



## Soho House Festival Pre-Event Public Meeting

### Transcript

May 28, 2024, 6:00PM

**LS** **Laura Shishani** 0:29

Hello, welcome.

Welcome everyone and thank you for joining us this evening for the resident meeting.

This is specifically to talk about Soho House Festival and DLT presents: The recipe which is coming up in early July and what we'll do is we'll start with some introductions first from our side and then I'll just have a quick run through and the format for this evening.

So my name's Laura and I work for The Event Umbrella, the company who oversee the park hires in Gunnersbury Park.

Julia, if I just hand over to you, if you can introduce your team, that would be great.

Thank you.

**JM** **Julia Mattingley** 2:55

Hi there.

I'm Julia Mattingley.

I'm the head of operations and commercial that Gunnersbury CIC, which is the trading arm of the Gunnersbury Museum and Park Development Trust, the charity that's running the place. I've got here on the team as well Spencer Lewis, who is the park manager and Barbara Avern, who is the operations manager.

Thank you.

**LS** **Laura Shishani** 3:20

Thank you, Julia. And George.

If I just hand over to you just to introduce everyone on your side and your team.

**G** **Georgina Gibson** 3:26

Yes, of course.

Good evening everyone.

My name is Georgina Gibson.

I'm Festival director for the Soho House festival.

On the call from our side, this tonight is Charlotte from Judgeday, our production company and Jen Mackie who is running our Community liaison team and also Jane from DLT and Festival Republic who is overseeing the Saturday event.

Charlotte Constance is actually from the production company is doing both Events, so she will be speaking mainly on behalf of the of us all.

**LS** **Laura Shishani** 4:00

Thanks for George.

I'll hand over to Charlotte just to give us an overview of the upcoming events and if you would like to speak, you can raise your hand after the presentation and then you can unmute so that you can then ask any questions.

The meeting this evening will be transcribed, and that's so that it can be then available to those who couldn't attend, and it will be published on Gunnersbury's website post meeting.

If we start first of all with the presentation from Charlotte and her team with an overview of Soho House Festival and DLT presents the recipe.

Thank you.

**C** **Charlotte Constance** 4:57

Sure.

Hi.

I'm Charlotte. I work with Judgeday who are the production company for both of the events.

So we have been in the area and previously will probably remember that Soho House Festival has run at Gunnersbury Park for the last two years. We are doing two days

this year which would be Thursday the 4th of July and Saturday the 6th of July. So this year, Soho House festival will be on the Thursday and an Event called DLT presents the recipe, which being promoted by Festival Republic, will take place on Saturday the 6th of July.

Both events will run in a similar way, they both have the capacity of 8200 people. They'll use the same layout and space on the park and with similar infrastructure, or the same infrastructure and suppliers, and so it will all be a sort of shared between the two.

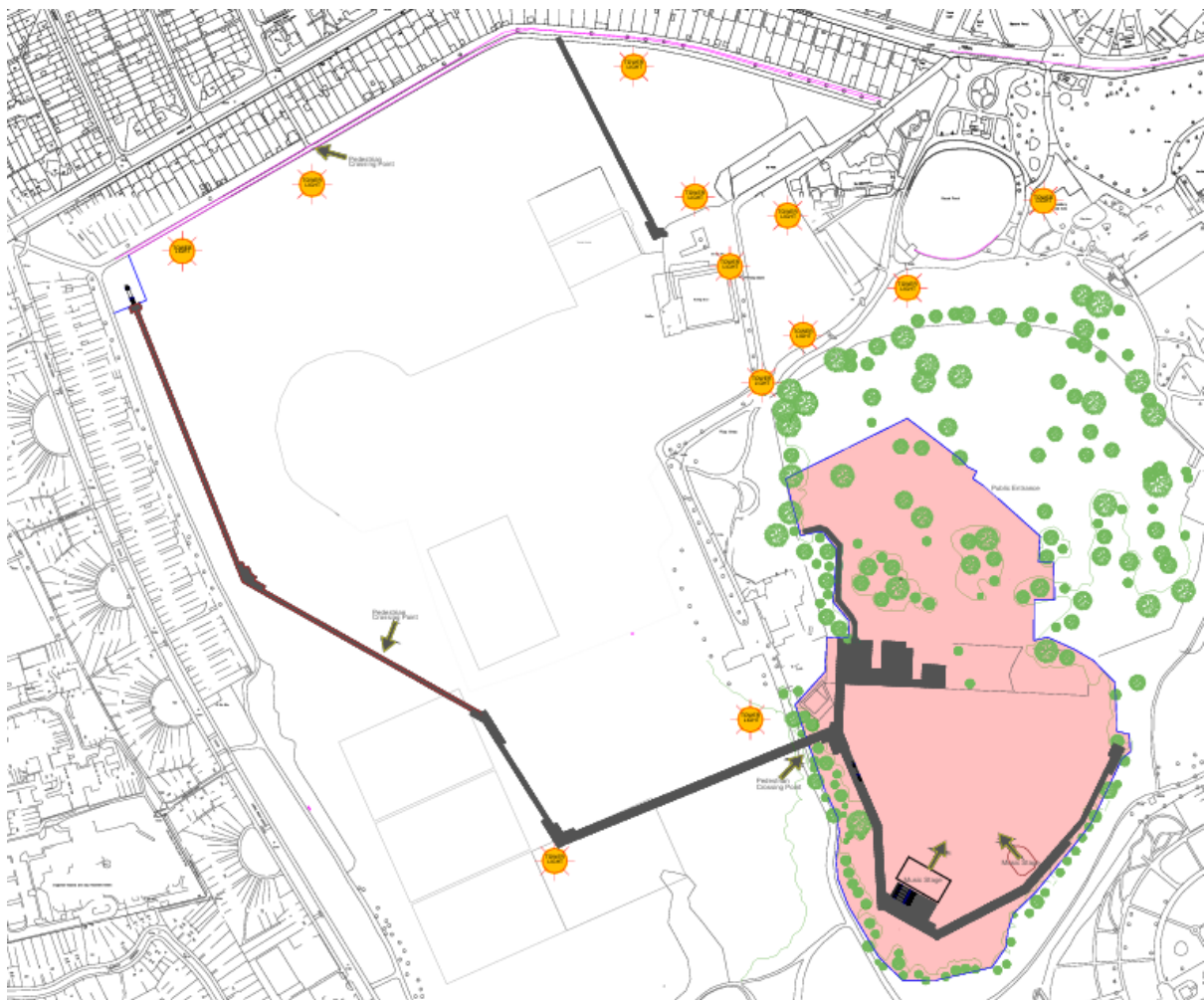
The events run from 2:00 PM till 10:30 on the Thursday and on the Saturday.

