

## BEAM PARK COMMUNITY FORUM - MEETING MINUTES

### Teams Meeting only

Wednesday 29<sup>th</sup> July 2026

#### In Attendance:

- Mayo Femi-Obalemo (Chair)
- Siobhan Haigh (SH) – L&Q Foundation
- Susan Offei (SO) – L&Q Foundation
- Daphne Barzey (DB) – L&Q Neighbourhoods
- Lacey Christopher-Howell (LCH) – L&Q Neighbourhoods
- Jack Clifton-Reeves (JCR) – L&Q Communities
- James Briggs (JB) – L&Q Communities
- Ellie Byrne (EB) – Vistry
- Cameron Shaw (CS) – Vistry
- Councillor Chowdhury Muhib (CCM)
- Daniel (Resident Member)
- Rizwan (Resident Member)
- Merim (Resident Member)
- Ben (Resident Member)
- India (Resident Member)

#### Apologies:

- Cllr Stanton – Havering
- Cllr McKeever - Havering
- Jordan Slattery – L&Q Neighbourhoods

| Item No. | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Action Owner    |
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| 1.0      | <b>Welcome</b> Mayo opened the meeting and welcomed attendees. Residents highlighted the importance of receiving updates on issues raised at the AGM and previous forums, particularly around parking, community safety, air quality and estate management.                                                                                                                                                                                                                                                                                                                                                         |                 |
| 2.0      | <b>Housing Management Update (DB/LCH)</b><br><br><b>Parking and Enforcement</b><br><br>Beam Park remains a car-free development. Resident parking allocations continue to be prioritised for disabled badge holders and residents with demonstrated need. Residents raised ongoing concerns regarding illegal parking, vehicles parked on pavements, vehicles occupying private bays and reports of number plates being removed. Housing Management advised that over 900 parking notices have been issued and the parking contractor has attended the site over 150 times. ANPR solutions continue to be explored. | DB              |
| 2.1      | <b>ASB and Community Safety</b><br><br>Residents were reminded to report antisocial behaviour through the appropriate L&Q reporting channels and for criminal activity, via the Police. Councillor Muhib                                                                                                                                                                                                                                                                                                                                                                                                            | Residents / CCM |

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|            | encouraged residents to report incidents through 101 and obtain reference numbers to support future enforcement activity. Residents raised concerns about vandalism at bus stops on New Road. It was confirmed these are the responsibility of the local authority/TfL rather than Beam Park management.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |
| <b>2.2</b> | <b>Road Safety and Speeding</b><br><br>Concerns were raised regarding speeding on Halewood Way, Torrance Way and Miller Road, including reports of vehicles driving the wrong way along one-way routes and tyre screeching late at night. Housing Management advised ANPR measures may assist with enforcement in future. Requests for additional signage and speed calming measures were noted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | DB / EB |
| <b>2.3</b> | <b>Accessibility and Customer Service Concerns</b><br><br>Residents raised concerns that the entrance door at Canton House closes too forcefully and has caused injuries. Housing Management advised works had taken place to adjust the door mechanism. Residents also highlighted concerns that complaints logged through customer services were not always reflected in records despite residents receiving reference numbers. L&Q agreed the matter would be reviewed internally and an update provided at a future forum meeting. All resident queries should be submitted through the L&Q website via the Contact Us page <a href="http://www.lqgroup.org.uk/contact-us">www.lqgroup.org.uk/contact-us</a> or by calling 0300 456 9996. This ensures that all enquiries are correctly logged, tracked, and managed. Queries sent directly to individual members of staff are not automatically recorded within our systems and may not be monitored in the same way | DB      |
| <b>2.4</b> | <b>Lift Reliability</b><br><br>Residents reported ongoing frustration regarding frequent lift outages. Housing Management confirmed a meeting was scheduled with lift engineers and local representatives to review recurring issues and provide further clarity around repair timescales. It was explained that replacement parts for current lift systems are sourced from Europe, which can contribute to delays.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | DB      |
| <b>2.5</b> | <b>Water Supply Issues</b><br><br>An issue with water pumps affecting Coburn House and neighbouring blocks was discussed. Temporary repairs had been completed and permanent works were scheduled. Residents had been informed and arrangements made for vulnerable households where necessary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | DB      |
| <b>3.0</b> | <b>Development Update (EB/CS, Vistry)</b><br><br><b>East-West Link and Dagenham Dock Access</b><br><br>The East-West pedestrian and cycle route between Kent Avenue and Chequers Lane is now open and available for public use. Residents welcomed the reduction in walking times to Dagenham Dock Station. Further communications and maps will be circulated to residents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | EB      |
| <b>3.1</b> | <b>South Gardens Path and Phase Connections</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | EB      |

