



Issue number	Date raised	Issue/Action	Responsibility	Status
#93	9/28/2016	If the oil found at Hambrook House is safe?	Morgan Sindall	Morgan Sindall confirmed the oil was tested for the Waste Classification in order to be taken off site. There are absolutely no risks associated with the removal of the oil for the operatives undertaking the works or local residents.
#92	9/28/2016	If the windows in the Town Hall are being replaced?	Muse	Muse Developments confirmed that the windows would be refurbished and sealed closed as we are installing secondary glazing and new ventilation system
#91	9/28/2016	If Morgan Sindall's security team could be part of the wider community security team as there is a lot of anti-social behaviour that occurs in the evening	Morgan Sindall	Morgan Sindall security team are employed to patrol the inside of the site boundary. We do have security cameras fitted to Brixton Hill, Acre Lane and Porden Road by our site access gates. These are monitored by our security team. Morgan Sindall agreed to provide contact details for our security team to the Brixton Bid. Devon Thomas agreed to forward telephone numbers for the local security team in case of emergencies
#90	9/28/2016	Why the light on top of the crane was off?	Morgan Sindall	Morgan Sindall confirm an aircraft warning light (Red light) is fitted to the top of the crane directly above the cabin of the crane.
#89	9/28/2016	If there was a way we could work together to help create more work space for local people?	Lambeth Council/Muse	Lambeth Council aim to provide an enterprise centre with space for local people and temporary space is currently given to local business in Pop Brixton
#88	9/28/2016	What is the current budget? In terms of fit-out what is the plan for the interior?	Lambeth Council/Muse	Muse Development confirmed the Council Chamber within the Town Hall will not change much as it is a listed building, apart from redecoration and installing new stain-glass window . We will be modernising and bringing the building upto 21st century standard with full new ICT system. Cllr Garden confirmed that they are on budget.
#87	9/28/2016	Why do they have to hit the bucket on the ground which causes the noise and vibrations?	Morgan Sindall	Morgan Sindall confirmed this was during demolition works, where the large sectors of reinforced concrete had to be broken up to remove the reinforcement to make the demolition materials safe for site operatives to access. These works are now complete as the demoliton works are complete.
#86	9/28/2016	What is the constant 'beeping' noise?	Morgan Sindall	Morgan Sindall confirmed it would have been the delivery vehicles/excavators reversing. The new one way road layout with access into site via St Matthews Road crossing into Porden Road will cut down on the need to reverse and reduce this noise.
#85	9/27/2016	Floodlights on the roof of the Town Hall are too bright and causing issue for residents on Porden Road as they are left on at night	Morgan Sindall	This was addressed on Monday 26th September. Morgan Sindall re-positioned the light to face down and to have a switch installed in order for the security team to turn off the lights at the end of the day
#84	9/27/2016	Residents are extremely not happy with the Saturday works as it is a huge inconvenience and affecting residents' lives. It was noted that during the consultation and initial construction forum that the Saturday works times were stressed by Andrew Boyle to only appear in the construction manual for the possibility of needing Saturday works towards the end of the project and only for finishing, no major works. The installation of the crane was on a Saturday and Sunday and was highly disruptive to residents. The email from Lee Askey about the Sunday works sent at 22.24pm on the Saturday evening before is not a satisfactory level of communication expected by the residents.	Morgan Sindall	Under planning conditions and as stated in the Construction and Environmental Management Plan (CEMP), we are able to work Saturdays and we have always stated that we would avoid working Saturdays where possible which we have. In the 34 weeks Morgan Sindall have been on site they have only worked 10 Saturdays.

#83	9/27/2016	When the Operatives are jet-washing the vehicles before they leave site can it be moved away from the back gardens of Porden Road as the dirt is being splashed over in to resident's gardens – PRG suggest moving the jet-washing along to outside the Press	Morgan Sindall	We looked into relocating the washing area however this was not possible as it needs to be a certain distance away from the main road due to health and safety reasons for the general public. Morgan Sindall will look into putting up plastic sheeting to protect the gardens.
