

LIAISON GROUP MEETING

25 MAY 2021

RECORD OF DISCUSSIONS/ACTION POINTS

Attendees: Graven Hill Village Development Group Ltd (GHVDC)

Karen Curtin (KC), Managing Director
Gemma Davis (GD), Customer Experience Director
Abbie Warner (AW) Digital Marketing Executive

Graven Hill Residents' Association (referred to as GHRA)

Philip Sore (PS), Chairman

The Self-Builder and Purchaser's Group (referred to as SBPG)

Simon Kirkman (SK)
Dean Scott (DS)

Discussion	Action By
Item 1 – Apologies 1.1 None.	
Item 2 – Introductory Remarks/Matters Arising 2.1 Plot Passports & Golden Brick (GB) Case Study Comparison Link shared following last meeting. GD informed the meeting that the ongoing website work will include an update to warranty information. Link to the Case Studies page on the website shared with DS. Warranty providers are issued to individual customers and the next iteration of the Plot Passport will include several warranty providers. Action: Update warranty information as part of website updates.	GHVDC

<p>around 35 enquiries (a mixture of operators and investors), five of which were strong contenders for Units 1 and 4. Interest includes café, licensed restaurant, offices, showroom, small convenience store and various personal beauty/medical services.</p> <p>PS and SK suggested more regular updates on what the mix of commercial businesses is likely to be. DS added that residents have an expectation for a social space – coffee, food etc and requested a commitment to such a socially focussed retail unit.</p> <p>KC confirmed that as contracts were confirmed that announcements would be made.</p> <p>KC provided a comprehensive update on the pub site and continued lack of interest pre and post Pandemic. As this is not viable for Phase 1 GHVDC is committed to ensuring that there is a licensed operator for one of the units within Block E that would deliver the social space being sought.</p> <p>Action: GHVDC will announce commercial occupiers once confirmed.</p> <p>2.3 Recycling Areas</p> <p>GHVDC is in contact with Recycling Officer at CDC and are looking to move forward. Implementation will take place within three weeks of agreeing location and completing a risk assessment on potential location.</p> <p>2.4 East Circular Road Sign</p> <p>SK and GD have agreed location of sign. GD suggested adding an additional sign instead of moving existing one and has put this on order.</p> <p>2.5 Car Charging Points</p> <p>SK asked if there were plans to include public charging points as well as those on private dwellings and referred to the Government's target for no more sales of petrol or diesel cars by 2030. KC advised that GHVDC is looking at this as part of its masterplan and, clearly, we would be seeking to plan for a number of the residents requiring charging facilities and reviewing options for communal areas of parking. This feeds into the infrastructure requirement and ensuring that sufficient power supply will be provided as part of LTA2.</p> <p>We will keep this item as a carry forward and update as more information becomes available.</p>	GHVDC
<p>Item 3 – Opening Remaining Play Area(s) – Update from GHVDC</p> <p>3.1 PS commented that the recent opening of the play areas was great news for the residents and asked if a date was in place for the play area at Westacott Road. KC advised that this open once it has received practical completion.</p>	

Item 4 – Anticipated Delivery Dates/Triggers for Community Facilities – Quarterly Update

4.1 Updates following the last meeting include:

- Four play parks opened Friday 14 May. One remains closed pending establishment of planting. Reinspection by end-June.
- OCC to open Primary school for 2023 academic year.
- Community centre – GHVDC have spoken to CDC and have a meeting on meeting on 9th June to review specification & discuss timescales.
- Commercial facilities – Block E discussed under 2.2
- Retail under Block A apartments – includes convenience store (we have interest from three operators) and further retail spaces. Delivery estimated six months after completion of Block A apartments. This Block has been deferred; current forecast is delivery in 2023.
- Health Hub – planning application in and consultation underway
- Nursery – planning application expected July 21
- Pub – not viable pre or post pandemic and will be revisited at a later stage in LTA 2 as most operators would like to see site occupation over 750. As more pubs are set to close as a result of the pandemic, many are not looking to open new outlets at this time in a site that is seen as out of town with no passing trade.
- Gateway Park at the entrance will not open until LTA 2 infrastructure in place.

Updates will be given bi-annually as agreed at last meeting.