We'll also be doing sound checks on the morning of the events and after 10:00 AM, and also there'll be some PA tests on the Wednesday.

And so we as a production company will remain in place for both events.

A lot of our suppliers as well in including traffic management and noise management remain. So there will be the same people working for the two events.

And so I'm just going to share our site plan.



This is just an overview of the site plan and it does remain the same for both days. So it's very similar to previous years.

We bring all of our vehicles, our production vehicles and through the top corner, which is the corner of Popes Lane and Lionel Rd North, and through that gate and down a trackway road all the way through to our site at the bottom, which goes to the Old Cricket pitches and the pink sort of red colour is our arena space that we use. So there will be a fence around that and there will be no access once that fence goes up to that area.

However, along the trackway road that we put in, there will be crossing points for any pedestrians in the park just to from one side to the other.

So there's a pedestrian crossing point at the top halfway down and then at the bottom here, where there is a pedestrian path already.

We will then put in additional trackway just at the top of the site for our taxi drop off route and that will put in place on show days only.

And so our taxi drop off route will come in through the sports centre gate and then into a part of the site that isn't generally used for the public.

So there's the gravel section next to the sports centre car park will be used as our taxi drop off area and pick up area and then they will leave there through the trackway route and down that pathway out of the production entrance so it will be a one way route that we will put PED barrier along and have crossing points along there as well for anyone wanting to cross. That will go out on show days and it will go out on Wednesday, but it will only be operational for the show days themselves.

We also put in additional PED barrier along Popes lane and traffic management on our show days to ensure that taxis are moved along quickly if they try to stop on Popes lane and are encouraged to come into the Sports Centre area where we run our taxi drop off and pick up.

And so there'll be PED barrier all the way from the Sports Centre gate up to the traffic lights and on the crossroads of Popes lane and the A 406 and we will also have traffic management along there as well as down Gunnersbury Ave just to ensure taxis are not stopping in or in front of driveways.

We do have additional PED barrier and cones that can go out and driveways if they are requested, and we can do that, which just helps the traffic management team that's out there to move along vehicles quickly if they do stop. After the event we will do litter picks and clear the waste through the park on our egress route.

So our public entrance to the North Lodge Gate and they walk straight up towards the pond.

If they are getting a taxi, they'll go left towards the Sports Centre and if they are getting the tube, they'll use the pathways to come out onto Popes Lane.

So we clearly mark both of those exits to make sure everyone goes out of the right exit.

We clear that area of litter and then we continue along Popes Lane up to the tube station, so Acton Town Tube and Ealing and along Gunnersbury Ave as well.

So we clear those areas of litter and then we also will have signage near the tube stations and just directing at the attendees towards the festival site and to indicate where the closest toilets are as well.

So there will be signs as soon as attendees come off the tubes and where to go to use the toilet which will be inside the park and we have increased our numbers of external toilets from the festival arena itself this year.

So we've doubled those and we've increased our signage as well.

And in terms of noise and the license requires a 75dB limit.

