



MEETING MINUTES

Subject:	Kirtling Street and Heathwall Pumping Station Community Liaison Working Group
Date and time:	Tuesday 23 October 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	Tideway Overview
2	Heathwall Pumping Station Progress Update
3	Kirtling Street Progress Update
4	Environmental and Noise Update
5	Community Engagement
6	Compensation and Mitigation
7	AOB

Welcome, introductions and apologies

Chair:

- Steve Diamond (SD) – London Borough of Wandsworth

Project staff:

- Caroline Brennan (CB) - Community Relations, Tideway/FLO
- Alick Whitfield (AW) - Community Relations Manager, Tideway
- Michael Slack (MS) - Tideway/FLO
- Justin Feltham (JF) - Environmental Advisor, Tideway/FLO
- Ponciano Perez (PP) - Project Manager, Tideway/FLO
- Iram Mirza (IM) - [Environmental Advisor, Tideway/FLO]
- Noel Cooper (NC) - [Tunnelling Manager FLO]
- Louise Davis (LD) - Mitigation and Compensation Lead, Tideway
- Yvette Hewlett (YH) - Admin Support (minute-taker)

Residents / Organisations:

19 other attendees including residents and representatives from Riverlight, Nine Elms Pier, ROSE and London Borough of Wandsworth

	Item	Action
1.0	Introduction and Apologies	
1.1	Welcome and introduction from Steve Diamond (SD), London Borough of Wandsworth.	
1.2	SD advised a resident would like to go through the minutes in detail outside of the CLWG before approving them. SD asked if everybody else was OK with this approach and to report back to the team with any required changes.	

1.3	SD advised a resident would like to record tonight's meeting and asked if anybody objected. No objections were received.	Tideway
1.4	A resident said she previously asked, and it had been previously agreed in the past, for hard copies of the presentation and overall programme to be made available at these meetings.	
1.5	SD asked if the minutes are available on the website.	
1.6	Louise Davis (LD) confirmed approved minutes are uploaded to the individual site page on Tideway's website, along with the appropriate presentation given at that meeting.	
1.7	SD confirmed that a resident had asked for a hard copy and SD also 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. Action: 1.	
1.8	SD mentioned the programme of works was asked for a while back for the purposes of this meeting, to include the reinstatement of the boats and pier in particular.	JF
1.9	Justin Feltham (JF) advised there was a programme included in the presentation at the last CLWG but one was not included in tonight's presentation. 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. Action: 2.	
1.10	SD asked a resident if she believed this response to be acceptable and the resident said she would like to know why a programme of works was not available tonight, as this had been an ongoing request and previously agreed to include the programme in the presentation.	
1.11	AW said he will look at adding an additional slide to the website version of tonight's presentation. SD said the programme provided reassurance and a point of reference that the closing out of the programme included the reinstatement of boats to the pier. Action: 3.	AW
2.0	Central Project Overview <u>Presentation – Justin Feltham (JF), Environmental Advisor, Tideway/FLO:</u>	Tideway
2.1	Presentation to be distributed with the minutes. Action: 4.	
2.2	JF started by asking if there was anybody present who needed to know what the Tideway project is, the reason behind it and what the project entailed or if he could just go straight into the updates.	
2.3	JF advised he would commence with the updates for each of the sites.	
3.0	Heathwall Pumping Station Progress Update <u>Presentation – Ponciano Perez (PP), Project Manager, Tideway/FLO:</u>	

