



GUNNERSBURY
PARK & MUSEUM

Waterworks Festival Pre-Event Public Meeting

Transcript

July 29, 2024, 6:00PM

LS

Laura Shishani 0:41

Good evening, everyone and welcome this evening's Gunnersbury Park resident meeting is specifically to talk about Waterworks.

They're the Waterworks weekend that's coming up in September and just to let you know, if you haven't attended one of the resident meetings before, just to let you know that we are recording the meeting and this will be transcribed and published on Gunnersbury website after the meeting, so to benefit those that can't attend this evening and with those without access to the Internet, they can contact the museum and have a letter printed with the transcribed meeting notes on there as well.

We'll start with some instruction introductions.

First, we will hand over to team love.

Who will give a presentation an overview of the upcoming events and then if we can just hold off to questions at the end.

So it would be about 10-minute presentation and then we'll open up the room to questions.

So I'm Laura from TheEventUmbrella with the company working for contracted to the Gunnersbury CIC overseeing the outdoor park hires and my colleague Alice is also on this call as well.

JM

Julia Mattingley 2:40

I'm Julia Mattingley.

I'm the head of operations and commercial at Gunnersbury CIC.

I'm joined by Spencer Lewis, who is the park manager and Barbara Avern who's the operations manager. Thank you.

TP Tom Paine 3:02

My name's Tom Paine and I'm joined with Jess Lardner who's the new head of OPS for team love.

We are the essentially the production partners for the for the weekends of shows.

So it will be Annie Mac on the Friday night Waterworks Festival on Saturday and Dnb All Stars on the Sunday.

And so yeah, as you can see, we've got the dates up on the screen in front of you.

And so, Friday, the 13% of the 14th Sunday, 15th September, the running times are two till 10 for the Friday (on just one stage out of the seven), Saturday 12 till 10:30 and Sunday 11 till 10.

Music doesn't start till 12 on the Sunday though.

RESIDENTS MEETING
MONDAY 29TH JULY 2024

ANNIE MAC: BEFORE MIDNIGHT
13TH SEPTEMBER 2024

WATERWORKS FESTIVAL
14TH SEPTEMBER 2024

DNB ALL STARS
15TH SEPTEMBER 2024

GUNNERSBURY
PARK & MUSEUM

team love

Waterworks

BEFORE MIDNIGHT
2PM — 10PM

DNB FESTIVAL

In terms of capacity, we actually feel that all of these will actually be slightly lower than this, but I thought best for the basis of this to give the maximum capacity as it would be 12,000 on Friday, 50,000 on Saturday, 20,000 on the Sunday.

If I was to give you a rough estimate. We expect around probably 10 on the Friday, 15 on Saturday, probably 17 to 18 on the Sunday, based on the current sales.

Build dates are Monday the 2nd of September to Friday the 20th of September.

And then we the weekend of shows, and then we take down the take down the shows quite quickly after that and hope to pass the park back over on the area of the park on the 20th September. As many of you may already know, this is the 4th year now that we'll have done Waterworks at Gunnersbury park and partner with the Percolate team and partnered on the Dnb Allstars show, which was the first year last year and we've got this new one single stage Annie Mac show on the Friday night.

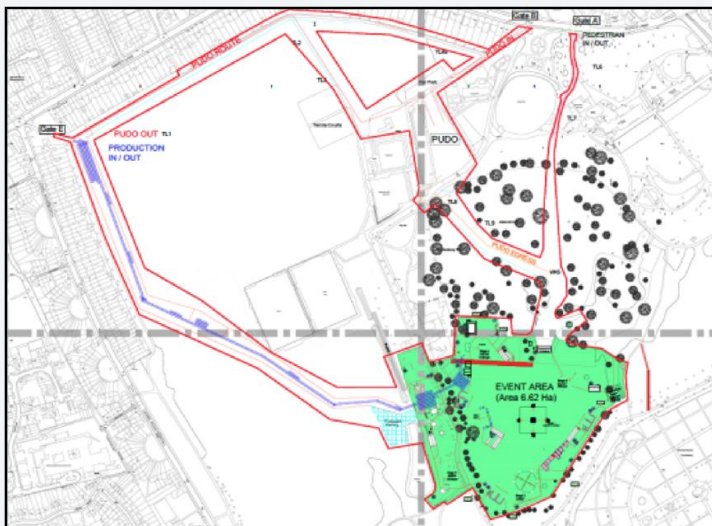
So with regards to the show and familiarization of the show, yeah, it's the same event space, same area we're using of the park as in previous years.

The production entrance is through the entrance by Lionel Road and Popes Lane. And there's gonna be a plastic trackway infrastructure solution put down in an effort to further reduce noise from any deliveries and usage of that track way.

As already explained on the Friday, it's just the one stage which is the one in the very centre and of the event area that's running on the Friday.

And then there's as a tent that we're using for Annie Mac to do a live podcast and some talks on it as well.

