

From:
Sent on: Saturday, January 30, 2021 5:34:31 PM
To: Future Merton <Future.Merton@merton.gov.uk>
Subject: Local Plan Stage 2a Consultation – Colliers Wood - Resident Comments
Attachments: 2021.01.31 Local Plan Response.pdf (268.78 KB), 2020.12.18 Criterion Capital Emails pdf.pdf (1.67 MB)

Dear Sir or Madam

RE: Local Plan Stage 2a Consultation – Colliers Wood

I am writing in response to this Consultation. Please see attached:

1. **Local Plan – Colliers Wood** - My covering letter with comments about your proposals
2. **My email correspondence with Criterion Capital that are proposing to redevelop Britannia Point area** - Related, and referred to, in my comments

Would you please acknowledge receipt?

Thanks

Catherine Owens
31 Harewood Road
London
SW19 2HD

30 January 2021

Via Email to: future.merton@merton.gov.uk

Future Merton Team
London Borough of Merton
London Road
Morden
SM4 5DX

Dear Sir or Madam

RE: Local Plan Stage 2a Consultation – Colliers Wood

I am writing in response to this Consultation. Please see:

1. Local Plan – Colliers Wood - My comments below.
2. My email correspondence with Criterion Capital that are proposing to redevelop Britannia Point area – Attached.

I hoped that this Consultation might be genuine, and not biased. However, from the Local Plan, I sense that Merton is already very sweetly buttered by Britannia Point developer Criterion Capital (or whichever of the multiple names the developer uses). If that is the case, my comments are futile - I request that you please put any buttering to one side and, alongside comments from other Colliers Wood residents, consider your proposals and our comments, subjectively.

Would you please acknowledge receipt?

Thank you.

Catherine Owens

Policy Reference N3.1 Colliers Wood

General Comments

Repeatedly this document refers to building 5,000 new homes and 6,000 new jobs.

- **Colliers Wood is already overcrowded** – Services, transport links, schools, amenities, are unable to cope already. **Please no more new homes.**
- **Demand** – Due to Covid-19 numerous people are leaving London on general, so demand for houses in London has much reduced. **Please will you lower your target.**
- **Development not of design desired** – Please see below and attached, current new developments like Britannia Point have numerous empty units, proving that the business model does not work, and people do not desire to live in that design of home. **If you think that your proposals are of the design that people desire, please provide the evidence.**
- **Affordable Housing** – I imagine a proportion of your developments will be affordable housing. I have an issue with this as I believe that people should take responsibility for their own lives and homes – and not rely on Merton to give them a home. I have been homeless, jobless and penniless, I was not born with a silver spoon in my mouth, was not permitted to have a proper education and I do not have any family to help me financially - Instead I took responsibility, worked very hard, self-taught and made a lot of sacrifices in order to be able to purchase my own home. I am a hard-working tax payer.
 - **If I can do it then so can anyone – Yet if you keep giving out free houses you are encouraging people to shirk responsibility for their actions.**
 - **Why should I have to pay for the homes of others who shirk responsibility to save and purchase their own home?**
- **Jobs** - People seem to enjoy claiming that there are no jobs when in my experience I have always found a job when I needed one, even if not my chosen career. I have cleaned toilets before and not complained. You claim that the area is already a business hub. **Please no need for any more jobs.**
- **Jobs building new homes** – Years of noise, dust, pollution, overrun with builders who don't care, likely are paid in cash so avoid paying HMRC income tax. **Please no more careless builders and tax evaders.**

Policy N3.1 - Place Profile: Colliers Wood

I was not asked to participate in this study. Your statistics explain themselves:

Only 37 people lived in Colliers Wood, out of several thousands of people who live in Colliers Wood, that is less than 1%.

- **For this reason I do not believe that the survey accurately represents the views of residents, so I do not believe that it should be relied upon.**
- **As <1% Colliers Wood residents, how do you justify using it as a basis on which to make decisions?**

Policy N3.1 - Colliers Wood

c. Building on the improvements led by “Connecting Colliers Wood” requiring development to help create coherent spaces of high quality design, reconfiguring the centre to create a focus and making the environment more attractive to town centre users, especially pedestrians;

Thanks, but I like our Colliers Wood town centre as it is already, already there are plenty of pedestrian walkways and pavements are wide.

d. Supporting the redevelopment of single or two storey retail outlets to provide homes above shops, create new streets and public spaces and help make Colliers Wood easier to navigate and move around;

Who wants to live above a shop?

