

### Waterworks Festival Pre-event Meeting Summary

Please find a summary of information below from the public meeting session on the 29<sup>th</sup> of July, 2024. Underneath the presented information from the event organisers, you will find the discussion points raised by attendees, followed by our comments and action points in green.

You can find the full transcript of the meeting on the [Resident Info Hub](#).

#### Event Information

Friday - Annie Mac, Saturday – Waterworks Festival, Sunday – DnB Allstars

### KEY INFORMATION FOR 2024

**Event Dates:** Friday 13th, Saturday 14th & Sunday 15th September

**Running Times:** Friday: 14:00-22:00 / Saturday: 12:00-22:30 / Sunday: 11:00-22:00

**Capacity:** 12,000 (Friday) / 15,000 (Saturday) / 20,000 (Sunday)

**Build Dates:** Monday 2nd - Friday 20th September

**De-Rig Dates:** Monday 16th - Friday 20th September

- 4th year of running events at Gunnerybury Park with Percolate & Louder teams.
- Annie Mac is new for 2024.

#### Site Plan

### 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.

## Sound Management

There will be a voluntary sound reduction in place to 73db from the 75db set out in the license.

An additional monitoring point has been added as agreed with Hounslow council.

In addition to Aria acoustics employed by the event and Vanguardia independent sound consultants commissioned by Gunnersbury CIC, the organisers have contracted a third specialist, Hydrock, who will install permanent monitoring points around the park. This will provide real time reports on sound levels and also any atmospheric that may affect sound, providing an additional layer of monitoring for more efficient noise management.



### Resident comments:

- **Sisi & Anton:** you mentioned you have three noise management teams plus a voluntary reduction to 73 decibels and yet you have applied to the Council for planning application for up to 90 decibels. - *What has gone into the planning application is exactly what is on the premises licence, which is 75dB. However, Waterworks have announced that they will be implementing a voluntary reduction to 73dB.*
- **Cllr Biddolph:** 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. - *For 2024, in addition to Vanguardia and Aria sound management specialists, the organisers will be bringing in a new company called Hydrock who will provide real time measurements around the site in pre-approved locations. Any residents who are experiencing issues are encouraged to call the dedicated Residents' Line (0203 781 0001) and a member of our team can be deployed to your location to deal with any issues in real time.*

## Traffic Management

There will be no road closures for this event. Acton Town and Gunnersbury stations will be closed for the Saturday and Sunday shows, so event attendees will be directed through Ealing Broadway station. Acton Town station remains open as usual for the Friday event.

### Resident Comments

- **Cllr Biddolph:** 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? *Based on previous years, we are expecting to find that the majority of people will be approaching from the north via Ealing Broadway. We did see a lot of people come from Gunnersbury last year, but they won't be able to do that this year as that station is also closed. Organisers are proactively communicating with TfL and traffic management partners and stewards to ensure everyone is prepared for ingress and egress to and from the events.*

## Waste Management

The events are working with Greenbox, a professional waste management company who also work at large scale festivals such as Glastonbury. Waste will be cleared both within the internal event site and outside the site via all main egress routes and wider residential areas. Time stamped photographic evidence will then be submitted to the Safety Advisory Group. If any problem areas arise in terms of litter, we encourage residents to report to the resident line as Greenbox will be able to respond and clear any waste.

## Toilets & Signage

The events have invested in a 50% increase in toilets and signage based on resident feedback from previous years. In addition, they are introducing additional briefings for staff and will ensure that stewards are vocal and assertive in directing event attendees to these facilities.

### Resident comments:

- **Sisi & Anton:** 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. - *This was not a known or planned sign, and festival organisers and Gunnersbury CIC were not aware of this so thank you for raising it. The event representatives will be doing a site visit next week, so they will inspect and clean this if it has not already been removed.*
- **Sisi & Anton:** 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 selling edibles. This is in front of the two schools, on each side of the park as well. - *These stickers were put up around the local area at the same time, and alongside, posters advertising an unauthorised and un-endorsed protest that took place in the park (Jammin' for Justice). This is not something that we support, and CIC staff will be deployed during the events to be on the lookout for any such stickers should they resurface. The organisers have also agreed to talk to stewards and instruct them to look out for these and remove them.*

## Community Communication

Once again, we would like to encourage residents to please get in touch via the Resident Line with any questions or concerns. The aim is to address and alleviate any issues straight away, so we do rely on concerns being reported at the time of occurrence. We appreciate your cooperation.

A graphic titled 'KEY CONTACTS' with a background of silhouettes of people. It contains three boxes: a top box for the Resident Phone Line, a bottom-left box for the Resident Email, and a bottom-right box for the Resident Phone Number.

**KEY CONTACTS**

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

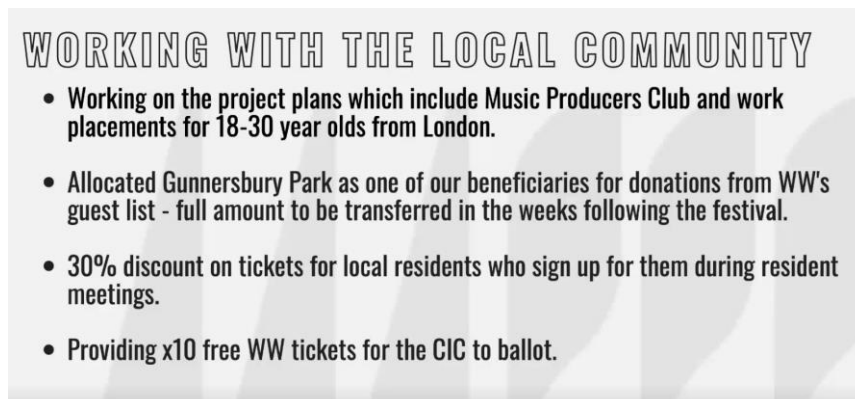
**RESIDENT EMAIL (INCL. DISCOUNT TICKETS)**  
info@waterworksfestival.co.uk

**RESIDENT PHONE NUMBER**  
**0203 781 0001**

### Resident Comments:

- **Sisi & Anton:** We saw there was also a claim of a complaint reduction in your slides. 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. - *all residents are encouraged to call the dedicated Residents' Line (0203 781 0001) at the time they are experiencing issues so that they can be dealt with in real time by a member of the specialist sound management team. We share complaints that come directly to the CIC or the resident line with both councils post each event and how the Councils process that data is down to them.*

## Community Benefits

A graphic titled 'WORKING WITH THE LOCAL COMMUNITY' with a background of silhouettes of people. It contains a list of four bullet points.

**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.

## Other comments

- **Sisi & Anton:** I noticed in a recent article in the local press that there's protected bees close to the festival site. I believe noise can be harmful to bees. Are you moving these species? - *The area that we fenced off was to keep people away from those bees. In terms of any wider ecological impact, we are looking into what effects those may be and will implement recommendations from our ecology team.*
- **Cllr Biddolph:** 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 isn't working, so it's particularly important to meet them and talk about that. - *The organisers are happy to proactively get in touch with businesses that are in the surrounding areas. We are expecting to find that the majority of people will be approaching from the north via Ealing Broadway on the Saturday and Sunday owing to Acton Town station being closed. 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.*
- **Cllr Biddolph:** 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. - *The organisers are happy to conduct some light checks. They have some contacts from people they've had dialogue with in previous years and have adjusted some of the tower lights last year based on feedback. They are happy to proactively contact them on that first night to see if there are issues so we can do some adjustments if required. Equally, we encourage residents to reach out via the dedicated Residents' Line, should they experience any issues (0203 781 0001).*