KEY INFORMATION FOR 2024



- Same layout as previous year and other events this summer to minimise impact.
- Switched to plastic trackway to reduce noise.
- Not using whole site for Friday event, only 1 stage running with another space for podcast / talks.

So changes for 2024; we've got the additional day on Friday, but that doesn't affect our build and break times.

There's some slight adjustments made to the internal site.

Again, just regarding stages, slightly tweaking them again to try and improve both on site experience and also offsite noise impact and hoping very much to improve

that and we're working with three noise management teams for this show.

So basically Aria, who have done the monitoring and the noise management plan and Vanguardia, who are being employed by the CIC essentially to shadow Aria and just reinforce and independently sign off that the readings are taken right and the work they're doing is right.

We're also employing a third specialist called Hydrock. What they do is they put in some permanent monitoring points and around the park.

So basically, we have real time reports on not only the off-site monitoring, the off-site noise levels, but any weather or atmospheric changes as well.

So we're really, really, really trying to push this to ensure that we further improve any kind of offsite noise impact for residents.

Most of the senior team who are in charge, are back to run, all the logistics and the systems and how we get people on and off site and so on so forth.

We do have a new crowd Manager, he's very senior at Glastonbury.

He comes from a company called the Event Safety Shop and he's very much focusing on the egress.

CHANGES FOR 2024

- **Addition of additional event day - no change to period of build & de-rig times.**
- **Internal site layout has changed slightly - to improve attendee experience but no change to external perimeter.**
- **Increased the Noise Management Teams on site to 3 teams - Aria, Vanguardia & Hydrock.**
- **Real time sound level monitoring technology that checks weather and atmospheric changes.**
- **New Crowd Manager - The Event Safety Shop - focus on safe egress.**
- **Better signposted pedestrian crossings.**
- **Better / quieter tower lights to reduce light and sound pollution to residents.**

We have been looking at increasing our outside signage on pedestrian crossings and to and from the show and obviously and another thing we're trying to do, which we've been trying to improve every year is the tower lights, not only reducing light

pollution and making sure there's no light affecting local residents, but also again overnight sound and making sure that they are as low embodying as possible.

We've got a big push this year to increase the signage around the park, making sure people can find their way back and forth safely and around the park safely and not loiter in any residential areas.

And we've also got a 50% increase the amount of toilets around the park essentially to make sure that we're catching anybody coming in before the park and making sure that people are very respectful of local residences. We're also looking at much more active stewards in terms of being able to vocalize and speak to people to direct them to the toilets.

So we're trying to reinforce these plans we have in place and make sure those facilities that we put a lot of effort into providing are actually utilized.

TOILETS & SIGNAGE



↑ 50%

Increase in signage around the park, helping festival goers find the way safely.

Increase in toilets around the park, with clearer signage to encourage festival goers to utilise them on the way in and out of the site.

Noise Management.

I think it's fair to say in the years we've been doing this show, it's something that we definitely need to improve on and something we're working really, really hard to improve on. We've got 7 measuring points that are agreed with Hounslow Council. These have to be monitored throughout the show to adhere to the premises licence. There is a voluntary reduction on what's in the license already, agreed with the noise officer from Hounslow Council to make sure that's even lower than what is permitted in the licence (ed. 73db from 75db).

I've got the three different independent noise management companies; Aria Hydrock and Vanguardia.

And we will be expecting Hounslow Council and Ealing Council as well to be present over the weekend again to take further readings and make sure as well that everything that's been done in the noise management plan is being adhered to and then all that data is also provided to them post show as well.

NOISE MANAGEMENT

- **Aria Acoustics** - Long running working relationship across multiple events and different councils across the UK.
- **Hydrock** - real time monitoring technology at points around the site - constantly checked to ensure limits abided.
- **Hounslow Council** - signed off on the noise monitoring points, decibel levels and the process for monitoring during the event.
- **Gunnersbury CIC** - hired an independent contractor (**Vanguardia**) to shadow **Aria Acoustics** to assist with monitoring.
- Logging will take place throughout the event with a full post show report/record of data provided to the Council.
- Voluntary reduction in decibel level to 73dB from 75dB.

MEASURING POINTS

- 1 LIONEL ROAD NORTH
- 2 POPE'S LANE
- 3 CARVILLE CRESCENT
- 4 GUNNERSBURY PARK MANSIONS
- 5 MANOR GARDENS
- 6 PARKVIEW APARTMENTS
- 7 ALMOND AVENUE

RESIDENT PHONE LINE

OPEN 7TH-20TH SEPTEMBER
10AM-6PM (BUILD & BREAK)
8AM-12AM (SHOW DAYS)

RESIDENT PHONE NUMBER

0203 781 0001

So you'll see the locations on the park there with the addition of #7, which has been requested this year from Hounslow and for the premises licence and the Hounslow team. They're continually monitored.

We have live monitoring from five of those points and then the Aria team will go around and take additional readings, which are also noted, so it becomes quite a robust plan.

