

The Following people attended this meeting. Apologies for incorrect spellings.

Name	From where
Bina Omare	Facilitator
Daniel Fordham	Bidwells
Becky Burnell	Cambridge BID
Ian Sandison	Cambridge BID
Lee McGregor	Community Regen
Alan Sanders	Resident
Lucy Milazzo	Resident
Fred Harrison	Resident – Gilbert House
Anila Siddiqui	Resident – Gilbert House
Sanne Cottaar	Resident – Gilbert House
Stephen Cox	Resident - Gilbert House
Kathryn Beck	BPHA
Carly Meagher	BPHA
Sam Rogers	Resident – HOST
Mark Ainslie	Resident – Gilbert House
James Thomas	Resident
Fernando	Resident – Great Northern
Maureen Tsentides	CCC Safer Neighborhood Team
Helen Christy	St Pauls
George Bostock	VESTA Director
Linda Jones	Resident, CCC
Kelly Sibley	Host Hall Manager
Apologies:	
Luke Ford	Encore
John Bryce	Railyard Hall Manager

Appendix 2: Roles & Responsibilities

Downing Students – The Railyard

Downing Students is the managing agent of The Railyard in Cambridge, comprising of 3 buildings on the CB1 Estate. Stephenson, Brunel & Telford Buildings accommodate 586 Anglia Ruskin & Cambridge University Students.

Downing Students employ 4 full time on site employees, along with sub-contracted security and cleaners to manage the site 24 hours a day.

We are responsible for the following areas relating to The Railyard (but not limited to):

- Facilities Management, maintaining the building and outside spaces that fall within our boundary
- Tenancy Management, including dealing with any ASB issues both internally and issues that affect the CB1 Estate
- Health, Safety & Security of the Buildings, using CCTV, Secure Door Entry and 24 hour site presence
- Maintaining positive relationships with Stakeholders and ensuring involvement with the relevant work streams and resident meetings

Contact can be made directly to The Railyard if further information is required, or if any person would like to raise a concern.

Tel – 01223 363 333

Tel – 01223 361 363

Mob – 07557 369 100 (out of hours)

Email – cambridge@downingstudents.com

Host

Host if the student facing brand for Victoria Hall Management Ltd (VHML), with our residence in Cambridge known as CB1.

At CB1 Cambridge we are responsible for three individual buildings covering 511 rooms. These buildings are Aston House (also where our reception is based), Bragg House and Crick House. At CB1 we have 24-hour security and CCTV on site that patrol across the three buildings.

We are responsible for monitoring and ensuring that our students are compliant with the terms and conditions set out in their tenancy agreements which includes, but is not limited to noise disturbance and anti-social behaviour.

If you feel that a student residing at CB1 is causing a nuisance I would ask that you contact reception us at Cambridge@host-students.com

If outside of normal office hours then please contact site security on 07970234989 who will attend to the incident.

Encore Estate Management

The communal parts of the blocks known as Vesta (1-150 Great Northern Road) and Ceres (Huxley House, Gilbert House, Watson House and Meade House) are managed by Encore Estate Management on behalf of the resident's management company or the housing association written into the lease as applicable.

Encore are appointed to carry out services that are required to the common parts to the buildings. The communal parts include the common entrance ways, hallways, stairwells, lifts, bin stores, bicycle stores. A caretaker is employed at the site, working Monday – Friday to clean the communal parts, carry out weekly and monthly fire system testing in the buildings such as emergency lighting and smoke alarm systems, and to carry out minor repairs such as lightbulb replacement in hallways. Any major items for repair are reported to our office for external contractors to attend to. The caretaker is also a useful contact on site for us to monitor bin stores for missed collections, report abandoned items and is happy to assist residents where possible.

The service charge budget covers these caretaking fees, general repairs to the blocks for items such as replacement lighting, communal door repairs, servicing and maintenance contracts of lifts where applicable, communal heating equipment, car park gates. It also includes placing buildings insurances, health and safety inspections, window cleaning, utilities to the common parts (electricity, water) and also includes the CB1 estate charge apportioned per building. There are items that the relevant housing association are responsible for the repair and we work with them to resolve the issue – contacting owners where we don't have their records etc.

Encore prepare and distribute the annual service charge budget and this is calculated based on quotations from service providers, historical usage invoices for items such as electricity to the communal areas, and anticipated costs for general repairs based on prior history. Service charge money is collected in advance from leaseholders to enable the estate to run efficiently.

At the Vesta development service charges are collected directly from property owners in blocks D1 and C2, and as a collective sum from Aldwyck Housing Group for blocks C1 and F1. Similarly at the Ceres development service charges are collected directly from owners of Meade House and Watson House and as a collective sum from BPHA Limited for Gilbert House and Huxley House. All service charge money is held in trust in a dedicated separate client account and service charge accounts are issued after the end of each financial year. Encore also carry out a stringent debt collection process to ensure good cashflow for the sites, with an external debt recovery agency appointed once the internal arrears procedure has been completed and the leaseholder not responded.

The property manager for the blocks is Luke Ford and can be contacted at info@encoreestates.co.uk or by telephone 01223 866 980.