3.1	PP provided an overview of the Heathwall Pumping Station site and advised a new cofferdam is being constructed in the river, which is where the interception shafts will be located.	
3.2	Works completed over the previous four months include the demolition of the existing Pumping Station outfall.	
3.3	PP said 39 of the 41 piles had been installed for the new cofferdam. The plan is to complete the marine piling next week.	
3.4	The landside piling will be complete before the end of the year and following that, shaft construction will commence.	
3.5	A resident said he noticed a lot of activity directly opposite the site, on the other side of the river and wanted to know if this is connected to Tideway. PP advised it is not connected to Tideway.	
3.6	A resident asked what the other Central sites are called. PP advised that, running from East to West they are Blackfriars Bridge Foreshore, Victoria Embankment Foreshore, Albert Embankment Foreshore, Heathwall Pumping Station, Kirtling Street, Chelsea Embankment Foreshore, Cremorne Wharf Depot and Falconbrook Pumping Station.	
3.7	A resident asked if the structure shown on the slide will remain when Tideway has finished. PP advised the Thames Path will be reinstated, the shaft will be covered over with slabs and the cofferdam will be filled in and become a public space for the future. PP advised 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. Action: 5.	Tideway
3.8	A resident asked if studies have been carried out on how the cofferdam will affect the tidal flow of the river. PP advised the cofferdam will ultimately affect the velocity of the river's flow, however the designer has carried out the appropriate studies.	
3.9	The resident asked if the result of these studies were available. PP advised a brief summary can be made available. Action: 6.	Tideway
3.10	PP moved on to the upcoming works and advised next year shaft construction will commence for both the shaft within the new cofferdam and the one inland.	
3.11	A resident asked if the next section of piling (inland) will involve sheet piling, as per the piling that has been taking place. PP confirmed the next section of piling will not involve sheet piling.	
4.0	Kirtling Street Station Progress Update <u>Presentation – Justin Felham (JF), Environmental Advisor, Tideway/FLO:</u>	
4.1	JF advised the two tunnel boring machines (TBMs) have now both been lowered down the shaft and are both now in their respective adits (one is facing east and one is facing west).	
4.2	JF mentioned there had been an issue previously when excavating material onto barges, so when it came to the base slab excavation, a much quieter	

	<p>machine was used. In addition, a noise monitor was placed in view of the machine driver which would light up green, yellow or red, so the driver would know if he was operating well (green), or not (amber then red).</p>	
4.3	During the base slab excavation, 15,000 tonnes of material was loaded onto barges without any complaints being received.	
4.4	The base slab concrete pour then followed, which involved a continuous concrete pour over three days, to create a 5m thick (3,500 cubic metres), steel-reinforced base at the bottom of the shaft.	
4.5	Moving onto the programme, the first delivery of segments arrived on site this week and November will see the launch of the first TBM (west), with the second TBM launching in February 2019 (east).	
4.6	A resident asked if there was a slide on settlement within tonight's presentation. Caroline Brennan (CB) advised they had already discussed settlement in the last meeting and there has not been any change regarding settlement. The resident disagreed because FLO had sent out the wrong slide and therefore requested that settlement be included again in this slide presentation so that it could be discussed. JF said this would be picked up at the end of the meeting.	
5.0	Environmental and Noise Update	
5.1	Iram Mirza (IM) advised that for Heathwall Pumping station there were no air quality exceedances in June and July. In August there were a couple from the monitor in the west of the compound, as work was being carried out underneath. In September, there were four exceedances (some due to grouting) and in October there was one exceedance which was due to the road sweeper.	
5.2	JF provided the air quality information for Kirtling Street and confirmed there were no exceedances from June through to October except for in July, when there were five due to Thames Water's burst water main.	
5.3	A resident raised a concern - when FLO start taking spoil away, there will be more dust around Nine Elms Pier and the houseboats but the monitor located by Riverlight is not going to pick it up. A resident stated she brought this issue up about a year ago and asked why there are no air quality monitors on Nine Elms Pier, which would no doubt pick up diesel fumes from the tugs. The land based monitors would not pick up the diesel fumes from the tugs. JF advised that air quality monitors concentrate on PM10 and he is not sure if diesel fuels from a tug would be picked up by an air quality monitor. In normal operation, the TBM will produce material which is wet in essence.	
5.4	A resident mentioned about the diesel fumes from tug boats again and asked if that will just be ignored. This relates to the floating platforms that go back and forth between Kirtling Street and Heathwall Pumping Station, pulled by a tug. The resident advised this happens about one – three times a day and the tugs have huge engines. PP advised the floating pontoon is being used for the construction of the cofferdam, which will be in use for another year. JF said he will keep an eye on this once operation starts around 20 November and will raise the concern regarding diesel fumes. Action: 7.	JF