In addition, if there are any properties outside of these areas that contact us with a noise complaint or concern that what they're hearing is too loud or it is causing specific issues they will then obviously be required to attend, take a reading, see if there's an issue, see if they can isolate what the issue is and if we can make any adjustments. In addition, we also have the Community liaison officer.

So what we do is we try to proactively contact and speak to local residents that we've already got good contacts with which were built up over the last few years, but also local businesses as well, proactively contact them and let them know about the arrangements for the show and make sure they have the resident phone number so they can communicate through to our office with any kind of feedback, any concerns, any things that they're seeing that aren't quite right or they don't think

are.

We have three handsets active in the event office and multiple people in our office manning those phones.

With regards to specifics on the Friday, again it's a slightly later open 2:00 PM.

It's only the one stage.

We're working with the Council to look at lower levels earlier on as well, to not hit 100% volume straight away, trying to ease people into it across the course of the day.

We'll have Aria and Vanguardia as a dual team and we're adding a third. Soho House festival had a dual team and I think Vanguardia and Aria and that seemed to work really positively, with reducing level of noise complaints. Hopefully with us adding a third one, we're very hopeful and confident we'll reduce our numbers as well.

NOISE MANAGEMENT

- **Community Liaison Officer - visiting properties when enquiries are made via the Residents Line as well as Noise Management Team.**
- **3 x handsets active in Event Office with a team answering calls to reduce waiting times.**
- **Music starting later on Friday (2pm) and only 1 stage.**
- **Reduced sound levels from gates opening on all 3 days with incremental increases later in the day with consistent monitoring based on wind, rain and atmospheric changes.**
- **3 team approach to monitor levels - Soho House Festival followed similar approach and it helped reduce levels of noise complaints.**

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Litter and waste management.

So we are working with Green Box, they are professional waste management contractor that we use for all our shows. They're great.

They work huge shows such as Glastonbury and a lot of our other shows as well.

We're not only doing the internal of the site, we do the external, the site, we do all main egress routes into the site where people were arriving and surrounding roads.

We do early morning to the end of night, and they work overnight between the shows. They do early morning sweeps and they do wider street cleans for residential areas, bins at the stations which is all factored into our waste management plan.

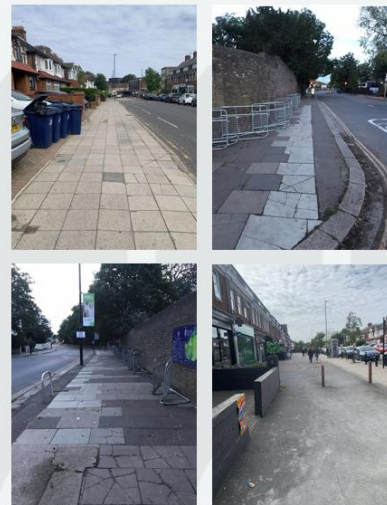
We're also additionally asked to provide a time and date stamped photos of cleansed areas so we can back up that the jobs been done by actually sending the photos to the Safety Advisory Group.

And again, working really collaboratively with the Council to make sure that everyone is happy, that the plan has been adhered to. Green Box are also very happy to be really responsive if there's a suddenly randomly a spot that turns up, that's outside of our plan where there is litter and they can send their team straight away to address. What they're also amazing at is they have really, really high standards of sustainability and recycling.

They really go that extra level to split up all the waste, all the recycling on site and make sure that the minimum amount possible goes into landfill and everything is reused. They have a really, really high success rates with that, so they're a really great company.

LITTER & WASTE MANAGEMENT

- **Greenbox conduct regular sweeps of park to collect waste including car parks and perimeter areas around park and pathways.**
- **Early morning crews picking up daily sweeps before event and handover to night crew who clean up post show each night.**
- **End of each event day - wider street cleans for residential areas & bins at Stations. Acton Town Station and Ealing Broadway.**
- **Licence condition is to provide date & time stamped photos of cleansed areas and share with SAG.**
- **Big effort with recycling to minimise landfill waste - sustainability plan.**



In terms of traffic management, again we are working with the same company.

They used to be called CTM, now they are called Tracsics.

They will be operating during the event, and issue AA signage around the event, giving people prior warning. Just a note, we'll also put our own signage around.

for local residents as well in advance of the show with very clear numbers to call for information about any kind of areas that are being closed and all this will be

communicated around the site as well.

So for anyone that's not on this call or doesn't have access to the Internet, but as a regular park user or a local resident should come across one of these signs.

It will clearly outline how to contact us.

We don't do any road closures for this show.

We haven't done any road closures in the past.

We've always managed to successfully manage it and we know that road closures actually sometimes cause complications for local residents, so it's nice and simple.

