



MEETING MINUTES

Subject:	Kirtling Street and Heathwall Pumping Station Community Liaison Working Group
Date and time:	Tuesday 4 December 2018, 6pm - 8.30pm
Location:	Tideway Information Centre, Kirtling Street, London, SW11 8BP
Minute taker:	Yvette Hewlett (YH), Administrative Support, Tideway
Chair:	Steve Diamond, London Borough of Wandsworth

Item	Topic
1	Introduction and Apologies
2	Tideway Overview
3	Heathwall Pumping Station Progress Update
4	Kirtling Street Progress Update
5	Actions from Previous Meeting
6	Environmental and Noise Update
7	AOB

Welcome, introductions and apologies

Chair:

- Steve Diamond (SD) - London Borough of Wandsworth

Project staff:

- Alick Whitfield (AW) - Community Relations Manager, Tideway/FLO
- Justin Feltham (JF) - Environmental Advisor, Tideway/FLO
- Michael Appleton (MA) - Communications & Engagement Manager, Tideway
- Iram Mirza (IM) - Environmental Advisor, Tideway/FLO
- Noel Cooper (NC) - Tunnelling Manager, Tideway/FLO
- Tiago Palas (TP) - Senior Site Engineer, FLO
- Louise Davis (LD) - Mitigation and Compensation Lead, Tideway
- Prannav Bhalla (PB) - Environmental specialist, Tideway/FLO
- Bruno Guillaume (BG) - Environmental Manager, Tideway/FLO
- Yvette Hewlett (YH) - Admin Support (minute-taker)
- Fiona Penhallurick - Independent Complaints Commissioner

Residents / Organisations:

Eight residents and representatives from London Borough of Wandsworth, Nine Elms Pier and Riverlight 6.

Apologies:

Three apologies were received.

	Item	Action
1.0	<p>Introduction and Apologies</p> <p>1.1 Welcome and introduction from Steve Diamond (SD), London Borough of Wandsworth.</p> <p>1.2 SD advised the group that a resident would like to record tonight's meeting. No objections received.</p> <p>1.3 A resident said the minutes from the CLWG on 7 June have still not been issued with her amendments - noting that although the Project had agreed her amendments, the minutes had not been revised and circulated. The resident stated she submitted her comments before the October CLWG. Alick Whitfield (AW) said he will check with Caroline Brennan (CB) tomorrow (5 December) and ensure these are uploaded to the website. Action: 1.</p> <p>1.4 The resident also mentioned that the minutes from the CLWG on 23 October were not distributed before tonight's meeting and tonight was the first-time residents were seeing them. The resident requested more time to look at the minutes in detail. SD agreed more time will be given to look at the minutes.</p> <p>1.5 SD said he would like to go through the actions from the last meeting. Justin Feltham (JF) said most of the actions from the last CLWG are within tonight's presentation and so can be ticked off as they are covered.</p>	AW
2.0	<p>Tideway Overview</p> <p><u>Presentation - Justin Feltham (JF), Environmental Advisor, Tideway/FLO:</u></p> <p>2.1 JF showed a short video, which gave an overview on the latest developments across the project and then focused on Kirtling Street.</p>	
3.0	<p>Heathwall Pumping Station Progress Update</p> <p><u>Presentation – Tiago Palas (TP), Tideway/FLO:</u></p> <p>3.1 TP advised that not a lot has changed on site since the last CLWG six weeks ago.</p> <p>3.2 Regarding landside works, during piling for the interception chambers some unexpected obstructions were discovered. The removal of these obstructions is now underway. On 3 January 2019, there will be a bus lane closure in order to bring the rig back to restart the piling works.</p> <p>3.3 On the marine side, piling work has now finished and we are now installing the steel plates in order to close the cofferdam; this will continue until Christmas. Next year they will be focusing on backfilling the cofferdam.</p> <p>3.4 Regarding the Battersea Barge, an assessment was made on the existing structure and it was deemed unsafe. Remedial work will take place in early 2019, along with the construction of a campshed in front of the cofferdam which will be used to moor the barges which will remove spoil (starting around June 2019). The Battersea Barge campshed works are likely to finish towards end of May 2019. The area will then be ready to receive the Battersea Barge back. This work will involve minor piling (two marine piles).</p>	

