



## HOUSE OF COMMONS

LONDON SW1A 0AA

Matthew Hook  
Synergy Development Site Manager  
Fairview New Homes Ltd  
50 Lancaster Road  
Enfield  
Middlesex  
EN2 0BY

14 May 2019

*Dear Mr. Hook,*

### **Synergy development, Victoria Way, Charlton SE7**

I am writing to you with regard to the above development that is currently under construction in order to ascertain what more might be done to protect existing residential properties from the impact of the works taking place.

On a recent roving 'advice surgery' that I undertook in Charlton, I spoke to a number of residents of Victoria Way, each of whom raised concerns about the impact of the construction works taking place at the site at question and the need for better management of it. Specific concerns included, but were not confined to:

- The fact that considerable amounts of dust/debris accumulate in the front and rear gardens of individual properties and in the street gutters on Victoria Way, something that was clearly evident to me during my visit;
- The fact that heavy plant vehicles idle on Victoria Way while awaiting clearance to access the site;
- The fact that construction work on site regularly takes place outside of the time periods permitted in the approved Construction Management Plan; and
- The fact that a number of container units used by workers on site were due to be removed from their position abutting the rear of properties on Victoria Way and as of the time of the visit (30 March) had not been.

I fully appreciate that it is the responsibility of the Royal Borough of Greenwich as the Local Authority to maintain and clean its highways and pavements but from the accounts residents provided heavy plant vehicles exiting the site do not have their wheels washed as standard and this may be a contributory factor in dust/debris accumulating. In light of the above, I would be grateful if you could let me know what might be done to ensure such wheel washing takes place.

Furthermore, I would be grateful if you could also let me know what more can be done to ensure that heavy plant vehicles do not idle on Victoria Way, that construction work only takes place during approved hours and that the container units in question are promptly removed if they have not already been.

### **Matthew Pennycook MP**

Member of Parliament for Greenwich and Woolwich

Telephone: 020 7219 6280 Email: [matthew.pennycook.mp@parliament.uk](mailto:matthew.pennycook.mp@parliament.uk)

Website: [www.matthewpennycook.com](http://www.matthewpennycook.com)



I look forward to hearing from you at your earliest convenience.

Best wishes,

A handwritten signature in blue ink, appearing to be 'Matthew Pennycook', written in a cursive style.

Matthew Pennycook

CC. Mark Streeter, Building Manager  
David Chalmers, Principal Planner  
John Wood, Director

**(Sent via E-Mail)**

Tuesday, 21 May 2019.

Dear Mr Pennycook,

We write in response to your letter dated 14th May 2019 in regards to the Fairview Estates Housing Ltd (FEHL) Development at Victoria Way (VW).

From the concerns stated in your correspondence we can only assume that the points raised are generally historical and also that a lot of the items you listed would not be as you state, matters of "fact".

Firstly, your point in regards to construction work regularly taking place outside of hours permitted as stated in our planning conditions. Royal Borough of Greenwich (RBG) Environmental Department contacted us on 11/12/18 to notify us that they believed we were working outside of our permitted hours. After investigation we responded on 13/12/18 with photographic evidence showing works taking place on VW at 7:08am. However these works were not being carried out by Fairview or on the construction site. The works were being carried out by a utilities company who would have been working under a licence issued by RBG. We highlighted the above and submitted evidence to RBG Environmental Protection Officer and we are yet to receive a response.

Following this incident which was outside of our site works as far as we are aware there have been no further instances or complaints regarding our working hours.

Secondly, most of the other statements in your letter were discussed at a meeting between FEHL and RBG on the 25/02/19. I have summarised the minutes (listed below in inverted commas) that RBG issued following the meeting which addresses all the points raised in your letter;

- "The condition of the road (Victoria Way), as witnessed by RBG on 25/02/19 was found to be in acceptable condition and this is to be maintained throughout the project". FEHL employ Dust suppression units on site throughout the course of a working day and we also have regular attendance of a road sweeper keeping VW and our site haul roads clean. We also have a number of dust monitoring stations set up around the site boundaries which monitors the levels of dust emissions. Records are kept on-site and initial records have been sent to RBG Environmental Health Team for review. To date, following the meeting held on 25/02/19 and the documentation we submitted –we are yet to receive any further complaints or correspondence from RBG regarding the levels of dust or the condition of the road on VW.
  