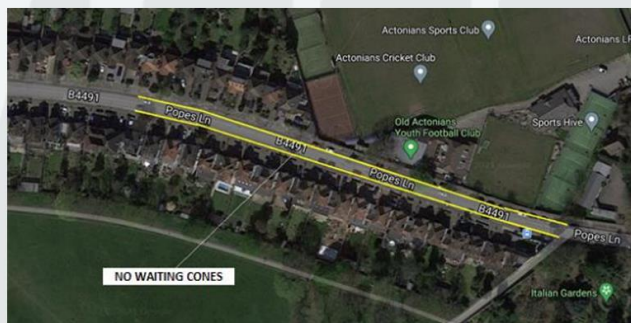
We do put some no waiting signs around our pipeline just by our main gate.

This is more of a health and safety thing and to stop kind of only antisocial parking around these houses and then we have a full traffic management team stuff to help people with the egress and closing roads and running across things.

We've got a direct comms with Gunnersbury Drive residents as well, making sure that that's well managed.

TRAFFIC MANAGEMENT

- Tracsis (was formerly CTM) will be operating during the event. AA Signage will be distributed - advance warning, directional signage and path diversion signage.
- Providing PATO (Police Accredited Traffic Officers) on live roads to manage traffic/pedestrians.
- Cones and No Waiting signage along key roads.
- Popes Lane - Security & Traffic Management Staff on hand to manage people crossing road for egress using a holding area, crossing control and moving crowd to safe positions on pavement.
- Gunnersbury Drive - barriers/cones in front of driveways again, stewards moving vehicles along.
- Community Liaison / Event Rep to visit residents along Gunnersbury Drive and local businesses in the lead up to the event.



We use barriers to control people and make sure they're staying on the pavement, not spilling out into the road, not causing disruptions to road users and obviously very much from a health and safety point of view. The internal pickup and drop off point is something we've done in the last few years and that's within the park as well and that's managed by dedicated pickup and drop off team.

And also, we're gonna really, really reinforce managing the traffic on routes within

the park because some of the feedback we got from local residents last year on the taxis was that they were just driving too quickly.

We did actually change stuff around from the Saturday Sunday last year to ensure that they slowed down, but again, armed with that knowledge now we've got a much more robust plan in place to make sure that everyone drives safely.

Ingress and egress is people attending and people leaving the show.

This is where you get the main bulk of the attendees outside of our site and in residential areas that may can't come into contact with other park users.

We've got full setup of gate stewards and gate security, a specific crowd Manager, health and safety manager, operations managers and traffic managers and they work to a very adhere to a very structured plan as to how we manage the people. We also have additional perimeter security teams just to monitor people in and out of the site and make sure that we kind of get them following the routes we'd like them to follow back to either their pickup drop off or back to the local train stations to get home safe.

INGRESS / EGRESS

- **Key team overseeing Ingress/Egress - monitoring dynamically to ensure minimal issues:**
 - Gate Stewards
 - Gate Security
 - Crowd Manager
 - Health & Safety Manager
 - Operations Manager
 - Event Director
 - Traffic Managers
- **All working with perimeter security teams to monitor people moving in/out of the site from/to Popes Lane and react as and when required to keep people safe and respond to resident's information.**

Similar to last year, we do have some TfL tube closures over our weekend and specifically Saturday and Sunday the district and Piccadilly lines we'll be not running so Acton Town is closed.

So what this means is we will be diverting most, if not all people up to Ealing Broadway and putting our egress plan in for there.

I'm putting all our resources to there.

We've also got some additional closures with Gunnersbury Overground as well, which in a way helps us concentrate our resources again and making sure that people come from the north of the site.

We sent out all those comms to every single ticket holder in advance to the show and we give them very strict, clear instructions of where to come, what services to use.

We are making sure that Ealing Broadway's gonna have the resources it needs to, to manage the people flowing through the station on that day. We have ongoing planning with TfL to ensure that everything all the infrastructure we need is in place and everybody's aware of what's going on there.

One thing for us is making sure that other park users aren't affected by the show and making sure that we have a control on any anti-social behaviour that might be caused by anyone exiting or entering the show.

Antisocial behaviour is obviously a very wide plethora of things.

It could be something as simple as someone putting a cup or a can down on the ground to obviously more serious behaviour.

But all of it is antisocial, so we try and cover all of it and make sure we prevent as much as possible.

We've got additional SIA security in external positions around the park.

They're briefed to monitor for antisocial behaviour and act as deterrent.

Obviously they're wearing high-visibility uniforms.

Then there is direct liaison with the Met Police if there are any more serious antisocial behaviours such as drug dealing or other crimes. So far in the four years we've been doing this, we've had very low levels and actually the other events, one of the main one, that's been a pain over the years has been laughing gas.

Obviously that is now very clearly banned and illegal, and what we've seen on our other shows this summer is that there has been quite a big drop off on that.

This has been really positive, but obviously we won't rest on our laurels so they're still focusing on this and the waste that gets produced by that as well.

We also have an eviction plan in place.

So, anyone evicted from our show for any antisocial behaviour or any criminal behaviour that obviously then potentially gets escalated up to the police as well.

