

# CANADA WATER MASTERPLAN

## Our commitment to local communication

October 2020

### INTRODUCTION

The Canada Water Masterplan is a partnership between British Land, Southwark Council and the local community to create a new town centre for Southwark that makes a positive long-term contribution to local life. As a long-term investor in Canada Water, British Land is committed to maintaining an open and honest relationship with the local community, and a continued involvement to ensure the Masterplan can bring benefits and opportunities to the local community.

Our aim is to ensure that we meet the expectations of people contacting us and that we treat everyone in the same way. To do this we are setting out:

- The ways to contact the Canada Water Masterplan project team
- What will happen to your correspondence
- The timescales for responses
- How this links to social media
- How we will share frequently asked questions (FAQs)
- How we engage with the community on Reserved Matters Planning Applications and during construction
- Privacy and confidentiality
- Contacts for other non-masterplan related queries e.g.: matters relating to the existing buildings managed by British Land

This approach will also help us meet our obligations under the EU General Data Protection Regulations. We will review how this approach is working and consider changes based on the feedback we receive. We would welcome your thoughts on how we could improve our local communications.

### MAKING CONTACT

Since planning permission was granted for the Canada Water Masterplan in May 2020, our commitment to responding to direct questions from the local community remains unchanged, and we ask that the following process is followed for any correspondence with the Canada Water Masterplan project - either via email, letter or phone call. Guidelines for social media responses are also included. This should ensure that consistency and transparency is maintained.

### A SINGLE PRIMARY POINT OF CONTACT - AECOM

AECOM has been appointed as the community engagement consultant on the Canada Water Masterplan. If you wish to make contact on the Canada Water Masterplan, we ask that you now make direct contact with **AECOM as the first point of contact** - using the details below:

- **Email:** [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com)
- **Postal address (freepost):** Freepost CANADA WATER MASTERPLAN  
(Please write freepost address exactly as shown above)
- **Freephone:** +44 (0)800 470 4593

AECOM will ensure that all communications are consistently recorded, tracked, that the right people are made aware of the communications received and that a written response is provided within the timescale specified later in this document.

#### **Emails**

- a) All emails (whatever the topic, issue, question or suggestion) should be sent to: [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com)
- b) AECOM will forward the enquiry to the addressee and the correct members of the British Land or project team, based on who is best placed to reply to the issues raised or information requested.
- c) The response will be made by the person the enquiry is addressed to and/or others in the team at British Land or the consultant team who are responsible for the issues raised.
- d) To ensure that all communications are trackable, responses will be returned via AECOM. If appropriate this may vary, however the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email should be copied in on all subsequent correspondence or replies.
- e) We aim to return responses in line with the timescale set out below.
- f) Email responses will be copied to all those in the original communication.
- g) Emails that do not relate to the Masterplan, or are of a personal nature, will be dealt with separately and responded to if appropriate.
- h) Please note that if the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email is CC'd or BCC'd in to a non-masterplan specific enquiry for information, the email will be recorded for reference, but not responded to unless specifically requested.

#### **Letters**

- a) All letters received to the freepost address above will be date stamped, scanned and recorded.
- b-e) for letters, points b to e are the same as for emails, set-out above
- f) If an email contact is provided, an acknowledgement and response will be sent via email, otherwise by post (if a mailing list has been provided).
- g) If third parties are copied into the letter, we would kindly ask that contact details are provided, with that person's / organisation's permission, so that a response can be circulated to all included in the original letter.

#### **Phone**

- a) If possible, all queries by phone will be dealt with immediately by AECOM and recorded as appropriate.
- b) Should a response need further team input, AECOM will forward a note of the conversation to the correct members of the British Land or consultant teams, as most appropriate to the subject of discussion for a response within the timescale set out below.
- c) All responses will be provided in writing and we would need an email or postal address to enable this.

#### **TIMESCALE FOR RESPONSES**

- We aim to acknowledge receipt of all emails within two working days.
- We will do our best to respond to all correspondence within ten working days of receipt. Often this will be quicker however, there may be a need to get input from wider team members or others to inform the response. If this is the case, then we will let you know when a response can be expected.

- We are unable to respond to emails and phone calls on weekends and bank holidays. Should there be an emergency, the relevant contact details are set out below.

## **SOCIAL MEDIA RESPONSES**

We operate Canada Water Masterplan profiles on:

- Twitter: [@CWmasterplan](https://twitter.com/CWmasterplan)
- Facebook: [@CanadaWaterMasterplan](https://www.facebook.com/CanadaWaterMasterplan)
- Instagram: [@canadawatermasterplan](https://www.instagram.com/canadawatermasterplan)

The profiles are monitored during normal working hours, and we aim to respond to general questions about the Masterplan as part of our project postings and updates. As is standard practice, we will not respond to offensive or antagonistic social media posts.

Questions requiring a more detailed response or input from the wider team will be responded to by email or letter. We may direct message you to obtain your contact details so we can formally reply in writing (where necessary).