<p>3.5</p> <p>3.6</p> <p>3.7</p>	<p>SD asked if the boats that move between Heathwall Pumping Station and Kirtling Street have stopped. TP said this activity has not stopped. There is one jack-up barge and one floating barge which moves between the sites in order to pick up deliveries. The problem is that articulated lorries cannot deliver to Heathwall Pumping Station so they have to delivery to Kirtling Street. Materials are then loaded onto the floating barge and delivered to Heathwall Pumping Station. However, while these transfers were more intense during the marine works they will not be as frequent going forward.</p> <p>A resident noted the video shown earlier mentioned three – four years of excavation and wanted to know when the programme completion date is. TP advised 2022.</p> <p>A resident asked how the spoil will be removed from Heathwall Pumping Station. TP advised it will be carried out in different stages but there will always be an excavator and crane supporting the works.</p>	
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p>	<p>Kirtling Street Progress Update</p> <p><u>Presentation - Noel Cooper (NC), Tunnelling Manager, FLO:</u></p> <p>NC advised the final stages of work are being undertaken to install the muck-bay.</p> <p>Tunnelling has started and to date seven rings have been built. Tunnelling will be slow to start with and will then gradually pick up, with the second TBM (tunnel boring machine) being launched early next year.</p> <p>NC confirmed they are already starting to put muck into the muck-bay, with all infrastructure now in place; grout plants, wastewater treatment plants, compressed air (all separate installations).</p> <p>Tunnelling with the first TMB will continue until August 2019, with the second TBM continuing until early 2020.</p> <p>The team will then return to carry out the secondary lining of the tunnels and there are currently two options regarding how this will be carried out: 1) have a batching plant on site and cast the concrete rings in situ underground or 2) install a tunnel inside the tunnel, cast the rings off site and bring them by barge. This activity will be carried out in 2022.</p> <p>A Riverlight resident stated she wanted to ask a question on behalf of a neighbour: can anything be done about the constant noise when muck is scraped off the ground? NC said he was not sure if the noise being heard was from the scooping of material from the ground, as no barges had been sent yet, however he will look to see what is causing this noise. NC added that two recent activities could have caused a disturbance: 1) the setting up of the ‘L’ walls and 2) issues with the breaking up of some concrete. Action: 2.</p> <p>A resident asked if the plan is to eventually close the gap between the ‘L’ walls. NC confirmed this is the plan.</p> <p>A resident asked how high NC anticipates the muck getting in the muck-bay. NC said the muck-bay has been designed to be filled completely and store muck for three days to support full production of two TBMs.</p>	<p>NC</p>

