

Cable Wharf Northfleet

COMMUNITY LIASON GROUP MINUTES

Tuesday 27th June 2023 at 6 pm
Cable Wharf Sales & Marketing Suite

Attendees:

Nick Sutcliffe (BECG), NS
Kayley Herbert (BECG), KH
Christian White (Rendall and Rittner, R&R), CW
Andrew Brennan (Keepmoat), AB
Twelve Cable Wharf residents
Cllr Lauren Sullivan (LS) – Ward Councillor (Rosherville ward – Gravesham Borough Council)
Cllr John Burden (JB) – Ward Councillor (Rosherville ward – Gravesham Borough Council)

1. Introductions

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

2. Update on construction

AB provided an update on ongoing and completed work. A colour plan was also provided to attendees to highlight areas of ongoing construction.

AB reported that the concrete frame for Block B has been completed and works to the external wall are due to commence in July/August 2023.

Internal works to Block F are to be completed, target completion date is August 2023.

AB also noted that target completion for Block A is October 2023, and the completion dates for the second and third lift brickwork on the Phase 4 houses vary, starting October 2023.

3. Public Realm

AB gave an update on the public realm.

He noted Keepmoat are looking to bring the play area forward for completion at the end of 2023. Initially the completion was linked to Block D completion in mid-2025.

Construction of the retaining walls along the promenade has commenced. A management plan for the river wall has been agreed with the Environment Agency (EA) so they can now commence approval of the final promenade details with the EA. The target start date for this work is September/October 2023 subject to EA approval.

AB also reported that the final Section 278 works to tie into the western end of Crete Hall Road are still to be completed. Completion of these works will be towards the end of the programme as the road is being used for construction access.

WT Henley building - Keepmoat are looking to split the completion of the ground floor community use space from the residential element. Completion of the community area is currently targeted for Summer 2024.

AB provided an update on the Fast-Track bus service, the route will be directed via Crete Hall Road by Summer 2024.

AB also noted that there have been some requests for garage doors to be put onto the coach houses. He explained that Keepmoat are currently in the process of putting together a planning application with EDC.

AB also highlighted that a double-yellow line has been placed along The Shore to prevent construction traffic parking along here. A resident noted that some parking is still happening overnight.

LS asked about the flood well and whether the Environment Agency has requested for the wall to be higher. AB responded that the existing wall will be the same height but as part of planning permissions they are also required to have a retreated level of 8 meters which is part of the future flood proofing.

LS noted that despite the present enforcement efforts in the daytime which has reduced HGV parking, there may need to be additional enforcement at nights.

LS also asked AB if the design of the play park has been completed. AB said the designs are being finalized and they will be going to EDC within the next few days.

A resident asked AB about the timeline for the garage doors. AB stated that it could be a 2-3 month process but could be quicker depending on the planning application and approval process. Another resident questioned whether there will be any cost to residents or an increase in service charges to reflect the changes. AB responded that he does not believe this to be the case as Keepmoat will be paying for and installing the doors.

A complaint was raised by a resident about bins on collection day and the issue of residents in one area of the development bringing their bins all to the same area, leading to large quantities of rubbish being dumped in one place. CW asked residents to inform R&R about this issue.

4. Estates Management

CW gave an update on estate management.

CW updated residents on the issue of visitor parking permits and explained that R&R are currently exploring the option of using a system which would provide each household with 36 permits per quarter for visitors to park in visitor bays. He also noted that this should help address the issue of people abusing the system and improve parking across the development.

Several residents asked if this system would stop people parking along the streets. CW clarified that parking enforcement officers will only be addressing those parking in visitor bays without permission, or where there is a yellow line.

A resident asked CW if anything can be done about drunk and disorderly behaviour and people visiting the pub parking outside properties. CW said it is best that this issue be raised with Gravesham Borough Council. JB agreed that it would be best to raise these issues with Councillors.

Several residents asked if they would need to register for parking if they have a private space. CW clarified that if the land is conveyed to the property then they won't be required to register their car, however if the space is part of the land which is under the management company's responsibility then it will be included in the registration scheme.

CW also noted that parking attendants will be on site twice a week minimum, but they can request this to be increased depending on the demand and if issues continue. Exemptions can also be requested, for example for households with a carer or for councillor surgeries on site.

CW provided an update for the 2023 budget, stating that R&R had been doing a lot more work to make sure the budget is up to date and accurate to provide more clarity for the residents. He noted that the new budget for landscaping has also been produced.

CW also explained that the landscaping team will now visit 52 times a year – once a week. This new timetable started in May 2023; however it will take a few months to see a noticeable difference.

Several residents asked about the maintenance of front gardens and why some haven't been done. They also stated that they would like to have a breakdown of exactly what landscaping is doing so they know what they are paying for as they don't feel they are doing enough at the moment.

One resident questioned why they are paying service charges if all the sections haven't yet been handed over to landscaping. CW clarified that service charges don't just cover landscaping; they are also for the entire development and its maintenance. He also clarified that Keepmoat will be paying for the houses that are unoccupied until they are filled, and residents are paying service charges for them instead.

CW informed residents that service charge accounts are being reviewed and audited and are expected to be ready in October 2023. He stated that R&R will issue their accounts by October and if not, it is expected that they will issue interim accounts until the audited accounts are complete.

One resident raised the issue of water charges and how this is being addressed. AB explained that the charges paid to Southern Water and the Port of London Authority are two separate charges for separate things. CW clarified that his understanding is that the Port of London Authority are charging for rainwater and surface water that is flowing from the development into the River Thames, whereas Southern Water are charging properties that are connected to the mains water and sewage systems.

AB also explained that he is looking into whether the charges can be reduced given that the site is now developed with a much reduced surface run off area draining directly into the River Thames.

One resident asked whether Southern Water should be paying Port of London Authority rather than the residents as the properties have already paid Southern Water and can't control where rainwater falls.

AB and CW said they hope to have an update on water at the next meeting.

5. Update from EDC

NS provided an update from EDC. He highlighted the community event taking place in July – Fusion Festival – the flyer for which was provided at the meeting.

EDC will also be running a resident satisfaction survey across the new and existing areas, again at the end of the summer and also in September.

EDC will also be running 'Welcome to Ebbsfleet' events on a regular basis, with the first one planned for the end of Summer – date to be confirmed.

At the end of the meeting, one resident asked about whether R&R will be managing the estate after September. CW confirmed a new company will be taking over from R&R. Another resident asked if this change would make a difference to the budget, to which CW responded that he does not know at this time.

6. Date of Next Meeting

NS concluded the meeting and added that the next meeting would be after the summer holiday period, potentially around the second week of September.

Meeting ended 7:55pm.