



Brixton Neighbourhood Construction Forum (BNCF) meeting note

Public

Wednesday 23 September 2020, 7.30pm - 8.30pm Zoom online meeting

Attendees

Councillor Maria Kay (MK) – Chair

Councillor Adrian Garden (AG) - ward councillor

Councillor Martin Tiedemann (MT) – apologies

Total number of local residents: nine

YNTH Project Team

- James Stockdale (JS) – Muse Developments
- Jo Sintern (JSi) – GL Hearn – Co-Chair (technical)
- Sandra Roebuck (SR) – Lambeth Council

Introductions

MK welcomed everyone. MK stressed that she wanted relations to improve and it was important to gain the trust of the community.

JSi asked if all participants were comfortable with the meeting being recorded for purposes of minute-taking/record of meeting. A resident agreed but explained that she had not received the minutes of the June forum meeting, and that she could not find them on the website. She asked that the minutes be made available to everyone i.e. those that attended the previous meetings and new attendees.

JSi explained that the minutes of the meetings were circulated a week after the last meeting and that the team had received a great deal of feedback on them to update ahead of the forum meeting. The team would update the minutes and circulate again (post-meeting note: this has been actioned).

MK noted the resident's point. MK explained then how the meeting format was to be different than previous forum meetings, and that this would be a meeting for Muse to listen to the community about their concerns. MK explained that she had been involved in meetings with senior officers at the council about the works on site and how residents had not been happy about demolition management and communications.



A resident asked if everyone on the call could introduce themselves. MK agreed to this, and all on the call introduced themselves.

Update from Muse

JS explained that the format of the forum meeting had changed following various meetings and conversations with MK and officers at Lambeth Council. JS added that he:

- Appreciated that there is a great deal of dissatisfaction amongst residents
- Apologised how the project had impacted the resident's lives
- Wanted to regain the confidence of local residents

JS also explained that:

- The new contractor, MAR, would be on site in two weeks when O'Keefe finished their work
- A new community liaison manager would be appointed. The officer would be responsible for day-to-day communications and be the central point of contact. It was hoped this role would be filled within the next 2-3 weeks
- There had been a number of questions about the CEMP and compliance, and as a result, Lambeth Council would be appointing a CEMP manager to reassure residents and check the CEMP compliance on site

JS saw that there were three key areas that the team needed to work on:

1) Improved communications:

- A new community liaison manager was to be employed full-time by MAR (post-meeting note: SR and JS spoke with the manager before their appointment to the role).
- The community liaison manager role was to engage with residents and be on site during working hours. GL Hearn's role would cease on the project.
- 701 invites were sent out inviting local residents to the forum meeting. Updates were issued online and via email.
- JS invited feedback on how the team could better communicate with residents.

2) CEMP and compliance

- Lambeth would appoint a CEMP manager, who would liaise with the contractor and Muse, and be on site 2/3 times a week
- A new CEMP that would cover MAR's work on site had been produced. A simplified copy was currently being produced. Both would be shared with residents in due course. The CEMP would be reviewed by the new manager
- Acoustic screening – an independent acoustician would visit the site w/c 28 September to review the works and the future work's strategy and suggest improvements
- Noisy works programme – the current programme of the noisy works had created some discomfort for local residents. Muse would discuss the programme and the CEMP with MAR, the independent acoustician and the CEMP officer. Muse could



revisit the noisy hours schedule with residents/ would be happy to take feedback on suggestions of alternative time periods e.g. 2 hrs on/2 hrs off. The team would be unable to carry out very noisy works over three days, with two days of less noisy works due to the type of work involved

- Structural surveys – letters/emails would be sent out to local residents offering structural surveys. Muse appreciated that there may be some concerns about COVID-19 and surveyors entering homes, but Muse was happy to carry out surveys if they were requested. Due to the programme, this would need to be done ASAP before further jackhammering work started