4.9	A resident said that at present, the height that the muck is being dropped from was an issue on Sunday, as the drop from this height made the activity quite noisy and very disruptive	
4.10	A resident said he has recently heard a loud claxon and is not sure if this is coming from the conveyor. NC said CB recently sent an email to the group (from Community Relations) about this. The conveyor needs alarms for safety reasons, to warn people it is in operation, or about to start. In hours of darkness, the alarm noise changes to a flashing light alarm. NC said there are several different alarms on site and he will try and minimise the amount of time they need to be on for.	
4.11	A resident said the lighting from the jetty is quite bright and asked if there was any way that covers could be installed to direct the lights downwards. The resident said there are also florescent strips on the jetty.	
4.12	Another resident added the lights on the floating barge which moves between the sites are also quite bright. NC and JF will take a look at the lights on the barge and jetties and if possible put a cover on / face them downwards. Action: 3.	NC / JF
4.13	A resident asked that when the muck-away is running 24/7, is the plan to take the spoil straight to a barge at night, rather than unload it in the 'L' wall area, or will there be moving of excavators overnight. NC said there will be movement on site regardless, as the spoil will build up quickly. In terms of getting the spoil onto the barge, in theory there cannot be any difference between day and night, as the TBMs will be in operation 24/7. In the initial stages, there will be one barge every other week.	
4.14	A resident asked how many barges per day will be used going forward. NC said he expects that at peak time the muck-bay will be up to 50% full, with five barges a day.	
4.15	A resident asked what the decibel level will be once the gantry crane is moving; will it be loud? Prannav Bhalla (PB) - noise specialist said the gantry crane is electric so will be relatively quiet.	
4.16	A resident asked if decisions on which process will be used for the secondary lining will be made fairly soon. NC said trials in Germany are currently being carried out (on the tunnel within a tunnel option), which will run until January 2019. A decision on the chosen option will be likely at the end of February 2019.	
4.17	A resident asked what the Christmas working hours will be. NC said the site will not be operating from 21 December to 2 January, however, there will still be a number of people on site. Although the conveyor system will not be running, the TBM will still be in the ground and it will need to remain pressurised etc. People will therefore be on site to monitor that everything is stable. If any sudden work is needed to take place (E.g. if the TBM depressurised and it needed to move forward), it would be due to an emergency or safety issues.	
4.18	A resident asked where does the wet, conditioned spoil go when it is removed and does it dry out on its own; is it usable or just waste? NC said the removed spoil dries out and is reusable and will be going to Tilbury in Essex. For	

4.19	<p>information, the spoil removed by the TBMs for the Crossrail project was used to create an new island / bird sanctuary in the Thames Estuary.</p> <p>A resident said that Kirtling Street has become quite a dangerous road, with people not being aware of the difference between the parking area and the pedestrianised sections. Over the last six days he has seen (and taken photos) of vehicles (particularly mini-cabs) parking on the raised pedestrianised sections. The resident asked if better signage could be made available. AW will speak to the management of Riverlight to see if something can be done.</p> <p>Action: 4.</p>	AW
5.0	<p>Actions from Previous Meeting</p>	
5.1	<p>JF went through the rest of the actions which were not covered in the presentation.</p>	
5.2	<p>Action 7 - JF provided the response from an air quality specialist (Aecom); there are issues with an air quality monitor being installed on the pier in relation to the tugs as it would be upwind and in an open location. In addition, JF added that these movements will reduce going forward.</p>	
5.3	<p>A resident asked how long the tugs will be active for. TP advised that as the marine piling works have now finished, there will be fewer deliveries.</p>	
5.4	<p>Action 8 - PB said all house boats at Nine Elms Pier were offered rehousing so, although monitoring continues at these locations and the data is being sent to London Borough of Wandsworth, any exceedance of noise levels in this location are not counted as exceedances by the project or the council.</p>	
5.5	<p>A resident asked if a resident who has not taken up the offer of mitigation can still complain about noise and seek mitigation. Louise Davis (LD) explained anybody is within their rights to make a complaint via the Helpdesk, and if they wish to make a claim they can send a claim form to the Independent Compensation Panel - click here.</p>	
5.6	<p>LD added that although Tideway may be working within the Section 61 levels (as agreed with London Borough of Wandsworth), residents are still able to report activity if they feel it is causing a disturbance.</p>	
5.7	<p>A resident asked what the trigger levels are regarding noise. LD said these are broken down hour by hour, monitor by monitor.</p>	
5.8	<p>A resident said she has been recording noise levels herself and one day it reached 101 decibels. PB said noise levels are averaged out over a 10-hour period (8am – 6pm) Monday to Friday and over a five-hour period (8am – 1pm) on Saturdays. A resident said the CoCP requires the Project to submit LAm_{ax} in its reports. PB said LAm_{ax} was in their reports but that there are no upper limits. BG said the Project has to demonstrate best practicable means.</p>	
5.9	<p>A resident asked if the team has an idea what the decibel level will be when everything on the site is up and running. PB said there is no definitive level, as it depends on the property. PB advised this information can be requested from London Borough of Wandsworth.</p>	