We are doing as we did last year and have agreed to the voluntary reduction to 73dB and we will be monitoring that throughout the day with our noise monitoring team that we put in. In addition to that, the Gunnersbury are also putting noise monitors in as well.

If there were to be any noise complaints or any complaints at all, there is a contact number that's on the Gunnersbury website and also went out in the resident letter that you can call and we have a team on site.

So Jen, who's on this call is our resident liaison.

Her, along with the team will be on site to answer calls and respond accordingly.

So we will monitor throughout the day with noise and record this if there are any complaints, we can send noise monitoring to that location to ensure that we are within our limits and just to test that and report back to you, if you have any other complaints or issues, you can also use that number to get to us directly and to speak about those.

And I think that covers most of it.

Within our taxi route out we will also be putting barriers along there with 5mph signs and putting marshalls out just to ensure that people are sticking to the speed limit and we can stop them quickly if they're not.

You'll also see on the site plan that there's tower lights dotted around the park.

They are the little sun-like images and they will only be on during show days and in the evening.

So when it's dark, they will all be turned off once our egress is complete, and so once all pedestrians and vehicles from the taxi area are out of the park we will turn all of those off afterwards, we'll also position them and direct to lights towards the park, not towards the houses.

But again, if there's any issues, then you can contact us with that. I think that is everything for me.

**LS** **Laura Shishani** 13:43

Thank you, Charlotte.

So anything else to add from Jane side or George?

Or does that cover everything for this part?

**C** **Charlotte Constance** 13:51

Yep, that should cover everything.

As I say, we remain in place between the two and the events will be run very similar.

So everything that I just said applies to both of the events.

**LS** **Laura Shishani** 14:01

Wonderful.

Thank you very much, Charlotte.

So if you have any questions, we're going to open up now to the room.

If you just click on the hand button.

OK, Margaret, we'll just unmute you and you can ask your question.

Thank you.

**MH** **Margaret Hulse** 14:29

Hi, thank you.

So my issue is that more specifically with the Soho concert, because that's during the week, which is a work night and a school night.

I don't live backing onto the park.

I live in Leopold Rd, which is 3 minute walk for Ealing Common tube station and at the top of Tring Ave and obviously Gunnersbury Ave is on the other end of our road and now the problem has been and maybe it's to do with wind.

I mean, I was like going mad because I could hear it was like somebody was on the fader and every minute they were turning it up.

Then they were turning it down.

Then they were turning up and when they were turning up, you could hear all the words and everything.

And obviously the bass, the whole thing I went out because I just thought well, it's my flat, maybe it's worse inside and I got outside and top of Tring Ave and it was even worse.

So I'm not sure that you've actually taken into account the weather and if the wind is blowing. I don't even get any resident letters, so I have to look on the website and I couldn't find a number last time.

So I just want to know what you're doing about that, because all the way up in Leopold Rd, I mean you obviously need to look on a map to see how far that your sound is travelling considering the cricket pitch is down near the A4 end.

I just wonder what you're doing about that.

So maybe you weren't aware how noisy it is.

**C** **Charlotte Constance** 16:13

We have and we will be monitoring the weather more closely.

Obviously we are aware that.

**MH** **Margaret Hulse** 16:19

Yeah, but if you're in the park, you won't know how noisy it is up all the way up near Ealing Common tube station.

**C** **Charlotte Constance** 16:29

So last year we did.

We did realize that there were noise complaints coming from slightly further than what we were used to from the previous years, and so we will be monitoring the wind closely and the weather conditions closely.

We also will be extending the monitoring locations and if there was a complaint, we will send somebody out to your location to monitor it from there.

**MH Margaret Hulse** 16:53

So that's all very well, but by the time you get through to the number and then unless they're driving, it's going to take them a while to get up here.

And then get back there to do something about it.

You know, I suspect you won't be doing much about it.

So can you not lower the sound?

You know to compensate or can you not put some sort of stage cover up so that the sound isn't blowing everywhere?

**C Charlotte Constance** 17:27

So depending on the weather will depend on which area it could affect.

That's why we will have monitoring locations around the area and we'll send people out in response.

They have a direct of communication to our team on the ground that are managing sound and the engineers that deal with the sound, so it can be quickly resolved if there is an issue, but we will be monitoring and like you say, monitoring the weather conditions to see how that's affecting the local residents.

If you've got the resident number, then you can call and we will respond to that as quickly as we can to get to you.

There are an active team that are there specifically to do that and with the additional noise monitoring from Gunnersbury as well, there will be more resources there.

**MH Margaret Hulse** 18:27

Are you saying then that you stationed somebody outside of Gunnersbury and that you'll have them more up towards the Uxbridge Road then to monitor it permanently or are you expecting us to call you and then wait while somebody gets all the way up here?

**C Charlotte Constance** 18:47

No monitoring location is permanent.

They're not there the entire time. So the monitoring locations are agreed in advance with the Council and obviously we'll take your comments on board when we look at the exact locations that will be monitored from and none of those positions are



permanent throughout the event, we do make our way around all of them to continue monitoring throughout, but if there is a complaint, we add that to the monitoring location list.