- "Vehicles will no longer wait in Victoria Way but will be rerouted by our Traffic Marshalls until Victoria Way is free for the vehicle to drive straight on to site" This is a policy we put in place before the meeting with RBG and following the meeting held on 25/02/19 we are yet

to receive any further complaints or correspondence from RBG or local residents regarding site vehicles waiting on VW.

- In regards to your statement about containers please see the following from RBG minutes “the current location of the compound is a breach of the details approved by the CLP but was stated as necessary for the delivery of the build for the Housing Association Blocks. Complaints of noise and overlooking received by the council must be overcome by screening measures and noise monitoring to be carried out and reviewed in one month's time”. We have screened off all areas as agreed in the meeting and submitted a Noise Assessment as requested and are yet to receive a response from RBG. We also produced a drawing which overlaid the position of a new building which is to be built as part of the development (A Nursery) over a current elevation of our Compound & Welfare layout and the building which planning permission has been granted for will be bigger than the current Compound layout. We would also record that it is in our opinion that the current amended location has less impact on fewer than the current Residents.

So to summarise, all of the concerns raised in your letter have already been discussed, reviewed and mitigated following a meeting between FEHL and RBG on the 25/02/19 and to date, since the meeting we have had no further complaints or correspondence from local residents or RBG or any other industry bodies such as the Considerate Constructors Scheme regarding the development on Victoria Way.

I hope the above helps to alleviate your concerns and that you now realise we take a proactive approach in reducing the impacts of the development on the environment and neighbouring residents. However if you wish to discuss further, please do not hesitate in contacting myself.

Yours Sincerely,



Matthew Hook.

**Senior Site Manager**

**For and on behalf of Fairview New Homes.**

CC

John Wood – Construction Director

David Chalmers – Principal Planner

Mark Streeter – Building Manager



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Matthew Hook  
Synergy Development Site Manager  
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21 May 2019

Dear Mr. Hook,

**Synergy development, Victoria Way, Charlton SE7**

Thank you for your letter dated 21 May regarding the above.

As I made clear in my email response today, I take strong exception to the dismissive tone of your letter.

The concerns are I set out in my letter dated 14 May were not "generally historical" and were, contrary to your unsubstantiated assertion, matters of fact as conveyed to me in conversation after conversation with local residents during the roving 'advice surgery' that was mentioned in the letter in question.

Quite why you chose not to treat my letter as a formal complaint on behalf of a number of local residents made on their behalf via their Member of Parliament is puzzling but, in case the implication was not clear, let me be explicit that my letter of 14 May should have been treated as such.

Most of the issue raised in my letter may well have been discussed at a meeting between Fairview Estates Housing Ltd (FEHL) and the Royal Borough of Greenwich on 25 February 2019 but that meeting took place *prior* to the roving 'advice surgery' during which residents raised concerns with me.

As such, it is patently the case that local residents do have outstanding complaints about FEHL's construction management on this site. Rather than seeking to dismiss those complaints as you did in your letter, a responsible developer would have engaged with the substance of each of them and given due consideration to what more might be done to alleviate them.

I was sorry to read that you await response from the Royal Borough of Greenwich but you will obviously be aware that I am not a member of the local authority and have no responsibility for their actions.

I hope that you will reconsider your approach and review your construction management practices on this site to respond to residents' concerns. Given the evident reluctance of those residents to make their complaints known to you directly, I have published your letter on my social media and have encouraged them to do so and copy me in to their representations.

**Matthew Pennycook MP**

Member of Parliament for Greenwich and Woolwich

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Website: [www.matthewpennycook.com](http://www.matthewpennycook.com)



As I also made clear in my email response today, I intend to name FEHL on the floor of the House of Commons and use your letter as an example of bad practice in the sector as well as making additional direct representations to Ministers at the Ministry of Housing, Communities and Local Government.

Best wishes,

A handwritten signature in blue ink, appearing to read 'M. Pennycook', with a large, sweeping flourish extending to the right.

Matthew Pennycook

CC. Mark Streeter, Building Manager  
David Chalmers, Principal Planner  
John Wood, Director