

David Peres da Costa
Senior Planning Officer

Planning and regeneration

Culture and environment directorate

London Borough of Camden

Second floor, 5 Pancras Square, London N1C 4AG

4th January 2018

Dear David,

Re: Planning Application 2015/3414/P

The purpose of this letter is to fulfil UCL's obligations under the Section 106 planning conditions to provide a quarterly report to Camden Council on the buildings out of hour's usage and complaints received.

Complaints

Please find below a log of the complaints regarding the Construction Welfare facilities during the October / November / December 2017 quarter.

Nature of Complaint	Date	Action Taken	Feedback given
<p>Email to Provost Office regarding – UCL building works at 1-19 Torrington Place, WC1:</p> <p>On Saturday morning, a metal barrier was erected across your East entrance/site entrance, next to our block of flats. Your contractor's metal barrier not only crosses the boundary line but has been attached to and overlaps the front railings to our building.</p>	11/10/2017	<p>UCL Project Manager raised the barrier issue with the contractor and was dealt with immediately. I will reiterate the other issues to ensure better consideration of our neighbours.</p> <p>Please note this complaint was not directly related to Construction Welfare Building.</p>	Yes – via email direct to resident and request for a meeting offered.
Request from Chenies Mews working group via Camden Council for a contact for the Welfare Facility.	03/11/2017	Email back to Camden Council on 10th November outlining UCL's communications channels available for neighbours are:	Yes via email direct to Camden Council. Letters provided directly

		<p>UCL Operations, Buildings & Projects</p> <p>Victoria Adigun – email v.adigun@ucl.ac.uk – For issues related to UCL activities. Victoria, new Area Facilities Manager for the area.</p> <p>Alex Perry – email a.perry@ucl.ac.uk – UCL Estates Communications Manager. Alex is our UCL Estates communication manager, responsible for our communications strategy overall.</p> <p>UCL Security 24/7 – 020 7679 2108 For emergencies / alarms / security concerns etc.</p> <p>UCL Welfare Facility – Chenies Mews</p> <p>Malcolm Wooley – Mobile Number 07912 598875 or email malcolm.woolley@wilsonjames.co.uk. Malcolm is building manager for the welfare facility responsible for the Chenies Mews Welfare Building only.</p> <p>WEBSITE</p> <p>https://www.ucl.ac.uk/transforming-ucl</p>	to the residences of Chenies Mews.
Resident complained of operatives swearing whilst walking down Chenies Mews.	27/11/2017	Building Manager identified Fisk Fire operatives. The contract manager for Fisk was informed. The Fisk team were brought in for an induction and reminder about behaviour on 28th November 2017.	Yes – phone call direct to resident.
Please can you tell me if the men working for UK Power in Torrington Place are using the Construction Welfare Facility and come under your jurisdiction?	5/12/2017	Building Manager confirmed that UK Power Network are not working for UCL and not using the contractor's welfare building.	Yes – via email direct to resident

Out of Hours Usage

The building will be open from 0630 to 1900 Mondays to Fridays and 0700 to 1400 on Saturdays.

There has been no contractor usage of the building outside these hours during this quarter.

Kind Regards

Kevin Argent



Kevin Argent, Director, Programme Delivery
 University College London Gower Street London WC1E 6BT
 Tel: +44 (0)20 3108 8666 www.ucl.ac.uk/estates