So obviously we've made a note of your location and we'll look at that.

Unfortunately, I don't have the map in front of me so I don't know where exactly that road is, but we will look at that location and if we don't have a monitoring location near there, we can look at adding that.

But off the top of my head, I don't know if we do have one near there.

**MH** **Margaret Hulse** 19:34

It is quite a way, it is quite far away.

Which would, I'm sure, surprise you.

You haven't thought that that's how far your sound is carrying and when you have got double glazing.

So when you can hear it with the double glazing closed, it's not good.

**LS** **Laura Shishani** 19:54

Margaret, can I just ask, can you recall if it was specifically for Soho House Festival that you heard last year or was there another event as well or was this specifically for this event?

**MH** **Margaret Hulse** 20:05

It was. I could hear it for the others, but it wasn't as bad.

It was manageable and also it wasn't a week night., I don't quite know why Soho House have to do it on a Thursday.

Why they can't do it on a Friday, but hey, you know.

**LS** **Laura Shishani** 20:26

Thank you. Just on the resident notices for this year, we have extended the catchment area for the resident letter.

So rather than going out to c.2000 residents and businesses around Gunnersbury Park, it is now sent out to just over 5000. Again without looking at a map, I don't know exactly where your road is, but if you haven't received the letter, it's unlikely your included in the catchment area, but certainly that's something that we can look into and as Charlotte mentioned as well, the CIC Gunnersbury Estate have also

appointed their own noise consultants this year.

So it's a completely different company to the consultants that the events will be working with, to add an additional layer of noise monitoring.

And also it gives them the ability to then go to residences that are that bit further afield. They've got the extra resources there on hand to then visit for example your property that's just that little bit further out the catchment area that we've reached out to.

Also, we've committed as part of that to monitor the weather in the lead up to each of the events and if we can see that there may be strong winds in a certain direction that we will send comms out, whether it be via the resident groups and community groups, and the CIC's channels in the lead up to the event along with the resident number just to notify you that you may hear something, there's something happening in the park and it's likely you may hear it due to the wind.

And so that's something we've committed to do for this year, the resident number is the same and hopefully you have it now. We do say to please call at the time of the noise issue so that we can we can action it straight away.

Thank you.

Sissy and Anton may have been next there.

Would you like to ask your question please?

SA

**Sisi & Anton** 22:27

Hi there.

It's more of a couple of statements and a couple of questions.

Now we see you using even more space in pink around the playground area.

There is no dB measurements currently happening from the Council in the playground area.

So how do you plan on protecting children's eardrums?

Secondly, we see the stage is still facing our houses, despite promises this will change this year and the two decibel voluntary it sound reduction is not really a positive change.

Please note Hyde Park is currently at 65 decibels, so there is a precedent. – *ed. Hyde Park's licence limit is 75 db with 9 live event day slots for events with much larger capacities. This has been clarified in the 2023 post event debrief notes.* -

Now we know the complaints are going to the organizers and we understand why that is so you can have a faster response.

That's fine, but why not report this to the Council at the end please?

There seems to be quite a lot of lack of transparency where the Council don't get all the complaints that have gone to the organizers into the CIC.

The floodlights, that is certainly going to be an issue.

We've been promised to see some numbers on how money was going to be spent from what you're earning from these events and we realize it's commercially sensitive information. Of course it would help Community Trust if you were to share that breakdown.

And finally, Please note that in the triangle area, many of us did not receive the letter about these events that we currently have. It would be good if you would consider having these meetings in person as quite a lot of people are quite elderly in the area and they just can't use video calls. I can explain to one or two of them how to do it, but then the rest are just excluded and that seems a little bit discriminatory from you. So I hope you would take all of these things on board and address them.

**LS** **Laura Shishani** 24:08

Thank you, Sisi.

So first point there was projected size of the site and protecting children's eardrums. And the direction that the stage is facing and decibel levels, Charlotte, can I hand over to you for those items please?

**C** **Charlotte Constance** 24:28

Yes. So the area of the site that we use in this year is the same as we have used in previous years. We haven't extended it at all and it's a very similar layout too, as you say, the stage is the same but it's a very similar layout as to what we've used previously.

We've advertised the event and obviously the type of event does come with the music. We are not taking place near the playground. The site does back onto it but our main stage is much further down the site. In terms of the flood lights, again they are in the same location as they have been previously and we do locate them in a way and point the lights in a way that shouldn't disturb the houses too much.

They are pointing directly at the road for the traffic movements and as the vehicles leave the site, they will be pointing away from the houses towards the road and they

will only be on during the Event nights, which is the Thursday and the Saturday as soon as people have left, we will turn those off and they'll be on for as minimal amount of time as possible. In terms of the noise and all the complaints or issues that have come through, they are all shared with the Council post event for our Event.