Policy N3.1 Justification - Paragraph 3.1.3

It has excellent public transport and road links. Colliers Wood underground station and the frequent bus services give residents, visitors and workers a variety of travel options with excellent Public Transport Accessibility Level (PTAL). Colliers Wood is situated on the A24 road and is the start of the Mayor of London's Cycle Super Highway 7, an 8.5 mile cycle trail starting from Colliers Wood to the City of London.

I find it strange that developers keep promoting Colliers Wood good transport links. Yes it does have good transport links but the problem is that they are already severely overcrowded and overloaded, not able to cope with current demand let alone future demand.

So would you please stop focusing on the transport links – Unless you are planning to build a second Northern line tube track, a second high road with a new fleet of buses, widen the road and remove those silly cycle lanes that are rarely used; it doesn't matter how great the transport links are if they are already at full capacity so no one extra is able to use them.

Policy N3.1 Paragraph 3.1.4

The past 10 years has seen significant investment in Colliers Wood which has transformed the look and feel of the town centre, particularly at the point of arrival from the underground station. The catalyst was the redevelopment of Britannia Point, (formerly the Brown and Root building, winner of London's Ugliest Building vote) and over £3 million investment in "Connecting Colliers Wood" by the Mayor of London, Transport for London, Merton Council and developers.

Please see below 3.1.8, Britannia Point is a fraudulent eyesore with numerous empty units, proving that it is not the type of accommodation desired in Colliers Wood.

Policy N3.1 - Paragraph 3.1.6

Other investments in the past 5 years include the new purpose built library, shopfront improvements and new homes on the high street, nearly 300 new apartments above shops and services.

We have had a lot more than 300 new apartments:

- **What about all the other numerous new units just along on the high street.**
- **How many units in Britannia point?**
- **How many were planning-approved and now many did the developers 'accidentally' sneak on in the end?**

Policy N3.1 – Paragraph 3.1.9

Merton supports the Mayor of London's proposal that Colliers Wood is part of the new London Plan's proposed Opportunity Area at "Wimbledon / South Wimbledon / Colliers Wood", with a target of 5,000 homes and 6,000 jobs.

- Colliers Wood cannot cope with any more people or tall buildings.
- Colliers Wood and its services is already overloaded:
 - Tubes, trains, buses have too many people so that they cannot function properly
 - Roads are heavily congested from early morning to late evening, car journeys that should take minutes take hours
 - Local Tooting Hospital is overstretched and struggling to cope especially in light of Covid-19, waiting lists are long. Local doctor's surgeries are full.
 - Local schools are at maximum capacity and cannot cope with more children
 - Amenities are overloaded, the Post Office is overloaded, shops are very busy, parks are full, not possible to find calm and green space
- **Jobs** - People seem to enjoy claiming that there are no jobs when in my experience there are always plenty. Jobs are not always desired but when you have no income and need a job, I have always found one – I have cleaned toilets before and not complained.

- **Jobs building new homes** – Years of noise, dust, pollution, overrun with builders who don't care, likely are paid in cash so avoid paying HMRC tax

Please stop building new homes in Colliers Wood. We cannot cope with current new homes, let alone any more. There are plenty of jobs in the area, Colliers Wood does not want to be overrun with careless builders.

Policy N3.1 - Paragraph 3.1.15

The regeneration of Morden is proposed to deliver circa 2,000 new homes and another c2,000 homes will be delivered around South Wimbledon, mainly via estate regeneration during the lifetime of this plan. For jobs growth, South Wimbledon Business Area is already one of south London's largest and most successful business areas (outside town centres) and the council will continue to support this Strategic Industrial Location.

Please see my response to 3.1.9 above.

- **If, as you claim, South Wimbledon is already one of south London's largest and most successful business areas, does this not prove that there are jobs so we do not need to provide more jobs to careless, tax evading builders?**

Policy N3.1 - Paragraph 3.1.12

The London Plan promotes new Opportunity Areas in London directly connected to Crossrail2, including "Wimbledon, Colliers Wood / South Wimbledon", with a target of 5,000 homes and 6,000 jobs

We've just been forced to have in excess of 2,500 new homes and the rest, Colliers Wood cannot cope with any more new homes.