<p>5.10</p> <p>5.11</p> <p>5.12</p> <p>5.13</p> <p>5.14</p> <p>5.15</p> <p>5.16</p> <p>5.17</p> <p>5.18</p>	<p>A resident said she thought tonight's meeting was going to be an explanation of noise and vibration rather than a normal CLWG. PB said there will be a noise update later in the meeting.</p> <p>With regard to the non-receipt of River Times and the survey, AW said a new copy of River Times will be sent out this week and he has spoken to the relevant concierges to make them aware. The survey will now only be done once a year and next time it will be available online, as well as by post. SD said it would be good to get some feedback at the next CLWG as to whether residents received the River Times this time.</p> <p>A resident asked as Tideway now realises there was an issue with the survey not being received by residents, why can it not be possible to re-run this survey? Mike Appleton (MA) advised the survey was for the entire Tideway route so it would not be possible to rerun the survey just for Riverlight as regrettable as it was that the residents did not receive the survey.</p> <p>AW added that not all 14,000 surveys were delivered to concierges; many were put through letterboxes and still hardly any were returned.</p> <p>MA said the main issue here is that if residents have a problem, they should not wait until a survey is received to complain, they should get in touch straightaway with the Helpdesk in order to get the issue resolved.</p> <p>Action 10 - regarding the yellow machine that caused a disturbance, JF confirmed that this work has stopped completely. FLO are looking at other means to deal with these blocks. This work was a one-off to get the area set up and JF advised he will carry out some attended monitoring following the umbilical launch. SD said he would like to keep this action open until all are satisfied. Action: 5.</p> <p>Action 11 - JF advised the reason why the noise monitor on Nine Elms Pier was visited twice recently was to re-establish an internet connection, so the information could be uploaded to the online portal. JF said the data capture was still stored on the machine and that data is used in the reports to London Borough of Wandsworth.</p> <p>A resident said she asked previously if the monthly noise reports could be put online. A representative from Wandsworth Council said he needs to establish if this is possible and so will investigate and report back. Action: 6.</p> <p>A resident said that at the last two CLWGs it was mentioned that each monitor can lose a certain amount of data. JF confirmed that Tideway has to report at least 85% of data to London Borough of Wandsworth. If Tideway reports anything lower than 85%, London Borough of Wandsworth will investigate. The resident asked where was the legislation or standard that allows a loss of 15% of data? BG said it was a quality standard and not a value in legislation. The resident considered 15% or even 10% to be a significant loss of data if lost during the noisy periods. JF advised data capture is noted in the reports to London Borough of Wandsworth. The resident asked what had been the lowest level of data capture at Kirtling Street? Iram Mirza (IM) added that she believes they have never reported less than 99.5% of data across all monitors for the last few months.</p> <p>SD said the piling at Heathwall Pumping Station has been particularly disruptive and asked if this will soon be complete. TP advised the marine piling</p>	<p>JF</p> <p>LBW</p>
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	<p>is now complete and there will be eight marine piles installed required for the campshed and Battersea Barge over the next six months. These piles will be hammered in, with each one taking an hour. The Battersea Barge piles will be installed in March 2019 and the campshed ones in April / May 2019 and will only be 10m deep, as opposed to the previous ones which were pushed down to 25m. MA added that detailed information sheets will be distributed in advance of this work.</p> <p>5.19 SD noted it sounds as though the site is moving towards a more generic 24/7 noise rather than piling.</p> <p>5.20 Tiago said the plan is to work 24/5 at Heathwall Pumping Station next year (ie 24 hours a day Monday to Friday only), for the shaft excavation and most of the work will be underground, with deliveries minimised.</p> <p>5.21 NC talked through the programme of works for Kirtling Street and said it looked as though something was missing from the slide. He will update the slide and a larger version (readable) will be sent out with the minutes.</p> <p>5.22 A resident asked if a more comprehensive wider programme ie one which includes the return of the five houseboats etc, can be produced. SD added this was included about a year ago and although the one shown tonight is helpful, it was agreed that a more detailed programme including reinstatement of the houseboats would be provided on a regular basis.