

Minutes - CLG Meeting

Tuesday 10th May 2022 at 6 pm

Cable Wharf Sales & Marketing Suite

Attendees:

Jennine Kirkwood, Keepmoat (JK)

James Warner, BECG (JW)

Miriam Fagbemi, EDC (MF)

Justine Roddan, Head of School, Rosherville CofE Primary (JR)

Gemma Waller, Rendall and Rittner (GW)

Cllr Lauren Sullivan, Gravesham BC (LS)

Anne Burgess, local resident (AB)

Krystal Richards, local resident (KR)

Russell Brown, local resident (RB)

1. **Introductions**

JW opened proceedings and introductions were made by each of the attendees.

2. **Update on Q1 targets and look ahead to Q2 targets**

JK provided an update on project progress and gave an overview of Q1 completions and average property prices, as well as a look forward at Q2.

KR asked when the new apartment prices would be set, JK clarified the anticipated dates for the launch and stated that it is too early a stage to know exact pricing for the units.

3. **Construction update**

JK gave an update on ongoing construction works including upcoming roadwork completions.

4. **Public realm update**

JK reported the successful installation of the bear pit with a launch event to follow. However, remedial works are currently taking place

5. **Update from estate management**

JK introduced GW as the estate management lead for Cable Wharf. GW gave an update on the Hillier and Mottram road works. JK gave an update on electric charging points, lighting on Crete Hall Road and Maclure Road as well as lorry signage.

RB asked what was the delay in completing the new road name signage, JK replied that she was not sure of the specific reasons. RB asked whether the road names have been updated on Google Maps, JK asked him to share specific plot numbers and she can get the relevant team to chase this.

LS asked about the HGV lorry routes to the site, JK stated that she understood that most accessed the site via Thames Way. RB stated that the lorry damage has been going on for 16 months and asked whether the issue had been reported earlier.

RB expressed some existing issues with National Grid and receiving power to their homes, particularly in adverse weather conditions. KR echoed this and stated that she has previously lost power and had to hook up to her neighbor in order to receive power during heavy rain periods.

KR asked about service charge rates, GW stated that occupation data is needed to set these. KR & RB stated their displeasure with the current service provided and objected to having to pay for damage caused by lorries as part of any service charge. KR also stated that her property had never been serviced by the landscaping company and that she therefore should not be charged for this service. JK replied that she would report this issue internally. JK added that the matter of service charge would be one to pick up with GW and that her details would be shared following the meeting.

RB asked about the differentiation between the management company and managing agent. GW stated that the management company is generally more directly involved than the managing agent. MF added that the EDC have a stewardship body which helps set service rates within the EDC area. MF stated that she would check this body's contact details and share with the group.

6. Q&A

KR asked when the access road off Crete Hall Road would be opened, JK replied that this was currently scheduled for late June and a further update would be provided at the next CLG. RB mentioned that he had been told different dates previously, JK stated that she was not aware where those may have come from and that the current schedule was for the end of June. MF asked RB who had told him the other dates, RB replied that the information came from the customer service team.

KR asked about the planned jubilee event, JK stated that unfortunately due to the promenade works not being completed in time the proposed street party will no longer take place. LS asked if there were any other suitable streets to hold the event on, JK stated that unfortunately there are not at this time.

KR asked whether there is a lack of existing school places in the area. LS replied that Northfleet is particularly impacted by this.

KR and RB stated that customer care is particularly slow to respond. JK stated that whilst she is not a member of the customer care team and sits outside of their remit, she would follow up and relay their concerns.

KR stated that she understood that the customer service at Cable Wharf had been downgraded to two stars, JK stated that this was not the case and that they retained their five star rating at the most recent annual review.

10. Date of Next Meeting

JW said the **next meeting** was proposed for **Tuesday 21st June** in the Sales & Marketing Suite at 6 pm.

The meeting was closed at 7.15 pm.