Obviously I can't speak on behalf of everybody else's, but we share all the information with the Council.

We had some of the Council on site last year and in the arena everything that came through to us does get shared with them, including all of our monitoring and the noise levels that were monitored.

**LS** **Laura Shishani** 26:15

And if I can add to that as well, in terms of the complaints, we collate those noise complaints centrally as well. We gather the complaints that are received from the event organizers, anything that's directly through to the CIC or to us with The Event Umbrella as well as Hounslow Council and Ealing Council, and we collate all that data in one document. As Charlotte said, we do work very closely with Hounslow and the licensing team, and the noise officers who are often on site for all of the events and in the lead up to the event.

**SA** **Sisi & Anton** 27:00

Yes, that's quite interesting because we obviously made the freedom of information request and they claim the opposite. So something somewhere is being lost, so it would be good if you make them available.

We know that you're not allowed to answer freedom information request because it is in your lease that you can't do that and you have to direct them to the Council.

That's fine, but you might want to talk to the Council because somewhere, something is being lost and they're coming back with the opposite of what you just said.

Equally again, if the playground is not going to be affected and maybe please consider again moving the stage as previously promised because it is going straight into the playground and it's just it's not good to the children.

**LS** **Laura Shishani** 27:47

Thank you, Sisi.

I think the last item on that as well was about the resident meeting being online. What we're trying to do here is just find a balance that works for everyone and making it accessible for as many people as we can.

So we've got the in person debrief meeting towards the end of the year and we met at the beginning of this year as a debrief of last year's season and also to look ahead at this year's event as well. I think we just have to find that that right balance so that we can reach out to as many people as possible, but hopefully with posting the transcript on the website afterwards, we can then reach out to more people.

Thank you, Councillor Biddolph please go ahead.

**CB** **Councillor Joanna Biddolph** 28:42

Thanks very much. I've some practical points and also picking up on points that are made particularly by Margaret, because it was noticeable last year that there were many more complaints - well certainly to me - many more complaints from the Ealing side and from much further away than anybody could imagine.

So it's disappointing that something hasn't been put in place that helps residents there. They're not my residents I should add that, it's in an Ealing ward.

I'm Chiswick-Gunnersbury Ward in Hounslow.

But since that was my experience, that there were fewer complaints to me from residents in my ward and far more from residents outside it, I do think there is something that could be done about that sooner.

So I just sympathy for Margaret and I hope something can be done.

I'm just going to pick up on your last point first because what I think it was, Charlotte said, - looking for something that works for everyone.

Nothing will work for everyone other than no Events. Noisy events in the park are going to have an impact. What I'm concerned about is, and it relates to a point that has been made before. In fact, I think it was me who made it;

First of all, we need a map that shows the entire area so that I can see the residents of the Gunnersbury Park Garden estate where Sisi lives and actually also where I live. And we do need to see the whole of the park to get the directions in line with what is the reality. So please can that always be done and could we also have a map that shows what happened last year to compare with what's arranged this year because the slightest changes can make big differences.

This I think you said that you've moved the stage further down, is that correct?

**C** **Charlotte Constance** 30:30

We haven't moved the stage.

All I was saying is it all remains similar to last year and the stage isn't located next to the playground. So the stage remains the same as it was always planned.

**CB** **Councillor Joanna Biddolph** 30:40

It is actually the same. OK.

Again, if we can have the comparative maps next time, that would be very helpful.

So there were improvements across the board at Gunnersbury this year, but the very worst Event from a noise point of view, I'm afraid, was yours.

And I did say that at the feedback meeting, so something needs to be done about that because it's the smallest Event.

It's supposedly the one with an audience that's most sympathetic to the local area, which was not our experience last year at all.

We do need some acceptance of the fact that although it's meant to be an exclusive event, it doesn't come across as an exclusive event to those of us who live nearby.

And I hate to criticize individuals and characterize people, but there was an immense sense of entitlement on our pavements that makes it very difficult for a resident to feel that they are in their own location when they're walking to and from the tube station or the shops or across the front of the top of the park.

So just a couple of other points, if I may, you said that the Hounslow noise enforcement team was going to be involved, are they going to be present at any noise rehearsals you might have earlier in the day or the day before?

Are they going to be present at the event? Because there was an improvement as I've said last year, through having them more directly involved and it would be good to have them involved at least to the same extent this year.

Thank you for talking about marshals.

Will there be marshals along Gunnersbury Lane and Popes Lane?

**C** **Charlotte Constance** 32:20

Yes, there will be all the way along Popes Lane and at the top from the gate to the Sports Centre gate and all the way through to the crossing and then we will have security further up towards Acton Town tube station.

CB

**Councillor Joanna Biddolph** 32:34

OK.

Thanks very much.

Is the track route going to be made of the same materials as it was last year?

Because that was an improvement.

C

**Charlotte Constance** 32:43

So the first part of the track, and if you can see there's a bit of a red line around it.