</p> <p>5.23 A resident asked when residents could expect to see the comprehensive wider programme. AW said he will update it accordingly ASAP and a larger updated version including the return of the houseboats will be distributed with the minutes. Action: 7.</p> <p>5.24 TP explained that CSO shaft excavation at Heathwall would start towards April next year. There would be 2-3 months of muck away by road within core hours with 15 - 18 lorries per day to support the shaft excavation. TP said they have also agreed changes to the road with TFL to support shaft excavation involving removing both bus lanes and narrowing the road by Heathwall Pumping Station for the duration of the Project. The bus lane will be used as a lorry holding area but the bus stops will not be affected. TP said the temporary pedestrian crossing will be improved and is their responsibility. TP mentioned there was a near miss at the Heathwall Pumping Station site last Thursday. It was a very windy day and his colleagues were on a jack-up barge when a garden storage box flew and landed on one of the site walkways. He raised this with Thames Water who advised this was not something that would have been on the roof. He therefore believes it might have possibly flown across from a Riverlight balcony.</p> <p>5.25 A resident asked when the tunnelling route will be available on the website. AW said this has not been launched yet, however Michael Slack (MS) has been dealing with this this week. MA said there will be some information available to the public going forward regarding the location of the TBMs, however, for security reasons, the Police has advised against Tideway showing <i>exactly</i> where the TBMs are at any one time. AW added this was the same case for Crossrail.</p> <p>5.26 JF went through the other items cover during the last meeting and confirmed he is currently investigating putting a ground-borne noise monitor at Riverlight for the start of the east-bound tunnelling.</p>	<p>AW</p>
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5.27	<i>Action 5</i> - regarding the impact on the river speed as a result of building the cofferdam; a river flow impact assessment has been undertaken and JF will issue a summary ASAP.	
5.28	<i>Action 9</i> - regarding the possibility of a noise monitor portal being available, Tideway is going through a major website redevelopment at present, it is planned for this information to be available at some stage.	
5.29	<i>Action 12</i> - regarding workers congregating outside Sainsburys drinking and littering etc. AW advised he has investigated this issue and cannot identify the men in question as working for Tideway. It was reported again to the Helpdesk last Friday as taking place around 17.15-17.30 but Tideway staff do not leave until 18.00. AW said he is pretty certain but cannot be 100% sure, that the workers in question are not Tideway staff. AW confirmed this issue has been raised with staff in the daily morning briefings / toolbox talks etc. Police cannot do anything unless anti-social behaviour is taking place.	
5.30	<i>Action 13</i> - regarding window cleaning for Riverlight: the quote is to be updated. Alick advised he is waiting for Riverlight management to produce a quote.	
5.31	<i>Action 14</i> - regarding when a resident can expect a response to her settlement queries, an email was sent to the resident on 22 November. The resident said she received the email and had suggested a dated of 5 December for a survey, however she has not received a response. AW to chase	
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6.0	Environmental and Noise Update	
6.1	PB confirmed there had been one noise exceedance in October, due to calibration and two exceedances in November. For Heathwall Pumping Station, there was one noise exceedance in October.	
6.2	A resident asked why the trigger levels at Riverlight One dip at the weekend but at Heathwall Pumping Station the trigger levels are flat. PB advised this is because no work takes place at Heathwall Pumping Station at the weekend.	
6.3	PB said it is difficult to explain the results and how noise is monitored in the short time available and if he started to explain trigger levels it would be meaningless as each monitor has different levels. IM added that if trigger level were being approached everybody would get an amber alert, in order for the site to address the issue before it is too late.	
6.4	A resident said mitigation was only offered regarding Kirtling Street and residents were not told about the work at Heathwall Pumping Station. MA said he does not accept that residents have not been told about Heathwall Pumping Station, as this site has been mentioned at every CLWG for the last few years and the details have been made very clear to residents.	
6.5	MA reminded residents that if they are being disturbed, to let Tideway know by calling the 24/7 Helpdesk on 08000 308080 or by emailing helpdesk@tideway.london . It is important that London Borough of Wandsworth receive the monitoring data to ensure Tideway complies with the Section 61 but for residents, the details regarding the decibel level is immaterial.	