REDUCING ANTI SOCIAL BEHAVIOUR

- We have multiple guards in external positions around the park patrolling throughout the events.
- Briefed to monitor for anti social behaviour.
- Act as a deterrent.
- Work with Met Police to report drug dealing, ASB and any other crimes seen.
- Anyone connected to the event found to be behaving in an anti social manner will be evicted through a documented Evictions Procedure or handed to Police.

KEY EXTERNAL SECURITY POSITIONS

Ealing Broadway
Gate A - static & Foot Path
Gate E
Gate B
Main Pedestrian Gate/Resident
Support - top & bottom
Popes Lane/Elderberry Road
Roaming North & South of Park

We do try and bring some benefits to the park as well, and it's something that we know the CIC very keen on us working on.

So we work on, we have CIC Big Team, which is specifically focused on bringing benefits from music industry and festival industry to young people and invite local young people to the events that we do.

So we work on a project plans including a music producers club, which is for 18 to 30 years olds in London, like working with Bollo Brook. We've also allocated Gunnersbury Park as beneficiaries from donations of the Waterworks Guest list.

So essentially we charge a nominal fee to anyone in the guest list, and we collect that money. We set that aside. It doesn't go into the event and we'll use it to do positive things and obviously some of that will go to Gunnersbury Park to put in a positive initiative.

Then we've done that in previous years.

Well, we do a 30% discount on tickets.. I think actually we actually do slightly higher this year, anyway a minimum of 30% for local residents who sign up via resident meetings. We were lucky enough to meet a lot of those at the museum that in person museum residents meeting that we did, which is really nice.

And then we obviously provide free tickets to the CIC ballot as well.

WORKING WITH THE LOCAL COMMUNITY

- Working on the project plans which include Music Producers Club and work placements for 18-30 year olds from London.
- Allocated Gunnersbury Park as one of our beneficiaries for donations from WW's guest list - full amount to be transferred in the weeks following the festival.
- 30% discount on tickets for local residents who sign up for them during resident meetings.
- Providing x10 free WW tickets for the CIC to ballot.

Our site map is essentially no different to previous years.

Our production in is through the West of the site, our main ingress and egress coming in is through the north of the site.

Our key contacts will be the same as what was included in in the local residents letter. This will be the same information that we'll put up around the park as well in advance of us doing our build with our timings.

The resident phone number as well as some additional email contact information will be included.

KEY CONTACTS

RESIDENT PHONE LINE
OPEN 7TH-20TH SEPTEMBER
10AM-6PM (BUILD & BREAK)
8AM-12AM (SHOW DAYS)

**RESIDENT EMAIL (INCL.
DISCOUNT TICKETS)**
info@waterworksfestival.co.uk

RESIDENT PHONE NUMBER
0203 781 0001

I will pass on to any specific questions or concerns that anyone attending might like me to answer.

Thank you.

LS **Laura Shishani** 23:52

Thank you, Tom.

That was a great comprehensive overview there of the weekend for events and hands up we've got Sisi and Anton, so if you'd like to ask your question, please.

SA **Sisi and Anton** 24:05

Actually, it's six questions. Hi.

TP **Tom Paine** 24:08

Hi.

SA **Sisi and Anton** 24:09

Right.

Should I just break it down?

I'll do three questions for Waterworks and three questions for the CIC.

I'm gonna start with Waterworks.

So you mentioned you will be increasing signing signage.

There is a spray painted sign for a sign for your festival on the road in front of the cemetery, right next to the school.

It's pointing towards the park from last year.

Will you be cleaning this up finally this year and we hope we won't be seeing anymore spray painted signs in the local area, especially in front of sensitive areas such as the cemetery where people might be grieving.

TP **Tom Paine** 24:50

Sorry, the first I was aware of this actually was last week. Can you give me any more details on what it what that is exactly?

SA **Sisi and Anton** 24:58

Literally it just says Water Works this way and says DnB that way and it's right in front of the cemetery.

So as you come into the cemetery, it's just been spray painted on the ground and it's been there for a year now.

So it would be good if you do not do that again.
And ideally if you can have that cleaned up.

TP **Tom Paine** 25:16

Thank you first of all, as that is the first I was aware of that, so apologies.
I don't know how that's happened or why that's happened.
So no, I don't know why there'd be one.
What I'll do is I'll take this away. We've got people doing a site visit in the next week, so I'll get them to find that exactly what that is and if that's done by us or regardless, we'll get it cleaned up.

SA **Sisi and Anton** 25:42

Brilliant.
OK.
Thank you for that.
So next question, you mentioned you have three noise management teams plus a voluntary reduction to 73 decibel and yet you have applied to the Council for planning application for up to 90 decibel.
Don't you think that's a little bit counterproductive?

