

Elleray Hall

Community Engagement - Meeting 17

Meeting Title:	Elleray Hall - Community Engagement - Meeting 17
Date:	Tuesday 12 th August 2025
Time:	6:30pm
Location:	Elleray Hall Community Centre
Meeting No.	17

Attendees:	
Charles Booth (CB)	Asst. Director - Programme Management Office PMO
Alfred Akpo - Teye (AAT)	LBR - Project Manager - Housing & Regeneration PMO
Cllr. Phil Giesler (PG)	LBR
Joan Barnett	ECA - Chair
David Faichney	ECA - Interim Director
Russell Smith (RS)	Beard Construction - Snr. Site Manager
Nicky Forrest (NF)	Beard Construction - Resident Liaison Officer
Matt Siddall (MS)	Beard Construction - Contract Manager (on-line)
Toine Hodgkiss	ECE Architecture - Technical Advisor (on-line)
John Sim	Applied Acoustic Design - Acoustic Consultant (on-line)

Apologies:

Description	Action/Item
1.0	<u>Introductions and Apologies</u>
1.1	CB introduced the members of the project team to the residents.

Description	Action/Item
<u>2.0 Beard Update - Construction progress on new Elleray Hall</u>	
<p>2.1 RS provided an update on the construction works as follows:</p> <ul style="list-style-type: none"> • Thames Water and storm drainage connections are complete. UKPN connections will be complete by end of the week - 15th August 2025. • Beard are entering final stages of building works with fittings and finishes, doors/windows installations, canopies etc. 	
<u>3.0 Other general queries</u>	
3.1 A Resident expressed dismay that they were not informed before the Noise Management Plan (NMP) was submitted for discharge, likewise the Construction Method Statement (CMS), leading to a 'breakdown of trust'.	
3.2 CB explains that the situation was unexpected. Although there had been a Council instructed for the NMP to be submitted, there appears to have been a breakdown in the communication leading to the premature submission. CB apologised for the situation.	
Resident stated that individual residents will be writing to Planning to register their objections, and comments from this evening's meeting will be reviewed/discussed with TRANEH.	
3.3 The resident asked about Council's review of the CMS that had been submitted by the building contractor, and that there was no reference to the Asbestos Removal process. MS explained that the Asbestos Removal undergoes a different process from the requirements of the CMS and are addressed under separate 'ASB5 and Asbestos Method Statement' documents required by others.	
The resident accepts that the Asbestos Removal process is not part of the CMS but hope that Beard will support in keeping residents informed.	
MS explains that it is a process is robust, and Beard will stick to the stringent requirements for Asbestos Removal, and keep residents informed.	
3.4 A resident requested that the Contractor addresses the Asbestos Removal and CMS at the next engagement meeting on 24 th September 2025.	
3.5 A resident enquired about protective measures like exclusion zones in relation to Tree Preservation Orders (TPO). RS confirmed this is not required in the CMS and is part of the Arboricultural Report. The resident referred to his email of 25 th June 2025 which highlights the differences.	

	Description	Action/Item
4.0	<u>Elleray Hall Association (ECA) presentation of NMP - supported by JS of AAD Consultant</u>	
4.1	DF presented the ECA's NMP (copies of which were made available to meeting attendees), setting out the organisation's status as a registered charity, its current function in the community, and that ECA look forward to enhancing their service offer to a broad cross section of the local community.	
4.2	<p>The ECA presentation slides, including the General Update, also detailed the following items:</p> <ul style="list-style-type: none"> • Planned Activities and Events at the new centre • How ECA will manage noise levels • Methods for communicating with ECA (general information, feedback and complaints) • How ECA will manage complaints 	
<p><i>Note: The ECA presentation and NMP can be accessed through the Elleray Hall reprovision website. https://www.richmond.gov.uk/elleray_hall_reprovision</i></p>		
4.3	<p>A resident stated that there has been a lack of engagement with and feedback to TRANEH/neighbours on complaints reported on the existing site in the past. The ECA and a few residents disagreed about the level and nature of reported incidents of complaints and how ECA may have handled them.</p> <p>A resident suggested that the ECA set up a committee/liaison group to engage with TRANEH/neighbours at regular intervals.</p>	
4.4	<p>A resident enquired whether there would be staff presence on site out of normal working hours to make complaints to.</p> <p>DF confirmed the NMP states that there will be staff presence on site whenever the centre is open.</p>	
4.5	<p>A resident enquired whether the NMP annual review mentioned by DF will be notified to residents. DF explained that the NMP and subsequent reviews will always be available to residents.</p>	
4.7	<p>A resident asked about the role/status of DF, who explained that he currently holds an interim management position on the ECA Board.</p>	
4.8	<p>A resident asked why there is no mention of deliveries, waste collection etc in the NMP, and ensuring people dispersing/leaving the premises with due respect for neighbours. It was explained that deliveries and servicing of the site will be dealt with in a separate planning condition discharge.</p>	
4.9		

	Description	Action/Item
4.10	A resident stated that the noise level control measures in the NMP are lower than that contained in other templates he has had sight of. JS that the measures would be stated in ECAs T&Cs for hirers.	
4.11	A resident commented on the NMP paragraphs 3.9 (Noise limiter) and 4.6 (outside noise). He queried how 3 rd party users/hirers with their own equipment. DF confirmed that the use would also be controlled by the installed noise limiter installed. There would also be no amplified music permitted outside.	
4.12	A resident enquired whether use of the facility would be to regulars or ad hoc hirers. DF stated ECA would prefer 'regular' hirers and users, but the café is a public space and although mainly for the regular users, 'the public can come in and have a coffee'. DF further stated that it is not a Caffé Nero type offering, and ECA are looking at local catering partners to run it.	
4.13	A resident queried the opening and closing of windows and doors, as they were of the understanding the facility would be air-conditioned and would therefore not require windows to be opened. RS confirmed that the main spaces are equipped with mechanical systems that filter, treat, and circulate air.	
4.14	A resident stated that the wording/language used in the NMP should be more 'committed' e.g. in NMP paragraph 4.1 where the word 'should' can be replaced by the word 'will'.	
	An extensive discussion ensued on the appropriateness of certain words which appear 'vague'.	
	DF stated that the NMP is a 'live' document that will be updated at appropriate times when conditions are better understood as the facility becomes operational. Testing for the outdoor garden noise control will be undertaken post-occupation.	
4.15	A resident raised a query about the acoustics testing levels with reference to low frequencies. JS provided a technical explanation of the system controls whether windows are open or closed, and an explanation on the low frequency issue. The resident appeared satisfied with the explanation.	

5.0 AOB

- 5.1 A resident enquired about the process going forward in terms of residents' concerns/observations going forward on the NMP.

CB confirms that the existing process should be followed. TRANEH/Residents are to provide their comments to the LPA, and copy in the Project Management Office (PMO)

Date / Location of Next Meeting

Wednesday 24th September 2025; 6:30pm. Teddington Baptist Church

Description	Action/Item
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