6.6	A resident asked why there was no explanation about the three qualifying triggering durations for noise exceedances ie 1) exceedances are not permitted for more than 10 out of 15 days or 2) 40 days out of six months and asked about the third qualifying duration known as PW17 2.3.3 which is the average over one month. PB said that triggering durations were not linked to S61 but put in S61 for information only. The resident asked for an explanation of PW17 2.3.3 - which she thought was always being missed. PB said he would need to report back on this. LD said it wasn't relevant because of pretriggering. The resident said they were not pretriggered for the whole construction period and so would be relevant for the non-triggered periods. Action: 8.	PB
7.0	AOB	
7.1	A resident said her neighbour had just messaged her saying she could hear the "splatter" noise of the spoil dropping, even though her windows were closed and asked if anything could be done ie could acoustic shielding be put up at Brooks Court? IM said this is what NC was referring to earlier in the meeting and JF repeated that this is something they are looking at tweaking going forward. At present, it is a very slow production rate.	AW
7.2	SD said the last item to discuss was the date of the next meeting. A resident asked if the four meetings in 2019 could be set in advance. AW agreed this could be done. Action: 9.	
7.3	A resident mentioned the Nine Elms / Pimlico Bridge and advised the latest consultation phase had now closed. The resident asked if Tideway provided any feedback during the consultation phase. MA said no, as Tideway will be long gone by the time construction on the bridge starts.	

