

2021 Residents' Forum Key Information

Tuesday 30 March 2021

Held remotely via the 'Teams' meeting platform
A total of 18 residents were in attendance

Representatives of the Tournament

Chris Pollard, LTA Digital and Events Director
Jen Motet, LTA Head of Venue Operations
Emma Neve, LTA Event Manager
Faith Carthy, LTA Events Co-ordinator
Graham Souster, LBH&F Lead Health & Safety Officer
Emma Stewart, LBH&F Senior Events & Filming Manager
Lee Currie, LBH&F Network Coordination Team Manager
Giles Helbert, The Queen's Club General Manager

TOURNAMENT OVERVIEW

Key Dates

Build Period	29 April – 11 June
Qualifying Matches	12 – 13 June
Tournament	14 – 20 June
	21 June contingency for 'Rain Delay' Final
Break Period	21 June – 9 July

Working Practices

Working Hours

Monday to Friday:	8am to 7pm
Saturday:	8am to 1pm
Sunday and Bank Holidays:	No works

The event has a continued commitment to work closely with its contractors and to implement management policies that aim to minimise the impact on the surrounding area and local residents during the build, tournament and break periods of the event.

Traffic Management

The Event Team continues to work with the Highways Team at London Borough of Hammersmith and Fulham to determine and refine the most effective plan to manage traffic pre, post and during the event and to ensure that each measure is in force for only as long as necessary.

The measures planned for this year's event are in line with those which were in place in 2019.

These, once again, will encompass daily managed road closures, from 14 – 20 June, between 9am and 10pm. Closures may be lifted sooner if play finishes earlier, spectators have left the grounds and it is safe to do so.

These closures may, again, be accompanied by Hostile Vehicle Mitigation measures, if these are deemed appropriate, following discussions with the local authorities and Metropolitan Police Service.

Residents' vehicles, displaying valid permits, will be permitted access through closures, if parking spaces are available and it is safe to do so.

Any resident living within the closures expecting a large delivery which requires vehicle access should email ResidentEnquiries@queenstennis.info in advance, with full details of date and expected time, to ensure that this can be accommodated.

A map showing full detail of the temporary traffic management measures is available online on the dedicated Residents' webpage.

Event Deliveries Management

Contractor deliveries to the event continue to be actively managed via an online booking system and onsite manager to minimise the impact to the area.

The Event Team, along with associated contractors, are committed to preventing damage to surrounding property by delivery vehicles. Any resident seeing a vehicle associated with the event causing damage, between 29 April and 9 July, should make note of the incident and pass these details to the Event Team, or the council, to ensure it is remedied and prevented from happening again when possible.

Noise

The event will continue to use measures to minimise and mitigate noise as far as possible across the whole period of the event.

During Build and Break periods this is via measures such as strict adherence to agreed working hours, careful positioning of skips and generators, the use of "White noise" reverser alarms and management of waiting delivery vehicles.

During the tournament daily ad-hoc monitoring of noise is carried out to ensure levels at the boundary are never excessive.

Litter

The Event Team works closely with Highways Team at London Borough of Hammersmith and Fulham to minimise any litter that might be associated with the event. The local council street cleaning services are contracted to keep the surrounding areas free from litter during the Tournament period.

In addition, the LTA employs a cleaning company to cover areas within the grounds for the build, tournament and break periods.

The event is committed to sustainability and has a number of initiatives in place to minimise the effect have on the environment such as mixed recycling bins, sending 0% waste to landfill and converting food waste to electricity.

COVID-19

The pandemic has had an impact on nearly every element planned for the event in 2021. The most noticeable from an external point of view is the reduction of spectators that are able to attend.

Spectator Capacity

Working within the Governments' Roadmap limits and Sports Ground Safety Authority (SGSA) guide lines, aligning with all sporting events with spectators, this years' event capacity will be 25% of a normal year.

In order to accommodate social distancing requirements for spectators attending the Centre Court grandstand will need to be built to approximately the same size as it has been in recent years.

Spectator Queuing

This year's event will be fully ticketed and all tickets will be digital. The later will mean that there is a much reduced requirement for on-site collections, reducing the number of queues to enter the event. It also means that spectators will be able to access the ground more quickly, as stewards will be able to check tickets more easily.

The plan is also to move spectator queues from the pavement, to create more space between those queuing and residents' properties to allow easier, safer access.

Residents' Access

Due to the restrictions on capacity for this year's event in line with Government Guidance, we are unable to offer grounds pass entry to any spectators in 2021. Therefore, unfortunately, we are not able to offer the Evening Grounds Admission option to residents as in previous years. We remain committed to delivering this benefit in future years as a thank you for your on-going support. Subject to the Government roadmap, and based on the number of available tickets, we are looking at opportunities to provide preferential access to residents for tickets to the 2021 event, which we will communicate to you in April via letter drop. This information will also be accessible via the dedicated Residents webpage.

QUESTIONS TAKEN

A resident asked if it would be possible to attend matches over Qualifying weekend.

JM responded that as planning for the event was still on-going a decision has not been taken as to whether spectators would be able to attend, but that residents would be informed as soon as the position was confirmed.

CONTACT INFORMATION

LTA Tournament Event Team

Email: feedback@queenstennis.info

Webpage: www.cinchchampionships.com

Event Team via dedicated Resident channels

Email: ResidentEnquiries@queenstennis.info

Webpage: www.lta.org.uk/residents-information

Hammersmith & Fulham Council

Website: www.lbhf.gov.uk

Traffic & Highways: londonpermitscheme@lbhf.gov.uk

Parking Services: 0207 371 5678

Environmental Protection: 0208 753 1081

0208 748 8588 (out of hours)

Cleaner, Greener Services: 0208 753 1100

For full information please check the lbhf.gov.uk website