- Colliers Wood cannot cope with any more people or tall buildings.
- Colliers Wood and its services is already overloaded:
 - Tubes, trains, buses have too many people so that they cannot function properly
 - Roads are heavily congested from early morning to late evening, car journeys that should take minutes take hours
 - Local Tooting Hospital is overstretched and struggling to cope especially in light of Covid-19, waiting lists are long. Local doctor's surgeries are full.
 - Local schools are at maximum capacity and cannot cope with more children
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- **Jobs building new homes** – Years of noise, dust, pollution, overrun with builders who don't care, likely are paid in cash so avoid paying HMRC tax

Please stop building new homes in Colliers Wood. We cannot cope with current new homes, let alone any more. There are plenty of jobs in the area, Colliers Wood does not want to be overrun with careless builders.

Policy N3.1 - Paragraph 3.1.18

Colliers Wood town centre may be an appropriate location to accommodate higher density development including tall buildings.

- Colliers Wood cannot cope with any more people or tall buildings.
- Colliers Wood and its services is already overloaded:
 - Tubes, trains, buses have too many people so that they cannot function properly
 - Roads are heavily congested from early morning to late evening, car journeys that should take minutes take hours

- Local Tooting Hospital is overstretched and struggling to cope especially in light of Covid-19, waiting lists are long. Local doctor's surgeries are full.
- Local schools are at maximum capacity and cannot cope with more children
- Amenities are overloaded, the Post Office is overloaded, shops are very busy, parks are full, not possible to find calm and green space

Colliers Wood is not an appropriate location to accommodate higher density development and/or development including tall buildings

I believe an earlier draft stated that Britannia Point should remain the pinnacle, tallest building in terms of height – Please can this be restored?

Any development of the vacant site that exceeded the height of Britannia Point would represent an unacceptable level of intensification and have a negative effect on the amenity and environment of the Town Centre.

Britannia Point should form part of a family of buildings of varying height, forming a coherent cluster. This can then form the basis for a coherent group of buildings that relate well to each other in terms of scale, massing, form and architecture.

Local residents vehemently dislike Britannia Point:

1. **Eyesore** – Highly unpleasant
2. **Contempt for Merton Planning** - The developers have no respect for Merton Planning and built a design different from that approved, including several more flats than were approved
 - Who do they think they are, why are they above the Law?
 - What backhander did they give Building Control Officer to approve it?
3. **Contempt for the Law** – Fraud, tax evasion, offshore funds, fraudulent layering, companies fiddling HMRC and pretending they are making losses to avoid paying Corporation Tax
 - Proven in attached document numerous references and screenshots
4. **Design is not fitting with what people desire** – Proven if you check Rightmove for yourself. As at 11 December 2020 there were an astonishing **twenty-eight adverts for Britannia Point**
 - Proven in attached document page 3 - Many very aged adverts with reduced prices, 'zero deposit' and 'available immediately'
5. **Building might kill someone** - Management Team does not seem to exist. Currently there is a very large broken glass panel on the outside of the building quite high up. It has not been replaced/repaired
 - If it falls it could kill someone, or several people
 - So currently they do not care about peoples lives so why would any new building and Management Team care about peoples lives?
6. **Atrocious Management** - Lifts and air con do not work properly, everyone I know who moved in has now moved out.
7. **Development** – Years of noise, dust, pollution, overrun with builders who don't care, likely are paid in cash so avoid paying HMRC tax

Please do not make Britannia Point part of a family of buildings of varying height. It is not the type of design that people desire, it is not possible to build a coherent structure and we dislike the form and architecture.

New buildings must be designed, orientated and laid out within the site and within the context of nearby buildings and structures to mitigate the potential for uncomfortable wind conditions at ground level, which would particularly affect pedestrians and cyclists.

Rubbish – Laughable! We don't live in Scottish Highlands that is very windy. I think we are capable of walking around Colliers Wood without being blown over by the wind, and if a cyclist has an issue with a bit of wind then they should not be cycling at all.

I do not believe that this is a valid point, simply 'pie in the sky' jargon that Criterion Capital or one of the fraudulent developers provided. If you do not build any more new buildings, I do not believe any pedestrian or cyclist will feel uncomfortable from the wind.

Site CW1: BALTIC CLOSE 194-196 HIGH STREET COLLIERS WOOD, SW19 2BH

To reiterate, Colliers Wood cannot cope with any more people!