5.5	A resident asked if an air quality monitor will be installed on Nine Elms Pier. JF said he will speak to a specialist about this. At present, there would not be a huge benefit as it would not monitor diesel fumes. Action: 8.	JF
5.6	A resident said the air quality monitors should be monitoring fumes, not just PM10. A resident asked if it was not the case that FLO should be complying with the Mayor of London's air quality plan which requires measurements of PM2.5, PM10 and NO2. JF thinks there is a recording of those elements and will check. JF said the air quality management plan is to monitor PM10s on a 15 minute basis. He believes they do measure PM 2.5 and will confirm if they collect the data but that is not how they report exceedances. A resident said the Kirtling Street site is being used for the Heathwall works so there's more activity at Kirtling Street than was assessed. Action: 9.	JF
5.7	JF said, as per noise data, there is a system and agreement in place with Wandsworth Council whereby Tideway had to write an environmental management plan for the project which went to the Council for its approval. This included management of air quality and the results are reported to the Council on a monthly basis. In addition, the site team receives immediate notifications if exceedances occur, or when the limit is almost reached.	
5.8	JF asked the residents to call the Helpdesk on 0800 308080 or email helpdesk@tideway.london to log an official complaint if dust is an issue. The complaint will then be investigated accordingly. JF also advised residents to contact the Environmental Health Office at London Borough of Wandsworth who will put pressure on the Project if necessary.	
5.9	A resident said the planning application was controversial at the time because London Borough of Wandsworth thought there was an air quality monitor on Nine Elms Pier but a mistake was made because the drawings were not clear. The resident said they complained at the time but the site is now being used differently to how it was originally intended so it is only right that this matter is looked into. The resident said the point is valid that there should be measurements on Nine Elms Pier for particulates and NO2. A resident said that particular point was made at the time about tug fumes. JF said if it is believed the situation has changed then he will look at it again. Action: 10.	JF
5.10	A resident asked what the timeframe would be for this query regarding air quality to be investigated. JF advised he will ask his air quality consultants and SD will advise his environmental health colleagues that this matter has been raised. Action: 11.	JF / SD
5.11	A resident asked if there is a mechanism in place to report concerns about air quality. AW advised residents to contact the Helpdesk who would in turn forward the details to him and CB to investigate and respond.	
5.12	IM moved on to the noise monitors at Heathwall Pumping Station and advised that from 5 June through to yesterday, there were no exceedances, except for one in September which was due to cutting taking place close to the noise monitor.	
5.13	A resident asked how many decibels are considered an exceedance. JF advised that each location had a baseline study carried out initially and from that, a prediction of 10 decibels was added and if noise goes about that limit, then it triggers an alert / exceedance. The decibel level limit is different for each location but this information can be provided. Action: 12.	JF