3) Respite and assistance

- Four residents were using Impact Brixton
- There were some access issues with the lifts at Impact Brixton, and so alternatives were being sought. The team wanted to ensure the respite space was in close proximity for residents and would expand the offer of respite to more residents
- Muse and Lambeth Council had been looking at non-workspace areas:
 - SR reported that the team was looking at a room within the Town Hall/civic space, which would be furnished by Muse. The team had looked at the library space but there were restrictions on the refreshments that could be offered
 - SR explained that someone recommended the children's centre but this was not a good option due to its distance from resident's homes
 - SR said she was happy to consider proposals from residents
- Noise-cancelling headphones had been offered as an alternative to workspace areas. This offer would be extended to residents and children
- The team was happy to consider suggestions from residents
- Muse was happy for a local resident to co-chair future forum meetings – it would be up to residents to decide who would do that
- The presentation about the next phase of works was on the website, and the team was happy to answer questions on that
- A 'meet the team' session would be organised in 3-4 weeks' time when they had appointed the community liaison manager. Muse would not attend that meeting
- The new contractor, MAR, was used to working on sites in central London and would work with the residents on the next phase of works

MK thanked JS and noted that questions had been written in the chatroom function, which SR and JS could respond to. MK asked if JSi could direct the order of questions from residents as she was unable to see all on her screen.

Questions from residents

A resident followed up JS's point about engaging with the community, explaining that residents were "fed up with the works and disengaged" but that now was a good time to "re-engage" as residents would be ready to listen. She explained that the team needed to work hard to get through to local residents.



Another resident added to this, explaining their thoughts that residents did not trust what was happening. Residents were engaged at first, but “they had been knocked back” because of their experiences to date. She explained that she had engaged with a number of neighbours that felt this way, but she was pleased with the re-engagement of councillors and officers, adding that she was also pleased that JS was “speaking respectfully” about the works. She explained that there had been issues with noise/vibration/dust/traffic, which was made tougher with lockdown/school holidays. Lambeth Council and Muse needed to work hard to gain trust and confidence from neighbours.

JS responded, stating that he hoped to offer clarity on the way forward, to ensure residents knew that the team were taking their concerns very seriously. JS acknowledged that “it wouldn’t happen overnight” but that the team was going to work hard.

A resident reiterated her point that the initial hurdle would be to get residents to take notice, and not dismiss communications. JS noted this and explained that with the previous sites, the team had individuals to knock on resident doors to speak with them.

A resident asked why a community liaison manager was not in place earlier for this project as she had felt residents had suffered a great deal more as they did not have an identified person they could talk to. MK noted this comment and explained that the team would be working to get the manager in place ASAP. MK explained that she had had a meeting with residents the day before the forum, and officers recognised gaps and that lessons were being learnt to help improve trust.

A resident explained that he felt, over the past five months, that residents had been “put under further distress due to the poor mitigation and execution of the works”. He argued that Lambeth Council and Muse should recognise this and apologise to residents. He also stated that if Muse had spent more money on mitigation and planning, it would have been less disruptive to local residents, and that Muse should look at some form of compensation for residents. JS explained that the team had a budget that could be spent on respite, headphones etc, and that he was open to suggestions/ideas from residents about this sort of community support. However, JS added the team was not looking to compensate residents.

A resident explained that she had seen workers take their breaks outside the building and was concerned about that due to the increased number of COVID-19 cases. She added that at the beginning, residents were reassured that the workers would have their breaks inside the site. JS said that he would pick this matter up with the current and new contractor, adding that there had been inspections on site in relation to COVID-19 regulations.

Another resident reiterated the importance of re-engaging neighbours and suggested that the team “get out and knock on doors” to prove things were changing. He added that not all would read a letter, and that the team needed to focus on relationship building as communications had been reactive, not proactive to date. He also explained that the team needed to come up with an idea of what residents were entitled to, as it felt residents were in a constant state of negotiation.

A resident explained that she:

- had felt her house shaking recently during the works, and was told “there had been no CEMP breach”,
- found there was a lot of dust in the area,



- thought the noise to be extreme,
- was concerned about the next stage of works and the noise.