#82	9/27/2016	Vibrations from the construction works causing extensive issues to owners on Porden Road – especially the houses 11, 13, 15, 15a and 20 in close proximity to the site area	Morgan Sindall	All machinery used have been selected because they limit vibrations, however we will look into this and monitor the situation where possible. This particular aspect of works should be completed in the next 3-4weeks and will start using the crane to transport material.
#81	9/27/2016	Check with Google regarding the road changes to Buckner Road and Porden Road – the maps are still directing delivery drivers down Buckner Road. Either resulting in bypassing Porden Road as it previously was a 'No Entry' road or drivers thinking that it is Buckner Road and racing down thinking it is a turn around	Lambeth Council	Lambeth to notify Google of road closure
#80	9/27/2016	Residents suggest to have a clear sign put up to say that Porden Road is a 'dead end' to stop cars from thinking it's a through road	Lambeth Council	Lambeth to speak to highways to put signs up
#79	9/27/2016	Parking Issues along Porden Road still a constant problem for residents. Especially at night the road is full of cars parked on double yellow. Residents that live on that road struggle to find parking and it is impacting their home life - no progress or updates received since meeting on 2 June 2016	Lambeth Council	Cllr Garden is chasing Lambeth Highways for an update
#78	9/27/2016	Tree in garden of 13 Porden Road yet to be removed – Lambeth Tree dept have planned to remove it however say that the building works will delay it. PRG suggest MS liaise with Lambeth Tree dept to organise access.	Lambeth Council	Lambeth have confirmed that the tree will be removed, awaiting a date.
#77	9/27/2016	Residents are concerned with the increase of crime on Porden Road due to lack of previous footfall – Suggestion to increase Police patrols	Lambeth Council	Lambeth to request additional Police patrols
#76	9/27/2016	On Saturday 9th September – Resident of no.20 said that 4 people were seen to be urinating against the wall at the end of Porden Road near Gate 4. PRG suggests signs to be put up on hoarding stating that there are cameras in place to warn off anti-social behaviour and request more police patrols	Lambeth Council/Morgan Sindall	Morgan Sindall to put up a sign on the hoarding and speak to Lambeth regarding the police patrol
#75	9/27/2016	Homeless man sleeping along the fence of Tesco and next to no.2 Porden Road	Lambeth Council	Lambeth have been contacted
#74	9/27/2016	General rubbish left on Porden Road and fly-tipping has increased since the road has been closed. Street cleaners have been asked by residents to clean the road but to no avail.	Lambeth Council	Morgan Sindall have removed rubbish from Porden Road on many occasions, Lambeth Council to arrange for their cleaners to clear the road.
#73	9/25/2016	A resident of Acre Lane emailed me regarding the brightness of the floodlights on the roof of the Town Hall	Morgan Sindall	Morgan Sindall repositioned the light and installed a switch to enable the security team to turn the lights off at the end of the evening
#72	9/9/2016	Resident of Arlington Lodge called to enquire about some barriers that had been left at Arlington Lodge.	Morgan Sindall	It was removed from Arlington Lodge on Tuesday 13th September 2016, MS contacted the resident to let them know it had been taken away.

#71	9/5/2016	Resident from Porden Road called about the Anti-Social behaviour and the fly-tipping left at Porden Road	Morgan Sindall/Lambeth Council	Morgan Sindall explained that we are due to be installing a camera at the end of Porden Road (installed week commencing 19th Sept 16), Morgan Sindall also explained that the issues of Anti-social behaviour is something that require Lambeth's assistance. The resident said he would speak to the Council
#70	8/25/2016	Resident of Porden Road emailed reagrding the dust.	Morgan Sindall	Morgan Sindall responded on 26/8/16 @ 9.29am - see next tab
#69	8/23/2016	Resident of Arlington Lodge called to ask why works had stopped at Hambrook House	Morgan Sindall	Morgan Sindall left a voicemail for the resident on 24/8/16 @ 10.41am explaining that we have currently stopped works on Hambrook House while we are working on a strategy to move some large concrete obstructions that have been found in the ground. We are looking at the most effective ways to remove these without causing nuisance to local residents.