5.14	A resident stated that Nine Elms is currently exceeding 100 decibels during the piling. She was told the mitigation offer for rehousing was just for Kirtling Street, however she has since learnt about Heathwall Pumping Station (about six months ago), by which time a lot of the residents had decided to stay on the pier. The noise and pollution being experienced now from Heathwall was not communicated at all, only Kirtling Street was mentioned.	CB
5.15	A resident said that whenever she previously asked how many sites there were regarding mitigation, she was only ever told about Kirtling Street. CB said project overviews are always carried out during the CLWGs, which mention both sites, however trigger action plans (TAPs) would not be discussed at CLWGs. CB said she would take the action away to investigate why Heathwall Pumping Station was not mentioned during the mitigation process. Action: 13.	
5.16	JF advised that the programme of works is looked at and if it is envisaged that the noise levels would exceed a certain number of times over a period, then mitigation would be offered and exceedance of noise levels would therefore no longer apply.	
5.17	A resident said some people are still in negotiation regarding mitigation, so why are exceeded levels being discarded? JF said it is because if we are knowingly going to breach the noise limit for a particular period, the action would be to offer mitigation. LD added that if the mitigation process has started, then that is the mitigation.	
5.18	A resident advised they were told they would be sent / be able to download all noise monitor readings. JF said he started shortening the results from the last meeting onwards, as previously there was one slide for every monitor per month.	
5.19	A resident said he thought there would be a web portal to obtain results. JF said an internal portal is available but is used for alerts etc. This stores information and sends the monthly report to the Council. If information is required, it can be requested from Wandsworth Council. Michael Slack (MS) said he would take away the portal query as an action. Action: 14.	MS
5.20	A resident asked if Tideway is aware of the reverberation that one pile makes; for every one bang, another two can be heard. PP said he is aware of this.	
5.21	A resident asked if vibration is being monitored and if there was a slide showing the monitoring locations. JF didn't have a slide as they are only monitoring river wall structures. JF said vibration and settlement monitors are on assets along the tunnel's path.	
5.22	A resident said she received a misleading email advising properties are being measured for vibration. PP said measures are being taken at Heathwall Pumping Station. The resident asked why, as nobody lives in there. PP said any slight movement could result in major flooding so it has to be measured.	
5.23	A resident said the vibration experienced has been horrendous and much worse than anybody was expecting. PP said he is aware how loud the piling is but he is not concerned about the stability of any buildings in the area and noise has been mitigated as much as possible.	
5.24	A resident believed the piling method has changed from the original plans. PP confirmed that percussive piling has been used. It was originally intended for	

	vibration piling to be used but the designers were not able to make it work structurally.	
5.25	PP advised there are only two more piles to go, after which there will not be any further percussive piling. The site will be active for the next three years, however the percussive piling is the loudest activity that will take place.	
5.26	A resident said the acoustic cover on the top of the piling hammer does not help the vibration, as the vibration goes through the water and affects the boats.	
5.27	A resident asked how much longer the big yellow machine that is drilling on site will continue and what is being done to mitigation the noise. JF said the machine in question is in a different location to the noise monitors and the noise would actually be blocked by Tideway's offices. JF apologised and said he will take this away as an action, as he did not realise this machine had been causing a problem. He will not let this machine continue working in the way it has been from tomorrow morning. Action: 15.	JF
5.28	A resident asked how noisy the spoil coming from the TBM, through the conveyors and onto the barge will be and will the noise be monitored 24/7? JF confirmed that the noisy elements will be at the transfer of material points. All the information has been provided by the suppliers and included in the latest model of the Section 61 (S61) which is currently with the Council, awaiting approval. The assessment did not show up the need to provide any additional mitigation.	
5.29	A resident asked if the predicted decibel levels can be obtained. JF advised these would be included within the S61 and would need to be requested from the Council.	
5.30	A resident asked what time of day the baseline level of noise is recorded. JF said there are three levels per day, with the level dropping during the evening and overnight.	
5.31	JF advised there were no noise exceedances at Kirtling Street in June, four in July due to Thames Water's burst water main, none in August, one in September regarding the concrete pour and none so far in October.	
5.32	A resident pointed out that the noise monitor on Nine Elms Pier was in the wrong place on the slide.	
5.33	A resident asked if noise monitoring will take place within the stockpiling section on site. JF said there will be a couple of machines in use plus a conveyor belt and no issues have been predicted as yet regarding noise, so monitors will not be installed not at present. JF added that if predictions and the model is wrong and complaints are received regarding noise, this would be investigated.	
5.34	JF said he can install a temporary noise monitor within the stockpile area to assess the situation and see if it compares to the model.	
5.35	A resident asked when the conveyor belt will start being used. Noel Cooper (NC) advised late November, however it will be a slow process at the start which will pick-up when the TBM moves further along the tunnel.	