If it is owned by Transport for London, why not build a small, educational museum with history of London Transport and encourage local schools to learn about the public transport?

- **Would you want to live opposite the tube?**

Site CW2: CAR PARK SOUTH OF BRITANNIA POINT, 125 HIGH STREET COLLIERS WOOD, SW19 2JG

Interestingly, Criterion Capital who are proposing to redevelop this space are claiming "minimal car parking spaces" - Yet your proposal contradicts and suggests a car park!

- **Your claim is that the current site is "Vacant" – However it is not vacant, it is being used as I have witnessed it being used with vehicles accessing it already, what is it already being used for?**

Please see attached separate document, I do not wish for Britannia Point to be redeveloped as proposed by Criterion Capital (or whatever the developer claims their name to be).

Site CW4: COLLIERS WOOD, 2-24 CHRISTCHURCH ROAD, COLLIERS WOOD, SW19 2HR

Colliers Wood is overcrowded already, please no more homes.

Site CW5: PRIORY RETAIL PARK, COLLIERS WOOD, 2-24 CHRISTCHURCH ROAD, COLLIERS WOOD, SW19 2HR

Colliers Wood is overcrowded already, please no more homes.

The end.

CRITERION CAPITAL (OR BECG WHEN IT SUITS THEM) EMAILS

From: Sarah Wardle <Sarah.Wardle@becg.com>

Sent: 11 December 2020 11:41

To: Catherine Owens <catho99@hotmail.com>; Ben Knock <Ben.Knock@becg.com>; Criterion Capital <CriterionCapital@becg.com>

Subject: RE: Evidence - Proof that people don't want to live in your developments

Dear Catherine,

Thank you for your email. You are clearly implacably opposed to the redevelopment proposed, and the statutory consultation will provide the next opportunity for you to make that point forcefully to the local authority.

As part of the application submission, there will be a range of documents that set out the details around the issues you reference in relation to air quality. You can review and make a judgement on whether you believe these to be satisfactory or not.

On the question of TfL, it is a normal part of the planning process to engage with their officers on impacts relating to transport and highways. This is so that the applicant can understand what it is that TfL believe is required to improve local transport as part of the development. The report will be in the form of a Transport Assessment that is submitted with the application. This document, like the air quality reporting, will be a public document that you can comment on during the statutory consultation.

On CIL/S106, these are secured by legal agreement with the applicant and monies must be paid in order to construct the development. BECG are not the applicant, but a consultant on the project team in the same way as the architects, planning consultants, building engineers, environmental consultants, transport consultants, and viability consultants.

On the cookies for the website can be viewed here <https://becg.com/cookies-policy/>.

As for being out of our depth, that is for you to judge.

Best wishes,

Sarah

Sarah Wardle

Associate Director

becg

D: 020 3697 7659

O: 020 3697 7630

M: 07875 016 042

E: Sarah.Wardle@becg.com

becg.com



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P Please consider the environment before printing this email

From:Catherine Owens <catho99@hotmail.com>

Sent:11 December 2020 11:24

To:Ben Knock <Ben.Knock@becg.com>; Criterion Capital <CriterionCapital@becg.com>

Cc:Sarah Wardle <Sarah.Wardle@becg.com>; stephen.pomeroy@becg.com <stephen.pomeroy@becg.com>; andrew.howard@becg.com <andrew.howard@becg.com>; julius.duncan@becg.com <julius.duncan@becg.com>; rachel.bell@becg.com <rachel.bell@becg.com>; richard.george@becg.com <richard.george@becg.com>; max.camplin@becg.com <max.camplin@becg.com>; Jamie.gordan@becg.com <Jamie.gordan@becg.com>; samantha.clough@becg.com <samantha.clough@becg.com>; carl.daruvalla@becg.com <carl.daruvalla@becg.com>; lucinda.watt@becg.com <lucinda.watt@becg.com>; ally.kennedy@becg.com <ally.kennedy@becg.com>; alex.challoner@becg.com <alex.challoner@becg.com>; james.bird@becg.com <james.bird@becg.com>; amy.mcneil@becg.com <amy.mcneil@becg.com>

Subject:Evidence - Proof that people don't want to live in your developments

Hi Ben

Thank you for giving me a Friday giggle!

You claim that Colliers Wood requires 'a need for height... to maximise the delivery of new homes' with two more skyscrapers similar to Britannia Point. So one might think think Britannia Point is in demand, fully occupied with people queuing up to live there.