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|            | Residents requested updates regarding pedestrian connectivity between Phase One and Phase Two. Vistry confirmed that some sections remain affected by ongoing district heat network works. Remaining sections are expected to be fully accessible following completion of works later this summer.                                            |     |
| <b>3.2</b> | <b>Street Lighting and Safety</b><br>Questions were raised about street lighting along newly opened pedestrian routes. Vistry confirmed lighting would be operational prior to handover and would form part of future estate management responsibilities.                                                                                     | EB  |
| <b>3.3</b> | <b>Thames Avenue Highway Improvements</b><br>Vistry provided an update on planned Section 278 and Section 38 works. Improvements will include: - New pedestrian crossings. - A central refuge island. - Additional traffic calming measures. - A 20mph speed restriction. Detailed design work remains ongoing with the local authority.      | EB  |
| <b>3.4</b> | <b>Torrance Way and Miller Road Speeding Concerns</b><br>Residents highlighted ongoing speeding concerns along roads within Phase Two. Vistry advised roads have been constructed in accordance with approved highway designs but agreed to review whether additional mitigation or signage could be considered through future safety audits. | EB  |
| <b>3.5</b> | <b>Beam Park Station</b><br>Vistry advised discussions continue between the GLA and Department for Transport regarding funding and delivery arrangements. No confirmed construction timetable is currently available.                                                                                                                         | EB  |
| <b>3.6</b> | <b>365 Bus Route</b><br>Residents requested an update regarding routing the 365 bus through the development. Vistry confirmed this remains linked to planning obligations and discussions with Havering Council but no implementation date has been confirmed.                                                                                | EB  |
| <b>4.0</b> | <b>Community Updates (SH/JB/JCR) Community Working Groups •</b><br>The newly established Safety Working Group has now held its first meeting. Additional members are being sought for Community Events and Wellbeing Working Groups.                                                                                                          | SH  |
| <b>4.1</b> | <b>Summer Fun Day</b><br>Residents were invited to attend the Summer Fun Day scheduled for 8 August at Beam Central Park.                                                                                                                                                                                                                     | SH  |
| <b>4.2</b> | <b>East-West Link Artwork</b><br>Forty-six resident votes were received regarding proposed artwork installations. Preferred artwork options have been identified and are expected to be installed, subject to approvals, later in the year.                                                                                                   | JCR |
| <b>4.3</b> | <b>Multi-Faith Centre and Community Facilities</b>                                                                                                                                                                                                                                                                                            | JB  |

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|            | Residents expressed frustration regarding delays to the opening of community facilities. An update was provided confirming progress on legal agreements, fit-out approvals and operator arrangements. Further resident communications will be issued as milestones are reached.                                                                                                                                                                                                      |          |
| <b>4.4</b> | <b>Beam Stream Website</b><br><br>Residents were encouraged to visit the Beam Stream community website. Future updates, events and opportunities will be shared through the platform. The website isn't managed by the Foundation & Communities Teams at the moment however they can add content via L&Q IT teams.                                                                                                                                                                   | JCR      |
| <b>4.5</b> | <b>Community Engagement and Communications</b><br><br>Residents highlighted that many people remain unaware of local events and activities. Improved communication methods, including renewed opt-in campaigns and wider publicity through local partners, were discussed.                                                                                                                                                                                                           | SH       |
| <b>5.0</b> | <b>AOB</b><br><br><b>Environmental Issues Air Quality Concerns</b><br><br>Residents raised continuing concerns regarding unpleasant odours and possible industrial emissions affecting the development. It was noted that residents are concerned that local industrial sites may be contributing to the issue and have reported concerns to the relevant authorities. Vistry agreed to share available air quality information and continue discussions with relevant stakeholders. | EB / SH  |
| <b>5.1</b> | <b>Swale Maintenance and Standing Water</b><br><br>Residents raised concerns regarding standing water, overgrown vegetation and insect infestation around the swale near the Multi-Faith Centre. Vistry and L&Q confirmed a workshop with engineers is planned to review maintenance requirements and improve drainage performance.                                                                                                                                                  | EB / L&Q |
| <b>5.2</b> | <b>Barking Eurohub</b><br><br>Residents discussed the Barking Eurohub freight proposal and sought reassurance regarding future noise impacts. Vistry agreed to seek further information from B First and other relevant organisations.                                                                                                                                                                                                                                               | CCM / EB |
| <b>6.0</b> | <b>Date of Next Meeting</b><br><br>Wednesday 21 <sup>st</sup> October 2026                                                                                                                                                                                                                                                                                                                                                                                                           | SH       |

### Key Actions

1. Housing Management to provide update on lift engineer meeting and ongoing lift reliability issues.
2. Housing Management to confirm outcome of Canton House door adjustment works.
3. L&Q to review concerns regarding complaint logging and customer service records.
4. Vistry to circulate information regarding the East-West Link route and access.
5. Vistry to provide updates on Thames Avenue highway improvements and speed reduction measures.

6. Vistry and L&Q to review swale maintenance and drainage concerns.
7. Air quality reports and updates to be shared with residents where available.