5.36	A resident asked what the end date is for the tunnelling. NC advised second quarter of 2020.	
5.37	A resident asked if the conveyor belt is covered in the same quality acoustic covering as the acoustic enclosure. JF said some sections are and some sections are not cladded, which makes it easier for maintenance to be performed. However, JF is happy to add cladding going forward if required.	
5.38	A resident asked if expected decibel levels for each noise monitor could be provided at the next meeting. JF said the control of noise levels sits with the S61, which is granted by the Council and Tideway cannot operate without this. If it is proven that Tideway's model is incorrect, then the Council have the right to take the S61 away from Tideway.	
5.39	PP said, if it would help, he can bring some noise consultants to the next CLWG, rather than himself and JF trying to explain.	
5.40	A resident requested a meeting before Christmas, in December as there are supposed to be four meetings a year and tunnelling will have started by then. SD agreed that we won't know if tunnelling is causing an issue until it starts so was happy for a meeting to be held in December to discuss any issues that may have arisen. SD suggested December's meeting focuses on noise. MS advised a meeting would be arranged for December, with the next CLWG then taking place in March 2019.	
5.41	A resident mentioned she is conscious how often the noise monitor on Nine Elms Pier is maintained. She is concerned that data is being lost and said maintenance seems to be carried out during particular noisy activity. The resident asked how this impacted on measurements provided to the Council. JF said there are some gaps in data but Tideway has to report a minimum of 85% of data for each monitor, per month.	
5.42	A resident has lost count how many times the noise monitors at Kirtling Street have been replaced. The resident asked how frequently the noise monitors need to be replaced. IM confirmed calibration off-site is required once a year.	
5.43	A resident asked if she could receive an email confirming what the last two visits to the Nine Elms Pier noise monitor was for, as the men refused to say when asked and just said it was a "technical issue". JF said he can look into this and provide the reason for the visits and provide an explanation for any lost data plus percentage of data captured for the month. Action: 16.	JF
6.0	Community Engagement <u>Presentation – Alick Whitfield (AW) – Community Relations Manager, Tideway:</u>	
6.1	AW confirmed that between July and August, 11 enquiries, nine complaints and one invalid enquiry were received for Kirtling Street. Most complaints received were related to noise, with a couple relating to Thames Water's burst pipe. One complaint received was regarding operatives' behaviour outside Sainsburys in the evening, plus a further similar complaint was received today, which was not included in the stats as the slide was produced this morning. AW advised he has been in discussions with Sainsbury and once photos are received, he will be able to recognise the 'kit', as although everybody wears a hi-vis jacket, there are different branded ID badges etc.	