TP **Tom Paine** 26:00

I'll pass on CIC cause I think that's actually CIC application.
My understanding, though, is what's gone into that planning is just exactly what's on the premises licence, which is 75 DB as All EQ and then 90 DB on a lower EQ.
My understanding is regardless of that, our noise management plan has to be signed off by Hounslow Council and that what we've submitted to Hounslow Council is the lower level. So that agreement with Hounslow Council is what gets adhered to.

SA **Sisi and Anton** 26:33

That's interesting because I would imagine you would stick to the license and you wouldn't need an additional application for a high decibel level if that's the case, but OK.
OK, so my third question to you would be, so you mentioned drug dealing is down. However, in our area and the CIC has previously been informed of this and we've handed them some copy of this, there is an uplift of stickers with a QR code setting

edibles. Now this is in front of the two schools, on each side of the park as well. They specifically started appearing last year during your event, and they're still coming up this year now during festivals, we seen it during the recipe as well.

Would you be instructing your stewards to be removing these, please, especially if they're in front of us?

TP **Tom Paine** 27:14

Yes, I think that's a very sensible idea as well.

So I can definitely talk to our stewards and see to it that if there's anything like that that suddenly appears, we're more than happy to add that to their briefing, to remove or and also keep an eye out for people putting them up. 100%.

I've got two young daughters myself, so the thought of them getting hold of any edibles is a horrible idea. So yeah, I'm more than happy to add that in.

SA **Sisi and Anton** 27:40

Yeah.

Cheers for that.

That would be a lovely change.

So we don't have to go around removing them.

So couple questions for the CIC, please.

So I noticed in a recent article in the local press that there's protected bees right next to the festival site.

Now bees tend to go into shock when there is loud music around.

So with Waterworks applying for that license of 90 decibels, we are assuming you're moving said bees. I mean, I'm going to guess that you did the same thing last year somehow. So is that something that will be happening or is that like a Defra or RSPCA thing? Have you done any studies on them and how it has been affecting them for the last few years?

SL **Spencer Lewis** 28:32

So the fenced area, the area that we fenced off was to keep people away from those bees. Specifically in terms of wider ecological impact of noise, light and all that sort of stuff, we are looking into what affects those may be.

SA Sisi and Anton 28:55

OK.

Well, we hope that you will relocate them and hopefully they're still there after multiple years. They do go into shock over certain decibel level. You might wanna research that.

SL Spencer Lewis 29:04

So the point of fencing them off was to make sure that they're not disturbed, so moving them would be bad. You can't move them.

SA Sisi and Anton 29:11

And yet you have live events inside which would put them into shock every few weekends. You might wanna reach out to the RSPCA and Defra about this one. We're just staying now on a complaints related question. We saw there was also a claim of a complaint reduction in your slides, which is quite interesting.

It is interesting even from this phone call and from our previous phone calls and meetings, you could tell that we from the resident associations and the local council were the only ones that really expressed an interest often enough.

So it is sad to say that a lot of our residents have completely lost faith and do not believe that calling to complain or attending meetings makes a lot of change, so please can you release the numbers from the claim that you've made the in fact claims are down. We would love to see that now.

There was an FOI request with Hounslow council last year, who claimed that numbers are not being given to them from the CIC.

So we are very keen to see the actual records and how this has affected and how they have changed and how this is going on.

But as you can see, a lot of people simply have lost faith.

So you know, just opening up those and showing us some records would be amazing please if possible.

LS Laura Shishani 30:27

Thank you.

I'll answer that one while we're still on that subject.

So again, we always share any of the complaints that come directly to the CIC or the

resident line with both councils post each event and how the Council's process that data is obviously down to them.

But we also collate any complaints that they have also received.

So for example, with Soho House and DLT recently in the park, we have now a log, a complete log of all complaints that have been received via the resident line, the CIC directly and Hounslow Council and Ealing Council and that is all collated so we have that on file and that is something that we've got.

SA **Sisi and Anton** 31:13

We would love to see that because we have, we have in writing from Ealing Council that they do not collect the data and from Hounslow Council that they do not receive the data from yourselves or any other third parties, and we have so far identified more than 25 routes of complaint.

So it would be amazing to actually see that. Now we know for a fact that you have in your lease a clause that says that you cannot answer a FOI request. That's absolutely fine. We know you're bound by that lease.

However, you might want to talk to the Council and have the Council release it in such case, because something clearly is being lost in translation somewhere.

Final question, just a kind reminder, that we still waiting for the release of any commercials around the park spending that we've chatted about last year.

Again, this is the same thing.

We know you're bound by default request calls.

However, if you talk to the Council, perhaps they will help significantly with the relationship with the work over residents and the Resident association.

We would love just to ask because now I have you, I should ask you when we saw you in the park the other day, but quick question mostly because I was asked by a couple of residents.

Do you guys have any plans on looking at the algae overgrowth in the ponds please?

I know it's not Waterworks related, but I've been asked by a few people and I'm I really should be the one getting those emails.

So you know, just if I could raise it with you while I have you please.

SL **Spencer Lewis** 32:36

Yes, this is the short answer.