JS explained that:

- The respite space would be offered to all – the elderly, those that stayed at home/ did not work
- O’Keefe would carry out the window cleaning when they finished their stage of works
- Monitoring stations were being used. The new CEMP would be simplified and that the officer employed would check its compliance, to help reassure residents

Another resident explained her concerns:

- The leaflet advertising the forum did not reach residents in Brixton Hill Court and Effra Court. JS asked the resident to clarify this. The resident explained that it had happened before. JS said he would look into this
- Those living in flats were being treated differently to those living in the houses next to the site. JS explained that this was not the case, and that all residents were being treated the same
- She thought the community liaison manager may act as a buffer/represent the developer. JS explained that the officer would be appointed to liaise and work for the residents to help gain back trust
- The previous site manager’s number was still being advertised. JS said he would look into that and get it updated
- The presentation was circulated late and the drilling was too much/ headphones were not sufficient. JS explained that the resident could look at the presentation after the meeting and ask the team any questions they may have. He explained that, unfortunately, there weren’t many options regarding drilling techniques – if they were to carry out the works slower, the work would take longer. The CEMP manager and independent acoustician would be able to advise and help with the noise management. He appreciated that headphones were not for everyone but he was open to other suggestions
- There was a lack of engagement which resulted in prejudice and discrimination. She had been in contact with her elderly neighbours who she was concerned about and felt compensation should be offered to residents

Another resident explained that she understood how the CEMP breaches on site were to protect workers on site, but that the residents did not feel protected. She had seen the dust-suppression works mainly via “two men with two hoses” but was told differently by the team via email. She added that there was a lot of dust in the area and that best practice was not being applied – she asked where the dust monitors were.

JS said he would discuss the dust suppression works with O’Keefe, and share the location of the dust monitors, which would be reviewed by the acoustician. JS reiterated that window cleaning would be carried out after O’Keefe finished onsite.

MK noted that questions had been asked in the chatroom, which would be picked up by the team. She added that there would be a follow-up meeting organised once the CEMP and community



liaison managers were in place, and that ward councillors could be there should residents want them to attend.

SR said that she hoped to have someone in the CEMP manager post within two weeks, and that she could ask the enforcement team to review the CEMP in the meantime. JS confirmed that they hoped to have the community liaison manager in place within two weeks/ASAP.

MK thanked all for their time.

A resident stated that she felt disappointed that the meeting had been rushed. She acknowledged that an introduction/update from Muse was needed but that the next meeting would need to be longer as everyone had rushed through their questions. MK apologised and noted that the hour was not enough time for attendees, but that the next meeting would be for two-hours.

The meeting closed at 8.34pm.

Questions from the Zoom chatroom

Q: Will the community liaison manager be employed by Muse, the council, or be independent?

A: The manager will be employed by the new contractor, MAR. They will be on site during working hours.

Q: Why is the council not involved in the appointment of the community liaison manager?

A: The council will be involved in the appointment that MAR is responsible for. The Council will also appoint the manager overseeing the CEMP compliance, who will be on site 2/3 times a week. (Post-meeting note: SR and JS spoke with the new manager before their appointment to the role).

Q: Will the community liaison manager be full-time/on site?

A: Yes, full-time on site (or nearby whilst the site compound is not built)

Q: Will the acoustician be on site for a significant part of the day as the noises vary, or just be on site when it is quiet time?

A: The acoustician will be on site all day and will be reviewing the new contractors noise strategy too.

Q: Why have we not seen the revised CEMP so that we can satisfy ourselves with it before implementation?

A: The Council is not required to consult on a CEMP and does not usually do so. A copy of the full CEMP and also a simplified (less technical) version are available on the website [www.yournewtownhall.org](http://yournewtownhall.org). The links below will give you direct access to both versions:

<http://yournewtownhall.org/wp-content/uploads/2014/06/OMH-Full-CEMP-Issued-23.4.20.pdf>

<http://yournewtownhall.org/wp-content/uploads/2014/06/OMH-Summary-CEMP-Issued-23.4.20.pdf>

The updated CEMP (full and simplified versions) will be available on the project website shortly as we are just finalising the simplified version. However, if you would like to review the full version it



can be found on the Lambeth Planning website: <https://planning.lambeth.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=QCWH9VBOFZI00>

Q: There are a number of homes that were shaking due to the works being done on site – what is being done about those houses?

A: The team will be issuing a letter to local residents informing them about an offer for a structural survey.

Q: Can you please include the brickwork and windows of BHC in your window cleaning?

A: The team will be looking into the cleaning services of the homes around the site as soon as O'Keefe's work is completed on site.

DRAFT