However what is your occupancy rate for Britannia Point? Are any units actually occupied?

Rightmove has an astonishing **twenty-eight adverts** for Britannia Point (listed below, likely some for multiple units **so in excess of 28 units are available**), many very aged adverts with reduced prices, 'zero deposit' and 'available immediately' offers desperately trying to entice.... someone! Proving that Britannia Point isn't wanted, isn't in demand, so how would your proposed new 2x towers be in demand either?

Bless Barnard Marcus, they are really trying – Even your CAD drawings don't work. Awww you're also using 'Criterion Hospitality', of course another of your plethora of fraudulently-linked companies with huge losses not paying Corporation Tax – Yet strangely able to accept rent! What are your £1.1m admin expenses for?

I'd actually have some respect for you if you took responsibility and admitted:

1. **You thought Colliers Wood residents were thick and that you were being clever by sending your 'fob off' email below** - But now you realise we have some brain cells and you are out of your depth - Proven as you are too scared to reply

2. **You thought your manager Stephen Pomeroy or directors Marc Sandfort or Cosmina Stan might support you** - But they use you as a pawn so their names are not associated - Proven as they have not replied to me either
3. **Contempt for the Law – Planning-** How many flats in excess of planning permission granted, did you build in Britannia Point, what it about five or more? How do you 'accidentally' build so many extra flats, think we wouldn't notice? What backhander did you give the Building Controls Inspector to approve them?
4. **Contempt for the Law – Data Protection–** Your forcing residents to accept cookies on their computer in order to be able to access your 'public consultation'.
5. **Contempt for the Law - Fraud** -Falsified Companies House accounts (huge losses yet claim to be able to afford this development!), complex, sophisticated fraud (layering, parents offshore), misrepresentation (BECG or Criterion Capital when it suits) - Proven below.
6. **You have no consideration for others** - Proven by your horrific proposed development with intense overcrowding, overpopulation, strain on already overloaded health services, infrastructure, schools, local amenities, pollution, noise etc.
7. **Your company is not fit for construction–** Proven by your appalling poor quality of Britannia Point, lifts and air con do not work, everyone I know who moved in has moved out
8. **You get nervous when door bell rings-** In case its not DPD with your flashing santa socks but HMRC Tax Inspectors or Police for Criminal Offences
9. **You think #becglivesmatter #collierswoodlivesdontmatter.**

As a hard-working tax payer, we couldn't be more different - Have you looked in the mirror lately?

Btw, I blind copy others on these emails so this information is public (keeps your legal team busy!) - But unlike your putting cookies on residents' browsers, I have respect for their privacy.

Criterion Hospitality Accounts -Page 7 shows massive ~£half million losses with no Corporation Tax paid
<https://find-and-update.company-information.service.gov.uk/company/11346796>

Click 'Filing History' / 'Accounts for a small company'. What are your whopping £1.1m admin expenses?

Twenty-Eight Rightmove Adverts for Britannia Point, many aged and reduced

<https://www.rightmove.co.uk/properties/72153453#/>
<https://www.rightmove.co.uk/properties/100677641#/>
<https://www.rightmove.co.uk/properties/99908840#/>
<https://www.rightmove.co.uk/properties/97111718#/>
<https://www.rightmove.co.uk/properties/72724548#/>
<https://www.rightmove.co.uk/properties/72638358#/>
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<https://www.rightmove.co.uk/properties/75606378#/>
<https://www.rightmove.co.uk/property-to-rent/property-97278359.html>
<https://www.rightmove.co.uk/properties/100777259>
<https://www.rightmove.co.uk/properties/92740721#/>
<https://www.rightmove.co.uk/properties/100259795#/>
<https://www.rightmove.co.uk/properties/99908828>
<https://www.rightmove.co.uk/properties/100677848#/>
<https://www.rightmove.co.uk/property-to-rent/property-87492013.html>
<https://www.rightmove.co.uk/properties/100238270#/>
<https://www.rightmove.co.uk/properties/87297613>
<https://www.rightmove.co.uk/property-to-rent/property-95702507.html>
<https://www.rightmove.co.uk/properties/87324847>
<https://www.rightmove.co.uk/properties/87535870#/>