All of that will be plastic trackway similar to last year, so it's quieter and then further away from the houses it will switch to metal.

CB

**Councillor Joanna Biddolph** 32:56

Great.

OK.

In terms of crossing points, please don't kid us at the top is a crossing point.

That's the entrance. There is only one and that's in the middle of the track, halfway down it roughly before it bends.

It would be good to have another crossing point at some point if we could.

The top really doesn't count and have one for such a popular park for people to let their dogs run around to come in and out. That would be very helpful and that applies to all events, not just to yours.

Litter picking - could you also include the side roads, particularly of Gunnersbury Ave, but I suspect it's also off Popes Lane, Lionel Rd north as well.

People do go into the Gunnersbury Park Garden estate along Ridgeway Dr, along the Ridgeway up Princess Ave Park, Place Park Parkway and Manor Gardens, and that's where they do take their drugs or drink outside before they go in at the end.

So could litter picking and some marshalling as well be done along those side roads in terms of Lionel Rd North?

I do know that they go down the short roads between the crescents as well as around the crescents.

And so it's really anywhere that is very close to the park that needs to have and it may well be also that roads of the north of Popes, Lane, need some of that too,

because they're as close as we are.

But I'm not their Councillor, so I don't have any jurisdiction.

In terms of the lighting could you please put a guard behind the tower light so that they don't shine onto gardens and houses?

It's one thing to direct them, but it also you can get guards that you can put behind, Luminaires I think they're called - to prevent, or at least to reduce the amount of light that falls into gardens, cause people who are very close to those tower lights are really badly affected.

Signage for the loos first of all, where are the loos going to be?

Thank you for doubling them.

But where are they going to be?

And could we have really strong signage pointing people towards them and perhaps even saying how far away that they are because people peeing into our hedges, people peeing against garden walls, people peeing in gardens generally it's just not pleasant for us to have to live with that.

So any encouragement that you can give to people arriving from Acton Town or even coming up Bollo Lane because some people do not come by tube to indicate where the loos are.

So that people who are desperate know that they've got 200 yards to go and don't need to dive into a garden.

The management of the noise - I think it does need to be looked at, including with the noise enforcement team on the spot at rehearsals please. I don't think that having a noise consultant or two noise consultants is going to do an awful lot to reassure the residents because there's a lot of scepticism about how effective they are and how effective they have been.

That's why I would like the noise enforcement team from Hounslow to be actively involved on the days because they get it.

And I think that's all of my points at the moment.

Thank you.

**C Charlotte Constance** 36:33

I'll just start with the noise enforcement team from Hounslow.

They were on site last year for us but I haven't had a definite answer from them that they will be there this year.



So I don't want to say that in case they're not, however, I will follow up with them to see if they will be there or if they can be there.

I'll just work my way through your points.

In terms of the Lionel, Rd. North and that area we can look at adding that to you, our litter pick and a waste management area.

So we can make the way down there and we will add that one to it and we can extend it.

Obviously, we have focused our removal of litter, picking along the most used routes from what we know from experience towards public transport hubs and however, where there are specific areas that are an issue for example, last year it was reported that Gunnersbury Ave was an issue, we have added that to the list. So within reason we can add places to that area, but we obviously can't cover the full area, so we'll do we do what we can, and focus where the bulk people leave and we will monitor the other areas and to see if they need to be added in future as well.

In terms of the tower lights and the guards behind them and I can definitely look into this, it's not something I've seen before. However, I can I can speak to our team to see if that's something that we could put in. I will have a look at that.

In terms of signage for the toilets and where they're located, they are located within the park. They are located within the park by the pond towards our arena on the route to North Lodge Gate area, which is where our audience splits between taxis and walking or action tube, we put them here.

So we catch them before they leave and they can use those.

We do, we will put signage that say how long it is until they see the toilets.

We are putting more signage up this year and hopefully get everybody's attention as they're moving that way and say where they're located and how far away they are.

**CB** **Councillor Joanna Biddolph** 39:12

So does that does that include having some near Acton Town tube station in the top of Bollo Lane?

**C** **Charlotte Constance** 39:16

No, we don't have toilets there.

**CB** **Councillor Joanna Biddolph** 39:19

I mean signage.

**C** **Charlotte Constance** 39:20

We can add that to the list.

I've made a note of that one, so we currently we don't plan to put signage there.

However, I've now added that to my list.

So we can.

**CB** **Councillor Joanna Biddolph** 39:29

Thank you.

**C** **Charlotte Constance** 39:31

And have I missed any of your points? Sorry.

**CB** **Councillor Joanna Biddolph** 39:37

Well, the others might be separate.

Well, the maps I suppose, which is the smallest point overall.

**C** **Charlotte Constance** 39:43

We can look at doing that and doing the wider map for you in future, definitely.

**CB** **Councillor Joanna Biddolph** 39:48

Thinking about Ealing residents was the other big one.