## **FREQUENTLY ASKED QUESTIONS (FAQ) <https://www.canadawatermasterplan.com/faqs/>**

Where there have been requests for new information or clarification that would be of benefit to the wider community then responses will be made to the individual requesting the information and also to everyone publicly via updates to the FAQ section on the Canada Water Masterplan website.

## **WHAT IF MY ENQUIRY IS ABOUT...**

- **Community investment**
- **Construction works**
- **Press**
- **Property or commercial space interest**
- **Something else**

All initial enquiries should go via the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email, 0800 470 4593 or freepost address above. This will be referred to the correct member of the British Land, or project team and further communications will usually continue directly, copying in the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email.

## **CONTACTS FOR NON-MASTERPLAN RELATED QUERIES**

**For emergency or general matters relating to the following British Land Canada Water properties:**

- Surrey Quays Shopping Centre and surface car parks
- Surrey Quays Leisure Park and surface car parks
- Former Rotherhithe Police Station
- Former Dock Offices
- The Printworks

### **In an emergency**

In case of criminal activity or an emergency situation affecting any Canada Water asset owned or managed by British Land, then please contact the relevant emergency services (999) or Southwark Council Environmental Health team.

### **For general matters**

For any general matters involving the above properties - both during and outside of opening hours - e.g.: litter, gritting, parking, landscaping, events & activities:

- Please use the 'Contact us' section of the Surrey Quays Shopping Centre website [www.surreyquays.co.uk](http://www.surreyquays.co.uk) and complete and submit the online form. All submitted forms are reviewed by the Centre Management team every day and they will make contact with you directly – where necessary.
- Alternatively, you can call the Centre management team during opening hours on 020 7237 5282.
- If you want to get in touch with the Printworks team during an event the staffed phone line is 07561 099844. The team ask that you send a text first and they will get back to you as quickly as possible.

### What if my enquiry is about something outside the Canada Water Masterplan area?

If you need information relating to an area outside the Canada Water Masterplan, we have provided a reference list of the relevant authorities to contact (correct as of March 2019). This is not an exhaustive landowner list but reflects the areas we have been most frequently asked about:

- **Seven Islands Leisure Centre:** Southwark Council
- **Surrey Quays Station:** London Overground
- **Canada Water Station:** London Underground
- **Local Authority managed streets and spaces e.g.:**
  - **Canada Water Dock:** Southwark Council (until British Land take on management responsibilities)
  - **Deal Porters Square (formerly Canada Water Plaza):** Southwark Council (until British Land take on management responsibilities)
  - **Red Bridge Square:** Southwark Council (until British Land take on management responsibilities)
- **'Decathlon' development site:** Sellar Property Group
- **'Mulberry Business Park' development site:** Scape

## ONGOING ENGAGEMENT

Since planning permission for the Canada Water Masterplan was granted in May 2020, we remain just as committed to working with the local community going forward to ensure that local feedback continues to shape the Canada Water Masterplan site.

The approved planning permission for the Canada Water Masterplan establishes the parameters within which future buildings and spaces can come forward, such as the maximum building height and use.

The detailed design for the remaining parts of the Masterplan site, including the proposed appearance, layout and scale of the buildings will come forward through "Reserved Matters Applications" (or "RMAs"), which will be submitted to Southwark Council for approval. There will be further engagement on each RMA as it comes forward, including on key public spaces such as the new park and Canada Water Dock.

We will also continue to engage and meet with local stakeholders, neighbours of the site and residents as the Masterplan is built out, including attending community events and local meetings.

### Construction

British Land has appointed a dedicated Construction Neighbourhood Liaison Manager to honour our commitment to minimise disruption for local residents, businesses and people who work and visit the

area during construction of the Canada Water Masterplan.

The Construction Neighbourhood Liaison Manager is responsible for responding to any issues or questions that arise. The Construction Neighbourhood Liaison Manager can be contacted in the following ways:

- **Email:** [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com)
- **Postal address (freepost):** Freepost CANADA WATER MASTERPLAN  
(Please write freepost address exactly as shown above)
- **Freephone:** +44 (0)800 470 4593

Neighbours living near locations where construction activity is taking place will receive regular newsletters and have regular opportunities to speak with the Construction Neighbourhood Liaison Manager and relevant contractor. We will also send regular updates as these works progress via this e-newsletter, web updates, social media posts and site signage.

- The Freephone is manned during office hours (9am-5pm) and where appropriate, calls will be manually transferred to the relevant contractor. Outside of these hours, an automated divert is in place to the relevant contractor (manned 24 hours a day).

## PRIVACY & CONFIDENTIALITY

- Your personal details will not be shared with any third parties outside of the direct Canada Water Masterplan team or The British Land Company PLC ('British Land'), nor shared publicly.
- We will only add new contacts to the project mailing list if you have positively confirmed that you would like to receive project updates.
- People not already on our database or who have not provided their consent will be asked to confirm that we can keep a record of their opinions and personal details on behalf of the project developers British Land and BL CW Holdings Limited (which is the planning applicant and a British Land group company).
- Please [click here](#) for full details of our Fair Processing Notice (compliant with GDPR legislation).