#68	8/18/2016	We received a call from a resident of Porden Road regarding loss of water in their property.	Morgan Sindall	Thames Water had accidentally turned off the wrong valve which stopped the supply to Porden Road, however it was turned back on within half an hour. Residents were informed of this and no futher action required.
#67	8/16/2016	Resident of Porden Road emailed regarding the dust being particularly bad on this occasion, he mentioned if the water jets were being used by the operatives as his car and dining table covered in dust. On another note it was mentioned that people were still urinating up against the wall at the end of Porden Road and requested a camera to be installed.	Morgan Sindall	Responded on 17/8/16 @ 8.40am - see next tab
#66	8/16/2016	Resident of Porden Road emailed to say that she had noticed our lorries using Porden Road as a turning point	Morgan Sindall	Morgan Sindall emailed back to inform her that all operatives will be reminded by our Senior Management to not use Porden Road and if it does happen again to take down the registration number of the vehicle and they will be removed from site. Responded on 16/08/16 @ 8.27am- see next tab
#65	8/3/2016	I contacted both Jean and Irena of Arlington Lodge to inform them that a section of wall needs to come down as part of Hambrook House demolition. I reassured them that there would be constant supervision whilst works are taking place to maintain security and safety for residents of Arlington Lodge.	Morgan Sindall	No action required it was to notify them of the works.
#64	8/2/2016	Irena called the site office to complain about the noise and vibrations from operatives dropping the steel beams into the skip. According to the resident they have been doing this for 2hrs.	Morgan Sindall	Dalia went to Arlington Lodge to see for herself and they were placing the steel beams into the skip not dropping from 8ft high as previously mentioned by Irena and her husband. Dalia explained that MS are complying with CDM regulations and machinery used are all fit for purpose and safe.
#63	7/22/2016	A resident of Porden Road called in regards to the letter that was sent out on Thursday 21st July 2016 notifying all residents of Porden Road and Arlington Lodge of this Saturday works. He has asked why we are working on Saturdays and for how long.	Morgan Sindall	Dalia explained to him that it is under our contract to work Saturdays from 8am until 1pm, however we do try to minimise the noisy works. All residents received the Construction and Environmental Management Plan (CEMP) which states this. The resident mentioned he did not recieve a copy so Dalia hand delivered another copy of the CEMP.
#62	7/11/2016	Residents of Arlington Lodge came to site office with concerns about the machines being too close to the wall. When materials are being crushed/separated the vibrations from this is unbearable and would like it moved again, further away from the boundary wall.	Morgan Sindall	Morgan Sindall explained we will continue to monitor the situation. Andrew Boyle was present at the time and he mentioned to them about the respite area, which they were not too keen on. Andrew Boyle and Sam Martin-Roberts (senior Site Manager) walked the site that afternoon to ascertain what other measures can be put in place to try and reduce the noise and vibrations. The crushing machine has been moved away from the boundary wall and feedback received from both Irena and Jean is that it is a lot better than before.
#61	7/8/2016	Query from resident of Arlington Lodge, the operatives are not lowering metal waste materials into the skips as this is causing vibrations into their flat. Some operatives are following the procedure and it has not caused any issues.	Morgan Sindall	Morgan Sindall reminded the demolition contractors to carefully place materials carefully into the skip.

#60	7/8/2016	General comment by resident of Porden Road - Noise and vibrations are shocking, however communication is great. Operatives & whole team are good and accommodating.	Morgan Sindall	No action required. Emailed the team (MS, Muse, GL Hearn & LBL) on 08/07/2016
#59	6/10/2016	Query from residents at Arlington Lodge that metal reinforcements are being dropped at height into a skip which is roughly 10m from their wall causing large vibrations. The metal is then allegedly being 'hit' by the excavators to compress it into the skip. Residents would like to know if the skip could be moved away from Arlington Lodge and if the metal foundations could be lowered into the skip and pushed down instead of 'hit' by the excavators.	Morgan Sindall	Morgan Sindall instructed demolition contractors to move the skip as far away as possible from Arlington Lodge and reiterated the need for employees to place materials carefully into the skip.
