



Hackbridge & Beddington Corner
Neighbourhood Development Group

hackbridgeandbc@gmail.com
www.hackbridgendg.com

Councillor Jayne McCoy – Chair of HEB Committee
Mr Andy Webber – Head of Planning
24 Sutton Council
Denmark Road
Carshalton
Surrey SM5 2JG

28 January 2020

Dear Councillor McCoy & Mr Webber

New Mill Quarter ('NMQ'), Hackbridge – delays, build quality and parking

We are writing to you both regarding our concerns with quality of build of the new development and the delays in completion, which also affect the wider community.

Build Quality

- You may be aware that there have been serious damp issues throughout the estate. Some of it can be seen from London Road and on the outside of some other blocks of flats.
- Residents have also reported many issues which are beyond the normal snagging that you expect with a new build. Some of these include:
 - Drain pipes put in the wrong way causing sewage to backfill into the house
 - White goods not being installed properly and causing flooding
 - Inadequate insulation between floors in flats, resulting in noise pollution
 - Other leakages in bathrooms
 - Windows not being fitted correctly
 - Mould and damp spreading
 - Constant flooding around the ship in the park, making it unusable for children. The ground water level is high on the site and onsite mitigation measures should have been taken to ensure this would not happen.

Delays

- Due to serious problems with flooding and the building structure, occupation of Button House, including the medical centre, has been delayed with no date given for resolution.
- For the medical centre, this is having a serious effect on their ability to provide the level of patient care they would wish, as well as affecting the

wellbeing of their staff. The current premises need substantial renovation and are also inadequate for the increasing numbers of patients.

- There have been substantial delays in enabling people to move in, which has caused serious difficulties e.g. for people who have given up tenancies on other properties.
- Delays in rectifying serious defects in individual properties, some with over 100-200 issues.
- Proposed Lidl supermarket delayed a third time, by approximately 6 months.

Parking

- The NDG objected to the planning application on various grounds, one being inadequate parking. This is now a real issue with NMQ residents being unable to park onsite and so having to park on the surrounding roads.
- There have also been inadequate parking facilities for builders, who are taking up precious parking spaces in the surrounding roads, some being rude and others parking inappropriately making it difficult for residents to exit their road.
- Come February, NMQ residents will no longer be able to park freely on these roads due to the commencement of the PPA scheme.
- It should be noted that valuable parking spaces were removed from both sides of Hackbridge Road to accommodate the development, which had a detrimental effect for existing residents and parents of the nearby school.
- According to many NMQ residents, they were not made aware of the strict parking constraints on the site and were even told there was plenty of parking in the surrounding roads outside the development.
- Barratts and David Wilson Homes have known about the parking issues in the area from the very first Liaison Meeting.

Communication

- As part of the Planning Conditions for the development, a Felnex Liaison Group was established. The developers have been reluctant to organise meetings, which have been very sporadic over the last few years.
- The last meeting was held in August 2019 and the one before in May. We are still awaiting the minutes from both meetings and there has been complete lack of communication since September 2019, despite numerous emails from the NDG and from other residents.
- Our Ward Councillors have also tried to contact the Site Manager, but with no response.
- Residents of New Mill Quarter, both current and prospective, have experienced significant delays and lack of communication regarding when their property will be ready for occupation and when the defects will be rectified.
- Prospective owners are being misled regarding the parking situation. They have been told there is plenty of parking onsite and in the surrounding roads. Clearly with the new parking restrictions, this will not be the case. Some residents have said they would not have bought homes on the site if they were aware of the lack of parking.

Action required

- Please advise whether these issues contravene their Planning Conditions and if so, what action you plan to take.
- Please can you advise on the protocols for signing off individual properties and the site as a whole, meaning the building inspector is happy with the quality of the build.
- A full study of the parking issues for NMQ and the surrounding roads need to be undertaken and an adequate solution found that all residents are happy with.
 - Some NMQ residents would not have moved to the area if they knew they couldn't park onsite.
 - There should be discussions with Barratt Homes / David Wilson Homes to find out what information was provided to potential/new residents regarding parking, as it appears it was misleading.
 - Barratt Homes to create a parking document that all new prospective purchasers must be required to sign, agreeing they are aware of the parking constraints.
 - The PPA will not alleviate all issues for existing residents as it only runs until 6.30pm and not at all on Sundays, when parking is at its busiest.
 - Can there be negotiations with Lidl, that their car park can be used for residents when the store is closed?

We look forward to your response and resolutions of these matters.

Yours sincerely

JArmstrong

Julia Armstrong
Chair

SVestey

Sheldon Vestey
On behalf of NMQ Residents

cc Elliot Colborn MP
Councillor Vincent Galligan
Councillor Ben Andrews
Councillor Manuel Abellan
Jody Williams – Deputy Planning Manager