We're gonna be getting some people into take it out. It's sort of an annual treat.

SA Sisi and Anton 32:47

Great.

Thank you.

I'll send them to you next time.

Cheers for that.

SL Spencer Lewis 32:53

Yeah, please do.

Any parks and gardens related stuff, feel free to contact me.

SA Sisi and Anton 32:59

Awesome.

Thank you.

LS Laura Shishani 33:01

Thank you, Sisi.

And I just want to reiterate as well that the licensed off site levels are 75 DB in the current present premises licence held with Hounslow Council and that's never been exceeded in terms of any noise management plan that is being submitted to the Council.

If anything, all the events certainly last year and this year are all offering a voluntary reduction there to 73 DB, I can assure you that that there will that nothing in excess of 75 DB will be accepted for the park.

Any events in the park.

SA Sisi and Anton 33:42

I just need to interrupt you here because we do have a video from DLT The Recipe, filmed in the playground that shows in a 15 minute bracket as per your license, there was 22 instances where it hit over 80 decibel.

In fact, we haven't even calculated how many times you hit over the 75 decibel, and we do realize that the license is rather wide and it's just applies to outside the park, which is an issue as obviously I'm sure you're aware.

Soho House also use the playground as an exit for the VIP people. There's video of

that as well. The circulating online it was not amazing. I mean the playground is a serious concern. Please note that.

LS **Laura Shishani** 34:25

OK.

Thank you, Sisi.

Again, I just cannot emphasize any more that any time that there is anyone that feels that the music is exceeding those limits to contact the resident line because we cannot do anything after the event.

If we were aware of this at the time, there were two sets of different sound consultants and with Waterworks there will be three.

There will be the ability to respond to that in real time, to obviously take some readings there and we can assess that.

And thank you though for feeding that back to us.

The last item just going back to the QR codes of these are the stickers that I think you're referring to that we saw and you brought some into an earlier meeting that we had in the year. I don't know if we were aware of that.

I certainly wasn't previous to this year's events because though a lot of those stickers appeared at an unauthorised protest that took place in the park recently and those stickers were placed around in the park.

But of course, we'll all be hot on looking for anything like that, because that is not something any of us support in terms of the CIC or the events.

And during, Soho House Festival and again in Festival republic's events and Waterworks, there'll be a team of up to four of CIC management, plus up to two visitor assistants that will be going around and monitoring the externals throughout the events and address anything like that.

Any kind of stickers, QR codes, illegal activity, etcetera will be removed.

Park Guard will also be available and obviously anything that needs to be escalated will be escalated to the police.

But again, anything you do see, we urge you to call us on the resident line so that we can action it straight away.

There's enough staff and resources on site to be able to respond to something and immediately, thank you.

I think that's all of your questions.

Have we got Councillor Biddolph?

Thank you.

CB **Councillor Joanna Biddolph** 36:40

Thank you very much for all of that information and it's good news that things are getting better and that there's more effort going into further improvements.

I've got a few questions now.

Just read them out in a random order.

The noise last year, to the extent there was bearable as I experienced it, but that's not the main point at all, was from the bass again with some fairly big impacts which was liveable within my view, but others might not think so.

So I wondered what you were doing about that.

Is the plastic trackway the same as you've used before?

Because that was a huge improvement on the previous track.

I'm sorry if you said this and I missed it because of making notes, but did you talk about signage for loos the location of loos and the number of loos?

With the shops and especially it's especially important to meet them as soon, as possible please. They do have to organise staff and order extra in and it's going to have rather negative impact on this year as the Piccadilly line is isn't working, so it's particularly important to meet them and talk about that. Does the CIC or any of the organizers have any information on how many people travel differently, when and how they travel and do people still come along Gunnersbury Lane or from elsewhere? Do they take a bus or walk up Bollo Lane so that the shops can get some business? Or is it literally that they are going into Ealing or Brentford and coming up in a different direction?

The tower lights.

Could you please work with the residents who are behind them? I don't know if you can put them up and then test them at night to see the impact and improvement of the impact if it's possible.

This would be the best way forward because what is done on site that seems logical, might actually not work as well for the residents. Just a small adjustment might make

it even more tolerable from their point of view. I can give you the name of one of them, if I'm allowed to reveal that information, but it means going around and knocking on the doors or putting a note through the door saying, would you like to come and see what we're doing. Or on the following day following time, come and see what we're doing or let us know what's happening from your point of view.

I'm glad for the reassurance about what happens with people who ring or email because there was some concern that if people go through a different route it doesn't reach you.

TP Tom Paine 39:30

I just made notes as well, do let me know if I've missed anything.

So noise, yes, as hopefully you found last year we solved most of the problems to the east of the site and what we what we ended up doing slightly overcorrecting and causing issues to the West and the north the site. We've got all these years data now and hopefully if everyone does their jobs properly hopefully we'll get back to not bothering anyone.