#58	6/9/2016	Concerns about level of dust creation.	GL Hearn/Muse	Muse sent response to Lambeth Council on 09/06/2016 (see next tab) This is not dust. It is mist from water control measures to prevent dust during demolition.
#57	6/8/2016	Query from residents at Arlington Lodge in regards to the excavators undertaking demolition and then crushing large debris on the ground which is causing significant vibrations felt by residents in neighbouring properties	Morgan Sindall	Morgan Sindall started using pneumatic drills to release metal foundations which is why excavators were hitting debris.
#56	6/7/2016	Resident at Arlington Lodge complained that one of the machines on site has damaged Arlington Lodge's back wall and has cracked it with bricks now missing.	Morgan Sindall	Inspection of back wall conducted on 07/06 and Morgan Sindall had the loose section removed. Bricks are saved for reinstatement.
#55	6/6/2016	Resident at Arlington Lodge reported that some of the 'hoardings' used for the pedestrian access tunnel has graffiti on it	Morgan Sindall	Morgan Sindall replaced the hoardings .
#54	6/3/2016	Concerns that while contractors were dismantling a shed on site (next to the boundary wall with Arlington Lodge where their refuse bins are), they may have damaged the refuse chamber which residents regularly use to put their rubbish in. The resident wanted to know if someone could take a look at this and if it could be fixed urgently if damaged as it is used regularly.	Morgan Sindall	Morgan Sindall inspected the site on 03/06 with residents and found no significant damage but will continue to monitor the wall.
#53	6/1/2016	The gate to Arlington Lodge was urgently fixed as it seemed to be broken	Morgan Sindall	GLH sent response on 03/06/2016 (see next tab)
#52	5/24/2016	Local police community liaison to be invited to the next meeting	Morgan Sindall	Invites have been sent.
#51	5/24/2016	Look at the possibility of 1 nominated person attending the construction forum	Muse/Morgan Sindall	
#50	5/24/2016	Planters not to be installed on Porden Road until all options on the parking issue have been reviewed	Morgan Sindall	Planters on hold.
#49	5/24/2016	Lambeth to ensure the lights in OMH are turned off at night	Lambeth Council	Lights are on PIR detectors so can't be left on.
#48	5/24/2016	Provide further details / timings for the community hoarding	GL Hearn	Summer 2016.
#47	5/24/2016	Confirm the peak number of vehicles using Buckner Rd and when it will be	Morgan Sindall	Peak will be November 2016.
#46	5/24/2016	Install a mirror at the bottom of Porden Road	Morgan Sindall	Mirror will be installed week commencing 27th June 2016.
#45	5/24/2016	The 'Issue & Actions Tracker' to be updated and emailed out	Muse/GL Hearn	Issued on 17th June.

#44	5/24/2016	Set up a meeting with LBL / Muse / LBL Highways and Porden Road Residents Association to discuss parking, pavements and motorcycle parking	Muse/Lambeth Council	Meeting held on 2nd June 2016.
#43	5/24/2016	Increase water sprayer when demolishing as there is too much dust	Morgan Sindall	Morgan Sindall have actioned for future demolition works.
#42	5/20/2016	Will soundproofing be included in the works to the rear of the Electric? Residents concerned about the new development's impact in increasing the level of noise from the rear of the Electric.	Muse/Lambeth Council	Details were issued to Porden Road RA on 24/05. The final works to the rear of the Electric are being agreed with LBL. The current proposals include installing new doors, windows, louvers to the rear which will reduce noise levels. Once the development works are completed residents should monitor and contact the 'Community Safety Service' at Lambeth Council if this proves to be an issue.
#41	5/20/2016	Increased machinery noise on site between 5.30pm - 6pm as workers attempt to finish work at the end of the day.	Morgan Sindall	MS updated residents at BNCF 1 on the 24/05.