**C** **Charlotte Constance** 39:53

Yes.

So we did as I said, we have realized that some of the complaints did come more from that location. So currently the monitoring locations are being discussed and between ourselves and the Council to make sure that we address where previous issues were and look at that. So we are in the process of deciding those exact monitoring locations for the event and if it doesn't cover an area that may be affected, as I said, we can respond to that on the ground and as soon as we've had a call.

**CB** **Councillor Joanna Biddolph** 40:30

Thank you.

**LS** **Laura Shishani** 40:31

Just a couple of notes to add to that as well.

With in regards with to the plastic trackway, so the improvements for this year is that the section and that Charlotte mentioned will be in for the entire season.

So it will be going in before and in preparation for Soho House Festival, then when they come on site, they will continue that run to their Event site and it will remain in situ until after Waterworks.

So that is a considerable amount of reduction in the amount of trucks accessing the park and that will be plastic. Just picking up on your point on the crossing points were you asking for another crossing point in addition to the one that we've got midway down?

**CB** **Councillor Joanna Biddolph** 41:20

Yes, ideally.

**LS** **Laura Shishani** 41:22

OK.

Thank you.

I'm going to put that on my notes.

Thank you and.

**CB** **Councillor Joanna Biddolph** 41:26

And not to call the top one a crossing point because that's an entrance, you know.

**LS** **Laura Shishani** 41:30

OK.

Thank you.

And in terms of litter management, that is a big piece that we we're looking at this in detail this year and improving on last year. The event organisers are responsible for taking Photos post event of the cleansed roads submit these to the Safety Advisory Group. So that's something that we'll be doing for each of the major events this year, the three main events.

Certainly with the noise team, that is absolutely something that we can ask if they can attend the sound checks when they take place for each of the events.

But again, there is a meeting between the event organizers, sound consultant and the licensing department including noise control officers prior to the event. So that will take place for each of the events, and that's where Charlotte was saying that the monitoring locations are agreed and the processes etc. So that's when we can raise your question about the sound check. So thank you for those points including these site maps as well. We'll certainly take that away. Thank you.

**CB** **Councillor Joanna Biddolph** 42:35  
Thank you.

**LS** **Laura Shishani** 42:36  
And I think someone else had their hand raised, Margaret.

**MH** **Margaret Hulse** 42:48  
Yes.  
As the Councillor kindly mentioned that there were a lot of complaints from the Ealing.  
I'm not quite sure where Ealing and Hounslow Council divides, but it would make sense if you're actually going to try and help us that you have the Ealing noise, people there as well, surely?

**LS** **Laura Shishani** 43:09  
So we have strengthened that link between Hounslow and Ealing. Ealing's counterpart of the licensing side also attend all of the safety advisory groups. We meet for each of the event with minimum of one meeting per event but there could be up to four meetings for one event. They'll be present for each of those meetings, and they will be aware of the Event, what's happening when it's happening and the resident number so they can then if anyone calls the Ealing noise team during an event, will be referred to the resident line just so that we can have all data centralized to go through to the resident line.  
That's the best way to do it is to call at the time of the noise concern so it can be actioned straight away.

**LS Margaret Hulse** 43:58

I was more thinking that if you had Ealing noise, people there as well, then they can help with the monitoring on the day.

And especially at the sound checks earlier because they are noisy as well.

**LS Laura Shishani** 44:12

Yeah, sure.

I will absolutely put that suggestion out there to them.

**MH Margaret Hulse** 44:18

Thank you.

**LS Laura Shishani** 44:25

Are there any other questions around the room?

**LS Sisi & Anton** 44:44

Yes.

Uh, with regards to the note that some of us in the triangle area have still not received anything through the letterbox about this event, so that's disappointing.

I'm sure it's just an oversight, but you know, could you please make sure that these are distributed to everyone?

**LS Laura Shishani** 45:03

Are you able to drop us a note just to let us know which roads specifically, just so that we can go back to the company that we use?

**SA Sisi & Anton** 45:10

Park drive.

**LS Laura Shishani** 45:12

Thank you.

The letters are hand delivered over the course of two days, and they're given the

catchment area and then they provide the number of businesses and residences within that area.

**SA** **Sisi & Anton** 45:20

So OK, so there were others who received it a while ago, but we haven't received anything here. So it would be great if you could give the public resident meetings, the announcement around these meetings, maybe the same prominent space on your web page as you do for the Events announcements.  
So it's more publicly available for everybody.

**LS** **Laura Shishani** 45:43

OK, absolutely.  
And I've made a note of that.  
Thank you.  
And we'll look into the resident letter as well and it is useful to know which streets they are so that I can go back to the company.

**CB** **Councillor Joanna Biddolph** 46:05

It was Park Drive, I think you said.

**SA** **Sisi & Anton** 46:07

Park Dr yes.

**LS** **Laura Shishani** 46:08

Do you know if it was just one letter or if it was the entire drive or not sure?