People will hear us, but if we cross the line to bothering people that we want to stay the right side of. You know that we did the job right on the east side and the Chiswick side and that that worked a lot better last year. So we're just trying to do that for the West and the North.

Regarding the trackway, yes, it is the similar stuff the plastic track that we used last year. It really did help get that noise down, so that was really positive.

And yes, there was a slide on additional signage and additional loos (ed. increased by 50%) and also introducing additional staff briefing to make sure we've got some nice, vocal, friendly, approachable stewards that actually direct people to these additional resources.

Shops and cafes.

Yes, we can proactively get in touch with the ones that we that are in the surrounding areas. Obviously pros and cons of Acton Town not being open. You know, a lot of local residents are probably quite happy.

But shops and cafes would have benefited from it being open.

What we think is we'll find is that the majority of people will be approaching from the north and that would be the logical thing with Ealing Broadway.

Obviously Gunnersbury station is also out of action.

We did see a lot of people coming, a lot of people come from Gunnersbury last year obviously won't be able to do that this year.

We'll pass that information over to local shops and local businesses so they can make the judgment on what they do in terms of staffing and stock.

Tower lights.

Yes, I think that's a really good idea actually to do some light checks.

We do have some contacts as well from people we've had dialogue with in previous years and we actually adjusted some of our tower lights last year.

I remember after the first night some people were saying this is this is actually coming into our garden, so we've moved some around.

So again, I think we'll make a note to proactively contact them on that first night and to say we put them up and to let us know if there are issues so we can do some adjustments if required.

CB **Councillor Joanna Biddolph** 42:44

Right.

TP **Tom Paine** 42:44

Did I cover everything there?

CB **Councillor Joanna Biddolph** 42:48

Yes, yes, because my last point was a comment rather than a question. With lighting that has been bothering individuals in the ward, with local authority lighting, there are guards that you can put up the back to stop the lighting from flowing into gardens. I don't if it's the same with the tower lights.

TP **Tom Paine** 43:04

The ones that we use are positional.

So essentially, they're kind of almost like flood lights.

So the plan is we face them away from any private property and obviously into the park so it's not to disturb residents.

CB **Councillor Joanna Biddolph** 43:20

OK.

Thank you.

LS **Laura Shishani** 43:25

Any other questions around the room?

No. I think just before we finish up just a few points, just following on from the previous resident meetings that we've had and the CIC have obviously taken comments away and feedback away and things that would be taking forward now for Festival Republic and Waterworks is engaging with Hounslow and Ealing councils, both of the Councils.

We've offered them the opportunity to come along to the sound checks as well as being present during the live event days, and so far Hounslow have committed to being present at all of those and we're waiting for Ealing to comment on that, but they have been very useful and have had a big input in the Safety Advisory Groups as well for the Gunnersbury Park event, so that that's a good step forward. Also bearing in mind that the resident letter, now the drop is now extended the catchment area to include and a lot more of the Ealing residents, as well as Hounslow, so we've increased from 2000 to just over 5000 resident letter drops and with those letters being uploaded onto the resident hub as well. But again, something we're still working hard to improve on is the handling of the noise complaints.

And again, This is why we urge everyone, to call the resident line. If it can be centralized and directed to the events resident line, that one number for all events that happened in Gunnersbury Park that would help everyone to be able to and improve on communication and responding to those noise complaints at the time. It's the most important element, really, for the Gunnersbury CIC moving forward is if if there's a complaint coming in, then they want to be able to respond to it, take readings and monitoring it. You don't have to give an exact location, it can be on that street in the area. The playground for, for example, and again the commitment to monitor the weather and the winds speeds.

So in the lead up to Soho House festival and DLT and the CIC got some advice from Vanguardia looking ahead at the weather conditions and that perhaps there would

be areas outside of the catchment area that may hear some sound travelling from Gunnersbury Park. They then reached out to those areas whether it be through their social media, through social channels, resident groups, et cetera and that's something that will be continued now moving forwards.

But again, with Vanguardia on board it worked really well and as a positive effect just having that second layer of noise management on site enabling the two noise management teams to respond to any complaints as they come in and deal with them in real time so they can be monitored and fed back was really helpful. Thank you everyone for attending today.

Do we have anymore any other questions before we finish up?

No.

Great.

And as I mentioned, this transcript will be posted on the website.

So you can access there and that will be shared through Gunnersbury, CIC's channels, and anyone who's unable to access the Internet if they're able to call the museum or pop in as they're passing, then a printed a letter version of the transcript can be provided just so that we can reach out to as many people as possible.

Thank you everyone for your time this evening.

CB **Councillor Joanna Biddolph** 47:04
Thank you.

TP **Tom Paine** 47:08
Thank you. Bye, bye.

CB **Councillor Joanna Biddolph** 47:08
Bye, bye.

J **Jess Lardner - Team Love** 47:08
Thank you very much. Bye, bye.

LS **Laura Shishani** 47:09
Bye bye.