#40	5/17/2016	Issues with vibrations from the works - particularly where the ground is being broken up.	Morgan Sindall	MS updated residents on the processes being undertaken at BNCF 1 on the 24/05.
#39	5/17/2016	Request for CCTV at the end of Porden Road as residents are experiencing increase in anti social behaviour at the dead end of the road.	Muse	There are currently no plans to install CCTV here. MS have received positive feedback that this has increased security in the area.
#38	5/17/2016	The large eucalyptus tree in the garden of No.13 (Lambeth tenanted property) is becoming too big especially with the close proximity to the houses.	Muse	Muse provided contact at Lambeth Council Housing Management for resident to contact directly
#37	5/17/2016	Lack of available parking on Porden Road.	Muse/Lambeth Council	Porden Road Residents' Association and Councillor Garden met with Lambeth Council's Highways team on 2 June 2016. A number of issues were raised and being reviewed by Lambeth Highways.
#36	5/17/2016	If the new road layouts do not prove to work will there be an opportunity for the layout to revert back. Will the motorcycle parking spaces on Porden Road be re-provided elsewhere in the development?	Muse/Lambeth Council	As above - it was raised at meeting with Lambeth Highways on 2 June 2016.
#35	5/17/2016	Residents have stated they were promised that Porden Road would be re-paved.	Muse/Lambeth Council	As above - it was raised at meeting with Lambeth Highways on 2 June 2016.
#34	5/17/2016	Address letters to the 'Resident' or find names where possible for future correspondence.	All	To be included on correspondence going forward.
#33	5/17/2016	MS to put up more signage as the signs for the road closure are not sufficient for pedestrians.	Morgan Sindall	Signage now installed.
#32	5/17/2016	Residents are concerned that civic centre plans have not been finalised, and in the beginning they were promised privacy from office workers with bar stepped opaque window coverings to help with this - light pollution from the building is also a concern.	Muse/Lambeth Council	Details were issued to Porden Road RAs on 23/05. The design of the rear façade has not changed. To mitigate overlooking, glazing on the upper floors of the Civic Office on Buckner Road and Porden Road elevations will be obscured with a ceramic frit. This will be designed to prevent clear views out of the building at critical locations. Light pollution is a planning obligation which Lambeth are addressing with a policy to clear areas and turn lights off through the night.
#31	5/17/2016	Residents would like clarity on the design of Buckner Road pedestrian area. Key areas of concern relate to the security provisions and how the area will be used, particularly in terms of smokers using the area.	Muse/Lambeth Council	Details were issued to Porden Road RAs on 23/05. A new 1m high hedge will run along the fence at the rear of the Porden Road gardens. It will not be easily climbable and adds stand-off distance from the fence. 4 new trees to be planted between 2.5-3.5m behind the hedge. The usual required stand-off distance for elements next to fences is 1m to prevent climbing. The trees are clear stem to 2m so are not easily climbed. CCTV will also be installed on Buckner Road so this area will be covered by the Police. Lambeth to provide update on smokers using this area.

#30	5/17/2016	The BNCF agenda should be set to cover/discuss the resident issues separately from the public domain issues that seemed to get highlighted last time and should ensure that the Triangle site is a separate point from Olive Morris House issues.	GL Hearn	The agenda has been put together with this in mind and correspondence sent to attendees has set out that this Forum is specifically to discuss issues relating to the Triangle site.
#29	5/17/2016	Residents would like a timetable of the work, so that they know when the especially noisy times will be.	Morgan Sindall	MS to include this in the shortened CEMP handed out at BNCF 1 on 24/05.
#28	5/17/2016	Lorries are reversing onto Acre Lane – dangerous	Morgan Sindall	This is currently an unavoidable issue but banksmen will guide every vehicle entering and exiting the construction site. They will be instructed to stay with vehicles getting onto Acre Lane to ensure the vehicle safely reverses onto the road.
#27	5/17/2016	Concerns that people attending the local Church will no longer be able to park on Porden Road and Buckner Road.		Porden Road (and previously Buckner Road) should primarily be used for residential parking.