6.2	A resident advised they had witnessed four incidents where workers wearing the Tideway brand had been bad mannered, abusing people and drinking after work. The workers are not just Tideway staff but from Battersea Power Station too.	AW
6.3	A resident said the issue is not only happening at Sainsburys, it is taking place on the Savona Estate too. The situation was worse in the summer on the green areas, with workers napping, smoking, drinking and leaving a lot of litter. It is very scary for children to walk home by themselves and the workers' behaviour is unprofessional. AW said he will sit down with the workers during toolbox talks to ensure this behaviour is stopped right away, although he cannot speak for Battersea Power Station but residents have raised the issue with them too. Action: 17.	
6.4	AW advised that for Heathwall Pumping Station between July and October, mostly enquiries were received.	
6.5	A resident pointed out that if residents email their concerns to the Helpdesk, they need to use the word 'complaint', otherwise it is just regarded as an enquiry.	
6.6	AW advised that email updates and Information Sheets are sent out regularly and asked if people need more communications issued.	MS
6.7	A resident said the site specific page for Kirtling Street on Tideway's website still states the next CLWG meeting is on 7 June and for Heathwall Pumping Station it says January. MS apologised and said he is currently in the process of updating the website. From now on he will ensure the website is up-to-date. Action: 18.	
6.8	CB advised a community survey was sent out in the summer, along with the latest issue of River Times. 14,748 surveys were sent, with only one response being received. Therefore, CB advised they will need to review the need for future surveys. Many residents at tonight's meeting advised they did not receive River Times or the survey so AW and CB will speak to the delivery company, as the company used did not mention there were any delivery issues with any properties. Action: 19.	
6.9	A resident asked if there is a better way for the surveys to be issued than being hand-delivered. CB said they could be emailed and she is currently looking into using an online questionnaire portal such as Survey Monkey instead. CB said she will wait until the closing date and then review a way forward. Action: 20.	CB
7.0	Compensation and Mitigation	
7.1	LD introduced herself and explained her role is to assist residents who are looking for more information on the compensation and mitigation policies, or for assistance in completing and putting forward an application to the Independent Compensation Panel (ICP).	
7.2	For specific queries, LD can be contacted on 07971 077165 or via email - louise.davis@tideway.london . For independent advice, the Independent Advisory Service (IAS) Helpline can be contacted on 0800 917 8845 or via email - info@tidewayias.co.uk .	

7.3	LD can also submit residents' claims to the Independent Compensation Panel (ICP) or residents can submit a claim themselves to admin@tidewayicp.london . A claim form can be downloaded from here - https://www.tideway.london/help-advice/compensation-information/independent-compensation-panel/ .	
8.0	AOB	
8.1	A resident thanked CB for the Hampton Court plants which were delivered all over the estate.	
8.2	JF advised the installation of the green wall will commence on Monday 29 October and was delayed due to the heatwave.	
8.3	A resident said it would have been nice to receive an email advising of the delay.	
8.4	A resident referred to the fact the tunnel boring will start in November and said the Code of Construction Practice states the employer should detail the forecasted and actual passage of the TBM's route. The resident asked if day-by-day progression of the TBM will be available on the website. MS said this is something that is being looked at and will be on Tideway's main page, rather than site specific. MS will provide an update when available. Action: 21.	MS
8.5	A resident asked if there was an update on the Riverlight window cleaning. CB advised she has finally received a quote from the contractor and believes it will be carried out this Friday. CB will chase and email the information. Action: 22	CB
8.6	A resident said she and another resident had a meeting with the Project on settlement issues and not all their queries have been answered. The residents have also sent an email on the queries. The resident wanted to know if a response would be forthcoming. CB said she will speak to her team tomorrow and check for an update regarding a response. Action: 23.	CB
8.7	A resident asked why the spoil needs to be moved from the acoustic enclosure to the stockpile area, rather than just being loaded onto a barge. PP said all spoil is moved to the stockpile area first, as it cannot be removed 24/7 by barges. NC added the TBM needs to keep moving so all spoil needs to be stockpiled, especially if there are any issues on the river.	
8.9	A resident asked when the cofferdam will be finished. PP advised at the start of 2019.	
8.10	A resident asked when tunnelling will be complete. PP advised end of 2022 for both sites.	

9.0 Actions Register

Meeting Date	Item	Action	Responsibility	Status
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	JF / AW	Open