9.0 Actions Register

Meeting Date	Item	Action	Responsibility	Status
04/12/2018	1.3	Action 1: A resident submitted her comments for the 7 June CLWG minutes before the October CLWG and these still have not been issued. AW to check with CB on 5 December and ensure these are uploaded to the website.	AW	Open
04/12/2018	4.6	Action 2: NC to investigate the cause of the disturbance being experienced by a Riverlight resident regarding the constant noise when muck is scraped off the ground.	NC	Open
04/12/2018	4.12	Action 3: NC / JF to look at putting a cover on / facing the lights down that are on the floating barge and jetties.	NC / JF	Open
04/12/2018	4.19	Action 4: AW to speak to the management of Riverlight to see if any signs can be put up along Kirtling Street, to make it clear where the parking / pedestrianised sections are, to stop vehicles parking on the pedestrianised sections.	AW	Open

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04/12/2018	5.14	Action 5: JF to carry out some attended monitoring in the area where the yellow machine was causing a disturbance previously, following the umbilical launch. SD said he would like to keep this action open until all are satisfied.	JF	Open
04/12/2018	5.16	Action 6: A representative from Wandsworth Council to establish and report back as to whether the monthly noise reports could be made available online.	LBW	Open
04/12/2018	5.23	Action 7: AW ensure the programme of works is updated to include information on the return of the houseboats etc and a larger (readable) version distributed with the minutes.	AW	Open
04/12/2018	6.6	Action 8: PB to report back and explain the third qualifying duration of noise exceedances.	PB	Open
04/12/2018	7.2	Action 9: AW to confirm the dates of the four meetings in 2019 in advance.	AW	Open
23/10/2018	1.7	Action 1: SD asked if the presentation and programme of works could be added to the site page and for a link to be distributed to the CLWG group, once they have been uploaded.	Tideway	Open
23/10/2018	1.9	Action 2: JF said he could look to add a programme of works to the specific site page on Tideway's website as a matter of course going forward, which could be updated accordingly when appropriate. JF and Alick Whitfield (AW) will look into this.	JF / AW	Open
23/10/2018	2.1	Action 3: Presentation to be distributed with the minutes.	Tideway	Closed
23/10/2018	3.7	Action 4: PP said a document could be sent to the group, showing the architect's plan of how the site will look post landscaping can be distributed with the minutes.	Tideway	Closed
23/10/2018	3.9	Action 5: Regarding the studies to see how the cofferdam will be affect the tidal flow, PP advised a brief summary can be made available.	Tideway	Open
23/10/2018	5.4	Action 6: Regarding the tugs which move the floating pontoons between Kirtling Street and Heathwall Pumping Station and emitting diesel fumes, JF said he will keep an eye on this once operation starts around 20 November and will raise the concern regarding diesel fumes.	JF	Closed
23/10/2018	5.5	Action 7: JF to speak to a specialist about installing an air quality monitor on Nine Elms Pier, to monitor the diesel fumes from the tugs. JF to report back when he has an update.	JF	Closed

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23/10/2018	5.13	Action 8: JF to provide the decibel limits for each noise monitor.	JF	Closed
23/10/2018	5.18	Action 9: MS to report back on the possibility of a noise monitor data portal being available.	MS	Open
23/10/2018	5.27	Action 10: JF to ensure the yellow machine does not continue working in the way it has been.	JF	Open
23/10/2018	5.41	Action 11: JF to provide information to a resident on the reason behind the two latest visits to the noise monitor on Nine Elms Pier.	JF	Closed
23/10/2018	6.3	Action 12: AW to sit down with the workers during toolbox talks to ensure the behaviour (napping, smoking, drinking and littering) is stopped right away.	AW	Closed
23/10/2018	8.5	Action 13: CB to provide an update by email regarding when the Riverlight window cleaning will take place.	CB	Open
23/10/2018	8.6	Action 14: CB to check with her team when a resident can expect a response to her settlement queries.	CB	Open
07/06/2018	2.7	Action 1: EB to take a resident's address after the meeting, to check if the company responsible for delivering information sheets to her home has experienced any difficulties regarding access.	Tideway	Open
07/06/2018	2.8	Action 2: All relevant properties to be included within the next Tideway letter drop.	Tideway	Open
07/06/2018	5.13	Action 3: CB to take contact details from a resident and add these to the FLO distribution list.	Tideway	Open
07/06/2018	5.18	Action 4: Tideway/FLO to consider the effectiveness of its communication approach.	Tideway	Open
07/06/2018	5.21	Action 5: EB to ensure everyone in the room tonight who has provided their contact details to be added to FLO's distribution list going forward.	Tideway	Open
07/06/2018	5.25	Action 6: JF to push for a litter pick for Nine Elms Pier.	Tideway	Open
07/06/2018	5.26	Action 7: EB to liaise with SD regarding a litter pick in the Waterloo area.	Tideway	Open
07/06/2018	6.7	Action 8: EB and CB to flag up the issues experienced by a resident with the relevant member of Tideway staff (possibly Jim Buck)	Tideway	Open
16/01/2018	5.19	Action 5: MA to confirm when the LLAU will be removed as a technical planning restriction	Tideway	Open
16/01/2018	7.3	Action 9: MA to confirm when Tideway will leave the area (see Action 5 above)	Tideway	Open

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16/01/2018	7.6	Action 10: MA to check regarding leeway on the completion date of Tideway works, particularly with regard to 'settlement' and remedial works	Tideway	Open
12/10/2017	6.5	Action 5: EB to continue liaising with Rendall and Rittner, Riverlight housing association, to provide update on potential window cleaning of Riverlight	Tideway	Open