#26	4/15/2016	Concerns about respite care provision.	Muse/Lambeth Council	This is now being managed by Lambeth Council's Adult Services team.
#25	2/18/2016	Huge lorries coming down Porden Road and on one occasion this knocked off a wing mirror of one of the parked zip cars.	Morgan Sindall	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#24	2/18/2016	Residents coming out of their houses and nearly stepping into contractors walking with long bars of scaffolding down Porden Road taking these to Ivor House.	Morgan Sindall	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#23	2/18/2016	Works starting on site on several occasions at 7am.	Morgan Sindall	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#22	2/18/2016	An abundance of sandwich wrappers left along their road in the daytime which residents believe to be the workers on site.	Morgan Sindall	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#21	2/18/2016	Fork lift trucks have been picking things up from the site and then reversing all the way backwards (beeping) along Porden Road.	Morgan Sindall	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#20	2/18/2016	The end of Porden Road has been blocked off by scaffolding so that from the edge of the building there's no pavement and you have to walk onto the road to walk around the building. Residents had not been expecting that and want to know how long it will be like that	Morgan Sindall	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#19	2/18/2016	A resident whose property abuts the Hambrook House site had been visited by someone to discuss the type of boundary that he will be given when Hambrook House is gone. For security reasons, he requested he be given a brick wall but was told all he would be allowed to have was a fence - he is not happy with this.	Muse	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#18	2/18/2016	CPO of part of 15A Porden Road's land by the Council – they were not aware that this would be happening and the way it's been handled has caused upset and mistrust. Residents felt that if this was going to happen, there should have been some prior knowledge.	Muse	Responded on 08/03 @ 9.37am by e-mail - shown in next tab.
#17	1/21/2016	Security concerns in relation to the Hambrook House site hoarding. Suggestions to install windows and/or mirror.	Morgan Sindall	Responded on 22/01 - Mirror installed and lighting. Windows could be installed after demolition.
#16	1/20/2016	Concern over the high pitched sounds of fork lift trucks erecting scaffolding and hoardings at Hambrook House	Morgan Sindall	Responded on 22/01 by letter - shown in next tab.

#15	1/18/2016	Concerns over the depth of pavement with side hoardings installed.	Muse/Morgan Sindall	Provided various responses to residents via e-mail during January.
#14	1/7/2016	Provide more information on what is happening with Acre Lane and possible resurfacing works commencing early next week.	Lambeth Council	The YNTH project team at Lambeth Council can confirm that resurfacing has been occurring on Acre Lane and they will include highways works in the overall programme of works in Brixton as discussed as another action at the last meeting. An initial assessment suggested that there is no significant conflict and Lambeth's highways teams had already taken account of the YNTH works.
#13	1/7/2016	Prepare a document which provides a guide of what is acceptable and what is not on site – a simplified version of the CEMP - which residents can refer to throughout construction. This will also detail what has been set out in the CEMP regarding construction road traffic and will be provided as a note for residents, in particular for Brixton Hill Court, as a point of reference given recent events.	Morgan Sindall/Muse/GL Hearn	Summary document issued in handout for BNCF 1.
#12	1/7/2016	Provide an opportunity for an interested resident (LK) to view exactly where the site hoardings will go	Morgan Sindall	Site visit conducted in January.
#11	1/7/2016		Lambeth Council	Request still outstanding.
#10	1/7/2016	Provide telephone number of someone from the Council that residents can speak to if they have any issues regarding facilities management, including concerns about OMH lights being left on.	Lambeth Council	E-mail address YourNewTownHall@lambeth.gov.uk (provided in January) or call 020 7926 1000 and ask for the facilities department.
#9	1/7/2016	Provide an out of hours contact number to residents of the security guards to be used temporarily until the community liaison officer starts on site (date TBC).	Morgan Sindall	Number provided in January.