<https://www.rightmove.co.uk/properties/92870990#/>
<https://www.rightmove.co.uk/properties/93062609>
<https://www.rightmove.co.uk/properties/87293224>

Catherine

From: Catherine Owens <catho99@hotmail.com>

Sent: 01 December 2020 09:16

To: Ben Knock <Ben.Knock@becg.com>; Criterion Capital <CriterionCapital@becg.com>

Cc: Sarah Wardle <Sarah.Wardle@becg.com>; stephen.pomeroy@becg.com <stephen.pomeroy@becg.com>; andrew.howard@becg.com <andrew.howard@becg.com>; julius.duncan@becg.com <julius.duncan@becg.com>; rachel.bell@becg.com <rachel.bell@becg.com>; richard.george@becg.com <richard.george@becg.com>; max.camplin@becg.com <max.camplin@becg.com>; Jamie.gordan@becg.com <Jamie.gordan@becg.com>; samantha.clough@becg.com <samantha.clough@becg.com>; carl.daruvalla@becg.com <carl.daruvalla@becg.com>; lucinda.watt@becg.com <lucinda.watt@becg.com>; ally.kennedy@becg.com <ally.kennedy@becg.com>; alex.challoner@becg.com <alex.challoner@becg.com>; james.bird@becg.com <james.bird@becg.com>; amy.mcneil@becg.com <amy.mcneil@becg.com>

Subject: Re: Consultation for Watercress Island, Colliers Wood - More Questions

Hi Ben

Last week I sent you an email but I haven't received an acknowledgement or answers - I received some BECG out of office so I'm confident it reached your IT server.

Did you receive it, please can you acknowledge my tomorrow Wednesday 02 December 2020 and respond with proper answers by next Monday 07 December 2020?

Criterion Capital (or BECG or whatever you wish to call yourselves) expected me to drop everything and respond to you during a pandemic. Already you delayed my requested reply below and you have had weeks to respond to my questions.

Please can you respond to all my questions below from the start of time - Underneath each and every question, please add your initial and answer it properly and specifically. If you believe a question to be out of scope then please explain clearly why it is out of scope, then I will respond and explain clearly why it is within scope.

Cookies - Having put a cookie on Colliers Wood residents' computers during a 'public consultation' I'm still intrigued what you are monitoring - Are Merton Counsellors and Planners aware?

S106 and CIL payments - Aside from the fact Colliers Wood is already overpopulated and so cannot cope with more residents, Criterion Capital is still showing a significant loss, so I'm still baffled how you can afford these payments. Or are your accounts falsified, or are you fraudulently 'layering' (pls ask your Directors if you don't know what that means) or is it further misrepresentation using Criterion Capital name and now pretending to be BECG or one of your other numerous Criterion Capital companies? Which company specifically will be making these payments?

I understand if you're out of your depth, suggest you steady yourself with a warm rooibos - In which case please will another of your team members respond specifically and exactly to all my questions below? Or what about Stephen Pomeroy stepping up and taking responsibility rather than shirking it and pretending he's not involved MIA - Will he answer all my questions?

CRITERION CAPITAL LIMITED

INCOME STATEMENT

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	2018 £
Turnover		3,982,019	4,674,934
Administrative expenses		(4,907,506)	(5,245,769)
Operating loss		(925,487)	(570,835)
Interest receivable and similar income		205	2,825
Loss before taxation		(925,282)	(568,010)
Tax on loss	4	-	-
Loss for the financial year		(925,282)	(568,010)

Thanks
Catherine

From:Catherine Owens <catho99@hotmail.com>
Sent:08 November 2020 20:38
To:Criterion Capital <CriterionCapital@becg.com>
Cc:Sarah Wardle <Sarah.Wardle@becg.com>
Subject:Re: Consultation for Watercress Island, Colliers Wood - More Questions

Hi Sarah (or someone else from Criterion Capital or BECG)

In good faith I dropped my life in order to spend hours helping you within your incredibly short consultation deadline.

For this reason, as per Sarah's confirmation email below, would you please reply to my questions below, as it is now over two weeks since I sent them to you. I trust that it is not one rule for Criterion Capital/BECG and one rule for Colliers Wood residents.

I am still confused how BECG as a dormant company is trading - I trust Criterion Capital or BECG is not also furloughing its staff with HMRC also.

I look forward to hearing from you.