Item 5 – Village Green Enhancement Project Update

5.1 PS thanked KC for providing information on costs and these would feed into the review,

Action: GHRA to progress further

GHRA

Item 6 – Graven Hill ‘Mini Market’ and Traders Proposal

6.1 PS is in discussions with Licensing Department at CDC and is awaiting confirmation/a response from CDC.

Action: PS to update GD once more information is available

GHRA

Item 7 – Parking

7.1 PS asked if there was any further update on parking controls and permits. GD responded that this is still being monitored closely but that GHVDC’s preference remains that it would rather not go down the enforcement route, but the same challenges remain with some residents not parking correctly or in a neighbourly manner despite the considerable investment in signage. It would be helpful if the GHRA could assist on the recurring parking hotspots. Chadwick, Graven Hill Rd, and those residents not utilising their own drives.

<p>The current focus is on addressing the parking teething issues at Block E relating to some apartment purchasers not buying a parking space.</p> <p>The Estate Management Company is working on the parking strategy and will be issuing letters to all residents within Block E to remind them on their obligations and how the permit parking will work.</p> <p>Action: parking situation will be monitored and both parties to help with possible interventions going forward</p>	<p>GHVDC & GHRA</p>
<p>Item 8 – Additional 20mph White Road Markings</p> <p>8.1 PS informed the meeting that speeding on the site has reduced overall and that traffic surveys show that 90% of vehicles travelled at 25mph or less. The mini roundabout has helped on Graven Hill Road, but Circular Road remains a concern. PS asked if GHVDC would be willing to add additional white road markings here. KC responded that GHVDC is awaiting a response from the OCC TRO team to confirm if this is possible and if so, agree location / specification. If approved GHVDC would undertake this investment.</p> <p>Action: share OCC response when received</p>	<p>GHVDC</p>
<p>Item 9 – Fence and Concrete Edging Barrier Clearance – Roberts Drive</p> <p>9.1 KC informed the meeting that the outstanding work and the delay was due to a ditch that abutted LTA 2 land that needs to be made safe.</p> <p>Improvements will be undertaken in works planned in July. This is the border of LTA2 works and a solution has been agreed regarding a ditch</p> <p>Action: Works to be completed in July</p>	<p>GHVDC</p>
<p>Item 10 – Tree Saplings – Lack of watering</p> <p>10.1 PS asked if there are watering arrangements in place for the saplings. KC advised that Kings and Talbots have a provision in their contract to replace any trees that have died. Additional information has been requested on the schedule of work from the maintenance company as the maintenance regime is the most important factor.</p> <p>10.2 SK asked about the pine on the corner of the village green as it appears to be either dead or diseased. KC advised that this tree has been assessed as being healthy. SK proposed to leave it through summer and replace in autumn if it still does not look healthy as it is a focal point of the site.</p> <p>Action: GHVDC to review again after the summer</p>	<p>GHVDC</p>

Item 11 – Residents’ Concerns Regarding Recent Sewer Blockages

11.1 GHRA and GHVDC share concerns over the recent blockages as it has now happened three times in a short space of time. KC added that GHVDC resources have been utilised to assist with the situation, including one staff member on site until 4am and another managing queries and escalating to Thames Water out of hours.

KC explained that ownership of the sewers within Phase 1a and 1b was transferred to Thames Water in February 2020, who became responsible for the sewers from that point. Graven Hill has no continuing liability in respect of the sewers. It has been advised that the most probable cause of sewer blockage is contamination of the sewer pipes with domestic waste unsuitable for disposal within sewers. GHVDC does not get specific reports on the call outs as Thames have adopted the sewers and have requested an update to see if the root cause can be determined.

Until report with root caused is received GHVDC is monitoring the situation regularly by checking manholes to identify any areas where contaminated waste may be entering the sewers. GHVDC has also asked self-builders and contractors to ensure that no contaminated waste is entering and will remind residents of items that should not be put down the drain. KC added that residents must report any issues directly to Thames Water as they are in control of the sewers.

Post Meeting Note – see response from Thames Water received on 27 May 2021 on page 7 below.

Item 12 – Connection from Main Site to Foundation Square

12.1 PS asked why it is not possible to have a footway connection between the main site and Foundation Square. KC advised that as works are due to start on the Western Spine Road there will be lots of earth moving and GHVDC is not willing to put a pedestrian route on a construction site as health and safety is the main priority. KC added that there is a temporary route for residents of Foundation Square and that these plots were sold at prices that considered the dates of the connection to the main site into account.