**SA** **Sisi & Anton** 46:17

No, we don't know.

**LS** **Laura Shishani** 46:19

OK.  
Thank you for that.  
I think we've pretty much covered everything looking at feedback and views that were raised during the debrief earlier on this year. Just one last note on last year, I just want to hand over to George because I think it'd be good just to talk about the

benefits that Soho House are bringing to the local community.

There was some great input last year.

They worked closely with charities and it would be nice to hear planning to do this year.

So George can just hand over to you?

Thank you.

**G Georgina Gibson** 46:57

Hi, yes.

What we did last year was we contributed quite considerably to a local food bank, which we are going to do again this year.

And I I'm so sorry I can't remember off the top of my head how many how much food – *ed. 362kg of food* - , but it was it was fairly substantial, so that was gratefully received. We're in contact with them already to make sure that we've got processes in place for the Friday post event.

We also I think on your recommendation, Councillor Biddolph we have been in touch with the Green Wings Project's vape collection, a charity.

And so we will be having that as well.

This is the first year we're not selling any cigarette products or vaping products on site. We've made a decision, we will be talking to Green Wings about collecting vapes because clearly if people do bring them then that we want them disposed of properly. So we are talking to them as well.

**CB Councillor Joanna Biddolph** 48:00

Great.

Thank you.

**LS Laura Shishani** 48:14

OK anyone else have any questions before we finish up?

**FL Freddie Leihal** 48:32

Hi, thank you very much.

Firstly, we are a local business on Park Parade and we welcome all these events that come into the into this area. It brings a lot of business to all the traders around are so grateful for all these visitors that are coming. So, great job.

We love, all these events coming as traders.

Now I think the only question we have obviously as traders is how do we get involved more with all these events that are coming in and there are things that you know we're traders there and we obviously we like the opportunity to be able to be suppliers as well?

So how can we get involved more in this?

That's my question and one more point.

Out of all the events that are held there I think the visitors for Soho House are probably the best behaved of all the visitors. So yeah, I really enjoyed the visitors that come here. We can see a big difference in the visitors between Soho House and some of the other events are held here and again, you know it is great.

Thank you.

**LS** **Laura Shishani** 49:53

Thank you.

Thank you, Freddie.

Thank you for the positive feedback.

I believe we've got your contact details, so I will drop you an email this week and we can discuss and getting involved more involved in the events.

We can discuss that separately outside that meeting.

Thank you very much.

**FL** **Freddie Leihal** 50:11

Thank you.

**LS** **Laura Shishani** 50:12

We've got one more person with a hand raised.

Yes, please, Zina.

**ZW** **Zina Wilkins** 50:23

Really informative and great to meet you all.

Just one quick question.

So previously, festivals have offered locals a chance of purchase tickets or complementary tickets. Are Soho House willing to put some tickets up if they are available?



**CB** **Georgina Gibson** 50:51

We are sold out, but actually, as we've always stipulated, I'm afraid because it's a private event, effectively, tickets are only sold to members and their guests, so I'm afraid, I'm sorry to say that there aren't tickets available to the local community. Which is why and one of the things that we try and do is give back in the way of food banks and engage with Gunnersbury on other activities as well, just to give something back. So I'm sorry about that, but yes, we are also sold out, so I couldn't even if it was an option, I'm afraid.

**ZW** **Zina Wilkins** 51:27

Yeah, that's a shame, especially with Gunnersbury being so popular now. There's not really much benefit for actual locals. Would be nice if we actually could apply or at least get some sort of other benefit other than the food banks. We all do contribute locally and it would be nice if we could actually benefit from this, but I'm assuming you can maybe try that next year or maybe think about it. I think that's something that you need to look into.

**LS** **Laura Shishani** 52:07

Thank you.

The other events that we have taking place this summer in the park do offer complimentary tickets. So there will be ballots going out for those.

So do keep an eye out. The park have created a resident hub so there is a dedicated web page as part of the main website where you'll get updates notifications about the events, the ballots etc.

So do keep an eye on that as well as signing up to the newsletter and just a reminder that if you've got any other questions for the event organisers in the lead up to the event, they do have a dedicated email address and also the resident line that will be in operation for their entire hire period.

And again, those dates and the number is on the resident web page.

**ZW** **Zina Wilkins** 52:53

Right.

**LS** **Laura Shishani** 52:57

So please do take a look at that for further updates.

**ZW** **Zina Wilkins** 53:00

And may Soho House be jumping on that in future or was it just the other events?

**LS** **Laura Shishani** 53:08

The other events certainly. They're general admission access and so it is a different type of ticket for those events.

OK, so if that's everything and everyone, thank you all very much for your time.

**LS** **Laura Shishani** 53:26

As I mentioned before, we have transcribed this meeting, and it will be posted up on the website shortly.

So anyone who couldn't attend, the link can then be shared so people can access.

Thank you very much everyone and see you all soon. I'm sure. Take care.

Thank you.