#8	1/7/2016	GL Hearn to provide representatives with an update when details of the S106 are publically available	GL Hearn	S106 has now been finalised and will shortly be available on Lambeth Council's planning portal here: http://planning.lambeth.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=NMYGSQB001000
#7	1/7/2016	Provide the risk assessments of construction traffic on the roads to Councillor Garden and Councillor Atkins.	Morgan Sindall	Lee agreed with Councillors that these do not need to be issued as they focus on junction of St Matthew's Road into Porden Road for construction traffic, not the general road safety risk assessment they were looking for.
#6	1/7/2016	Provide more information on the road safety aspect of construction.	Morgan Sindall/Lambeth Council	Information provided in MS presentation at BNCF 1 on 24/05.
#5	1/7/2016	Circulate link of petition to TfL regarding the crossing on Brixton Hill.	GL Hearn	GL Hearn has been advised that there is no such petition for this particular issue but would advise that you speak to your ward councillors directly for more information/advice on how to raise your concerns with TfL/the Council.
#4	1/7/2016	GL Hearn to provide an easily understood definition of what a CIL and S106 means	GL Hearn	GL Hearn issued at BNCF 1 and e-mailed on 17 June 2016.
#3	1/7/2016	Speak to someone at the Council regarding issues with employees and council vehicles parking in Sudbourne road.	Lambeth Council	Lambeth Council actioned this point on the 08/01.
#2	1/7/2016	Project team to suggest a robust method of linking the Neighbourhood Construction Forum (NCF) and the Brixton Construction Management Forum (CMF) and provide a mechanism which re-assures residents that their voices and interests are represented at the BCMF.	All	Creation of this 'Issues and Actions Tracker' which will be taken to the CMF for response and presented back to the NCF each meeting.
#1	1/7/2016	Provide contact details for TfL so concerned residents can speak to them regarding site hoardings onto the street in front of Hambrook House.	Morgan Sindall	Contact details to customer service provided on 20/01.

Responses in relation to actions and issues

Associated issue number	Medium	Recipient/s	Date and time	Response
#70	E-mail	Julian Rees - Porden Road Residents' Association	26/08/16 at 9.29am	<p>Hi Julian, We have currently stopped works on Hambrook House while we are working on a strategy to move some large concrete obstructions that have been found in the ground. We are looking at the most effective ways to remove these without causing nuisance to local residents. I was therefore surprised to see your email on dust as nothing is happening on Hambrook House.</p> <p>If its ok with you I will arrange to get your conservatory roof cleaned when it is convenient for you, please let me know. I can also arrange to get your car cleaned when it suits you.</p> <p>Going forward we will be installing some plastic sheeting the gates by your house to add an additional line of protection from any airborne dust, this will be additional to the water used to suppress dust. You will also see that the CCTV cameras are being installed today to our site gates at the bottom of Porden Road by your house, these will be complete by Wednesday next week. This should hopefully help prevent anti-social behaviour by your house.</p>

#67	E-mail	Porden Road Residents' Association	17/08/16 at 08.40am	<p>Good Morning Julian,</p> <p>Hope you are well.</p> <p>They were breaking out concrete for most of the day and as it was quite sunny it does create a lot more dust, however the operatives have been using water jets and I did witness them using it on my walk around site yesterday.</p> <p>Sorry to hear that men are urinating against your wall, I have spoken to my senior management team regarding the cameras and they have confirmed that by early next week the CCTV cameras will be up and running.</p> <p>I hope the above has helped however please do not hesitate to contact me should you have any further queries or questions.</p>
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#66	E-mail	Porden Road Residents' Association	16/08/2016 at 08.27am & 09.00am	<p>Good Morning Sarah,</p> <p>I am well thank you and hope you are too.</p> <p>Apologies for this I have spoken with our senior management team this morning and I can assure you that they will be putting a stop to this. They will all be reminded that we are not to use Porden Road as a turning point.</p> <p>Once again I apologise and will monitor the situation. Thank you for letting me know.</p> <p>A further note following on from my below response if it does continue please can you take down the registration, if you get a chance too, and once we have identified them they will be banned from site.</p>