Item 13 – Future Meetings – Terms of Reference

13.1 KC asked if the meeting needed to agree terms of reference or whether it should be kept as an informational sounding board. All attendees agreed that terms of references are not required and to continue as is currently set up, using the meetings as an opportunity to raise concerns, address queries, provide clarity to ongoing development.

GD to act as lead from GH going forward, joined by either KC or Adrian Unitt (AU).

Item 14 – Any Other Business

14.1 Self-Build Practical Completions. KC requested that self-builders are reminded to obtain practical completion before occupying.

14.2 Community Events Budget. Following the request from GHRA for donation/sponsorship GHVDC have suggested a budget allocation of £2,500 towards residents' events and that this arrangement could be put in place for the next two years via a Partnership Agreement.

Action: GHRA to consider and respond on the offer.

GHRA

14.3 Post Box. A post box has been agreed with a lead time of 4 months. The proposed location is outside the proposed coffee shop location.

14.4 An Audience with Karen Curtin. PS suggested a similar arrangement to previous session. KC happy to take part and suggested a similar format to the previous session – questions in advance would work well.

14.5 Fencing. DS asked what arrangement is in place for self-builders who have completed their build but are awaiting next door's plot to be built before their fences can be fitted and raised security concerns. KC replied that if the house next door is underway then responsibility sits for the neighbour. If the plot is not sold, then GHVDC could supply funding to put the fence up and recover any costs through the Golden Brick price of whoever buys the plot. KC advised that any self-builders in this situation should contact their Customer Journey Project Manager when approaching the end of their build.

14.6 Future Phases. DS asked for more information about the plans for future phases and what the split would be between self and custom build. KC replied that new phases will be launched in Autumn and suggested that the audience with KC was arranged in September to cover this. KC added that many lessons had been learned from phases 1a and 1b that will be taken forward into future phases in terms of product, mix, process, marketing, communication, and customer demand.

Action: GHRA and GHVDC to consider a date/location for September onwards

PS/KC

Item 15 – Date and Time of Next Meeting

15.1 To be arranged for the end of July – face-to-face at E25 if COVID Secure allows.

From: CUSTOMER.FEEDBACK@THAMESWATER.CO.UK
Sent: 27 May 2021 16:24
To: gravenhill.co.uk
Subject: 210527 Thames Water Reference: 33472611

Thames Water
Customer Relations
PO Box 492
Swindon
SN38 8TU

Telephone: 0800 0093666
Fax: 01793 424291
Email: Customer.Feedback@thameswater.co.uk

27 May 2021

Our Ref: 33472611

Sewer Blockages

Dear Sir / Madam,

I'm sorry you and your colleagues have had to write to us about the multiple blockages you're experiencing at the new development site, Graven Hill. I'd tried to call you earlier today to discuss this, but sadly wasn't able to speak with you. I trust you've received my voicemail message.

I fully appreciate how frustrating this must be for yourselves and the residents, especially as this has happened several times in such a short period.

I understand you were previously speaking with my colleague Dominic about this matter. He's passed your case on to me as one of the Senior Case Managers, to support you where we can on this.

Our records show, we've attended Graven Hill to clear blockages three times in the last two months within the recently adopted foul water sewer (FWS). These have been reported as mostly build ups of fat, oil and grease. This is classed as sewer misuse, and includes other inappropriate items being placed in to our network, which can cause blockages and subsequent sewer flooding.

To try to combat this, I've arranged for our 'Bin it, Don't block it' leaflets to be sent to residents in the worst affected areas. I'm also happy to arrange for a bulk of these to be sent to yourselves to pass out to new home buyers as they move into the newer parts of the estate. This gives guidance on what can and can't be placed into the network and the consequences of this.

Additionally, it's important to remind residents in the area, they can contact us to report some of the most common issues, such as blockages and leaks, on our website [here](#). If no existing issues show up after searching your address, click on the map to start a new report.

If they'd prefer to get in touch to report a problem, or for any other general advice, the quickest way to contact us is on [Twitter](#) or [Facebook](#). We're available 24 hours a day, 365 days a year. Alternatively, should you prefer to call us, our Customer Contact Centre is available on **0800 316 9800**. Lines are always open.

As there are no current operational issues, I'll place a temporary hold on your case with us. However, if you have any further queries, please don't hesitate to contact me again on **0800 0093902**, I'll be happy to help. I'm usually available from 8am to 5pm, Monday to Friday.

Yours sincerely

Sammi Collins, Senior Case Manager