		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.		
23/10/2018	1.11	Action 3: AW said he will look at adding an additional slide to the website version of tonight's presentation.	AW	Open
23/10/2018	2.1	Action 4: Presentation to be distributed with the minutes.	Tideway	Closed
23/10/2018	3.7	Action 5: 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	Open
23/10/2018	3.9	Action 6: 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 7: 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	Open
23/10/2018	5.5	Action 8: 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	Open
23/10/2018	5.6	Action 9: JF to check exactly what air quality data is collected.	JF	Open
23/10/2018	5.9	Action 10: JF to look into the issue again of whether measurements should be taken on Nine Elms Pier for particulates and NO2.	JF	Open
23/10/2018	5.10	Action 11: JF to ask his air quality consultants what the timeframe would be for the query concerning air quality to be investigated and SD will advise his environmental health colleagues that a matter has been raised.	JF / SD	Open
23/10/2018	5.13	Action 12: JF to provide the decibel limits for each noise monitor.	JF	Open
23/10/2018	5.15	Action 13: CB to investigate why Heathwall Pumping Station was not mentioned during the mitigation process.	CB	Open
23/10/2018	5.19	Action 14: MS to report back on the possibility of a noise monitor data portal being available.	MS	Open
23/10/2018	5.27	Action 15: JF to ensure the yellow machine does not continue working in the way it has been.	JF	Open
23/10/2018	5.43	Action 16: JF to provide information to a resident on the reason behind the two	JF	Open

		latest visits to the noise monitor on Nine Elms Pier.		
23/10/2018	6.3	Action 17: AW to sit down with the workers during toolbox talks to ensure the behaviour (napping, smoking, drinking and littering) is stopped right away.	AW	Open
23/10/2018	6.7	Action 18: MS to ensure the website is up-to-date regarding CLWG dates.	MS	Open
23/10/2018	6.8	Action 19: AW and CB will speak to the delivery company who delivered the surveys.	AW / CB	Open
23/10/2018	6.9	Action 20: CB to investigate the possibility of the surveys being emailed in future.	CB	Open
23/10/2018	8.4	Action 21: MS to provide an update on whether a day-to-day TBM route will be available on Tideway's website.	MS	Open
23/10/2018	8.5	Action 22: CB to provide an update by email regarding when the Riverlight window cleaning will take place.	CB	Open
23/10/2018	8.6	Action 23: 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	1.3	A resident advised she is still awaiting confirmation of the relevant planning contacts from Thames Water in relation to the Nine Elms Pimlico Bridge. SD to check.	SD (LB of Wandsworth)	Closed

16/01/2018	5.4	A copy of the overview of the programme to be distributed with the minutes, as difficult to read on the presentation.	Tideway	Closed
16/01/2018	5.9	Action 1: PP to engage with local residents regarding the Green Wall	Tideway	Closed
16/01/2018	5.11	Action 2: Residents within the 100m radius to be contacted by Tideway regarding the Green Wall	Tideway	Closed
16/01/2018	5.14	Action 3: Tideway to investigate if an artificial Green Wall could be constructed from recyclable materials	Tideway	Closed
16/01/2018	5.17	Action 4: Tideway to provide details of the budget for the Green Wall, to gauge whether this money might be better used by a charity instead	Tideway	Closed
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	6.4	Action 6: Next issue of Tideway's 'River Thames' publication to be made available soon, including an online version	Tideway	Closed
16/01/2018	6.8	Action 7: Details of future Kirtling Street CLWGs to be publicised on the Tideway website	Tideway	Closed
16/01/2018	6.11	Action 8: MA to confirm details of the Tideway representative at LB Westminster	Tideway	Closed
16/01/2018	7.3	Action 9: MA to confirm when Tideway will leave the area (see Action 5 above)	Tideway	Open
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	1.3	Action 1: SD confirmed he will speak to Dianne James and TfL about the ongoing issue of lorry movements on Cringle Street	LBW/TFL	Closed
12/10/2017	1.3	Action 2: MA to update on meeting with TfL regards to vehicle movements on Cringle Street	Tideway	Closed
12/10/2017	2.1	Action 3: Presentation slides to be distributed with the minutes	Tideway	Closed
12/10/2017	5.27	Action 4: Tideway to investigate ongoing lighting complaints, in particular with regards to lighting around the hoarding shining towards Riverlight	Tideway	Closed
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
20/07/2017	5.18	Action 14: A resident to receive confirmation of the relevant Thames Water planning contacts in relation to the Nine Elms Pimlico Bridge	SD (LB Wandsworth)	Closed