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#58	E-mail	Mike Pocock for ward councillors	09/06/2016 at 18.15	<p>Dear Councillors,</p> <p>We know you've received concerns regarding the level of dust from construction works for the Your New Town Hall project and people have reported seeing plumes of dust which are in fact, fine water spray used to damp down the site and minimise dust. You can see from the attached photos (See attached report), it's an easy mistake to make but I want to reassure you, and residents, that Morgan Sindall's Project Director and other site managers are monitoring work activities, with a specific focus on dust creation, on a daily basis.</p> <p>Morgan Sindall has been taking significant steps to reduce the level of dust on site including:</p> <ul style="list-style-type: none"> . Water Mistlers are fixed to the end of the long reach demolition machines to dampen down dust at the source so this does not carry through the air . Additional water mistlers spray fine mist directly onto the work area . Protective plastic sheeting installed to contain the demolition works . The wheels of all vehicles are jet-washed before leaving the site so that dust and dirt are not carried onto local roads <p>All employees of Morgan Sindall are constantly aware of the need to minimise the impacts of demolition and construction keeping in mind the site's proximity to central Brixton and surrounding residents and site managers are monitoring potential environmental impacts to ensure that these do not affect local people. Attached is a comprehensive explanation on how Morgan Sindall are managing dust through the demolition</p>
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#53	E-mail	Luke Cross - Arlington Lodge Resident /Paul Webb (Lambeth Area Housing Manager)/ potentially a planning officer	03/06/2016 at 17.38	<p>Thank you for your e-mail and for letting us know.</p> <p>As I mentioned, I forwarded your e-mail to Morgan Sindall who went down to Arlington Lodge to check the gates you refer to. One of the team on site confirmed that the gates were now secure but understand that there are problems with the gates where they do not line up, causing the padlock holes to be slightly misaligned. One of the team on site would be happy to come back on Monday to see if there was anything else that could be done to further improve the locking of the gate.</p> <p>Morgan Sindall will also continue to monitor these gates to ensure that their workmen keep the site secured and will be in contact with Lambeth Living Estate Managers early next week to further discuss this issue.</p>
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		Porden Road Residents' Association	08/03/2016 @ 9.47am	<p>I hope you are well and we are sorry for the delay in us getting back to you!</p> <p>Thank you for letting us know your thoughts and keeping us informed of the issues you've been observing – as I think Jo already mentioned, please do keep us updated as and when so that we can look into any issues as soon as possible. There are occasions where there is little we can really do to mitigate the impact of construction but it is still worth flagging these so the contractors/Muse can bear this in mind and try and work towards reducing disruption to you and your neighbours as much as possible.</p> <p>We contacted the project team to get some responses to your queries which we hope are helpful, please see below:</p> <ul style="list-style-type: none"> • Huge lorries coming down Porden Road and on one occasion this knocked off a wing mirror of one of the parked zip cars <p>The lorry identified in the photograph is not Morgan Sindall's lorry and may instead (given it is parked outside a property which is currently undergoing extensive refurbishment) be associated with some of the works taking place at a property on Porden Road or, given there are concrete blocks on the back of the truck, resurfacing works on Acre Lane. In terms of the zip car wing mirror, the managers on site have not received any reports of damage to vehicles but would certainly respond to this if the owners come forward at the time. In future, if there is damage to vehicles, we would suggest reporting this as soon as possible so the matter can be investigated there and then.</p> <p>Unfortunately due to the constraints of the one way system,</p>
#18 - 25	E-mail			

#16	Letter	Resident at Arlington Lodge	1/22/2016	<p>Thank you for calling us on Wednesday 20th January regarding your concern about the noise coming from the forklift truck on the Hambrook House site.</p> <p>We appreciate that your home is in close proximity to the development site and understand your concerns in relation to the noise from construction works that are ongoing. On this occasion, there is really little that can be done to minimise the disruption of the alarm associated with the truck. It is a standard industry practice vehicle and noise levels are programmed in line with industry standards. Furthermore, there are no volume controls and it would be against safety regulations to switch the alarms off. Currently, the forklift truck is required to lift the site hoarding supports (which weigh 75kg each) and is having to do a series of manoeuvres to turn around within the quite</p>
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