Catherine Owens

From:Catherine Owens <catho99@hotmail.com>
Sent:02 November 2020 08:57
To:Criterion Capital <CriterionCapital@becg.com>
Subject:Re: Consultation for Watercress Island, Colliers Wood - More Questions
CRITERION CAPITAL (OR BECG WHEN IT SUITS THEM) EMAILS – December 2020

Hi Sarah

Thanks for acknowledging my emails below.

I haven't heard back from you since. As you expected me to drop everything to help you in the middle of a pandemic, when people around me are very ill and/or with life-sustaining injuries, I wondered how is your reply answering my questions going?

Thanks

Catherine

From: Criterion Capital <CriterionCapital@becg.com>
Sent: 26 October 2020 11:15
To: Catherine Owens <catho99@hotmail.com>
Subject: RE: Consultation for Watercress Island, Colliers Wood - More Questions

Dear Catherine,

Both of your emails have been received and thank you for taking the time to give us your thoughts and feedback.

Please give us some time to formulate a suitable response.

All the best,

Sarah

From: Catherine Owens <catho99@hotmail.com>
Sent: 25 October 2020 21:30
To: Criterion Capital <CriterionCapital@becg.com>
Subject: Re: Consultation for Watercress Island, Colliers Wood - More Questions

Hello again

Please will you acknowledge receipt of this second email.

I have these further questions - Please see screen shots below, please will you answer them **by Saturday 07 November 2020 also.**

On Live Chat, your employee 'conveniently' hid behind BECG claiming you weren't Criterion Capital, and that she/he paid Corporation Tax.

- BEGC website has a quote from Stephen Pomeroy CEO <https://becg.com/>
 - BEGC Limited has an active Director - I trust the same Stephen Pomeroy
 - BEGC supposed employee claimed he/she was paying Corporation Tax
 - However Companies House confirms that BEGC Limited is "dormant" - So no Corporation Tax is being paid.
1. If you claim to be BECG and not Criterion Capital, then how is that possible for your company to be dormant?
 2. If you are trading as BECG, why are you not paying Corporation Tax?
 3. If you are trading as BECG, does that mean what your employee told me below about paying Corporation Tax, is false? i.e. you are not paying Corporation Tax
 4. Why is Stephen Pomeroy Director for a dormant company with a live, trading website?
 5. What information and rationale should I provide to HMRC?

Thanks
Catherine Owens



About us

Our services

Our work

Our thinking

Contact



“ The built environment impacts on every aspect of our lives and BECG is committed to championing the sectors within it. We are proud to be providing support for our private and public sector clients who drive to build a resilient built environment that provides the social and economic foundation for the UK to thrive.

Stephen Pomeroy, CEO

”

BECG continues to rise up the PR Week Top 150

Companies House

Companies House does not verify the accuracy of the information filed

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BECG LIMITED

Company number 04883755

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Date	Description	View / Download
02 Sep 2020	Confirmation statement made on 1 September 2020 with no updates	View PDF (3 pages)
28 Nov 2019	Accounts for a dormant company made up to 31 March 2019	View PDF (2 pages) Download XBRL
11 Sep 2019	Termination of appointment of Julian Edward Isaacson as a director on 7 September 2019	View PDF (1 page)
02 Sep 2019	Confirmation statement made on 1 September 2019 with updates	View PDF (4 pages)
26 Nov 2018	Accounts for a dormant company made up to 31 March 2018	View PDF (2 pages)

BECG LIMITED

Company number 04883755

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Persons with significant control

Filter officers

Current officers

8 officers / 7 resignations

POMEROY, Stephen Paul

Correspondence address

The Pump House, Garnier Road, Winchester, Hampshire, England, SO23 9QG

Role **ACTIVE**

Director

Date of birth

February 1967

Appointed on

1 September 2003

Nationality

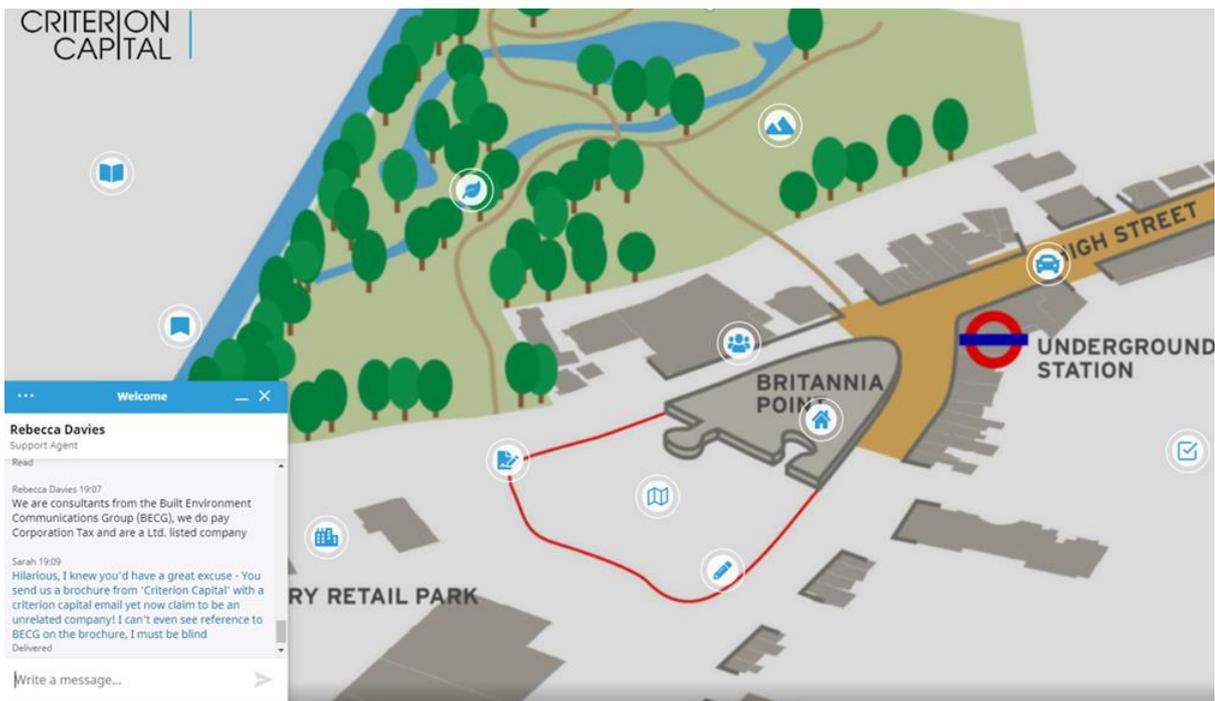
British

Country of residence

England

Occupation

Director



From:Catherine Owens
Sent:25 October 2020 21:14
To:CriterionCapital@becg.com<CriterionCapital@becg.com>
Subject:Consultation for Watercress Island, Colliers Wood - Questions

Hello

Would you please acknowledge receipt.

Consultation for Watercress Island, Colliers Wood

1. Very short timeframe in which to respond to your consultation

On Monday 19 October 2020, unannounced and without prior warning of your life-changing proposals involving astronomical tax-payer expense (see below), I received through my letterbox your Consultation brochure.

In a pandemic, a time when I thought we were being kind and supporting each other, you have given us residents an exceptionally short timeframe of less than two in weeks to respond to your proposals by 02 November 2020.

In order to reply, I have no choice but to stop caring for myself and for others and instead to spend hours reviewing your proposals that includes evening and weekends.

- Why did you give residents such a short timeframe (less than two weeks) to respond to your proposals?
- Did you hope that with such short notice the number of responses that you received would be few and limited?
- For such a life-changing project, do you think that giving residents less than two weeks of notice to respond is “reasonable”?
- Have you informed Merton Planning Officers about your exceptionally short timeframe for giving residents less than two weeks to respond to your proposals?

I trust there isn't one rule for Criterion Capital and one rule for Colliers Wood residents - So on the same hymn sheet, would you please reply to this email properly and fully answering all my questions within less than **two weeks that is by Saturday 07 November 2020.**

I might have more questions too.

2. Very short notice for your ‘Live Chat’

You gave me less than two days of notice to read your brochure and to be available for your ‘Live Chat’ on Wednesday 21 October 6pm-8pm. I had plans that evening but, because of you, I had to cancel them.

- What is this, why is my life held to ransom by Criterion Capital?
- Why did you give residents such short notice of less than two days to attend your ‘Live Chat’?
- For such a life-changing project, do you think that giving residents less than two days of notice to attend a ‘Live Chat’ is “reasonable”?
- Have you informed Merton Planning Officers about your exceptionally short timeframe of giving residents less than two days to attend your ‘Live Chat’?

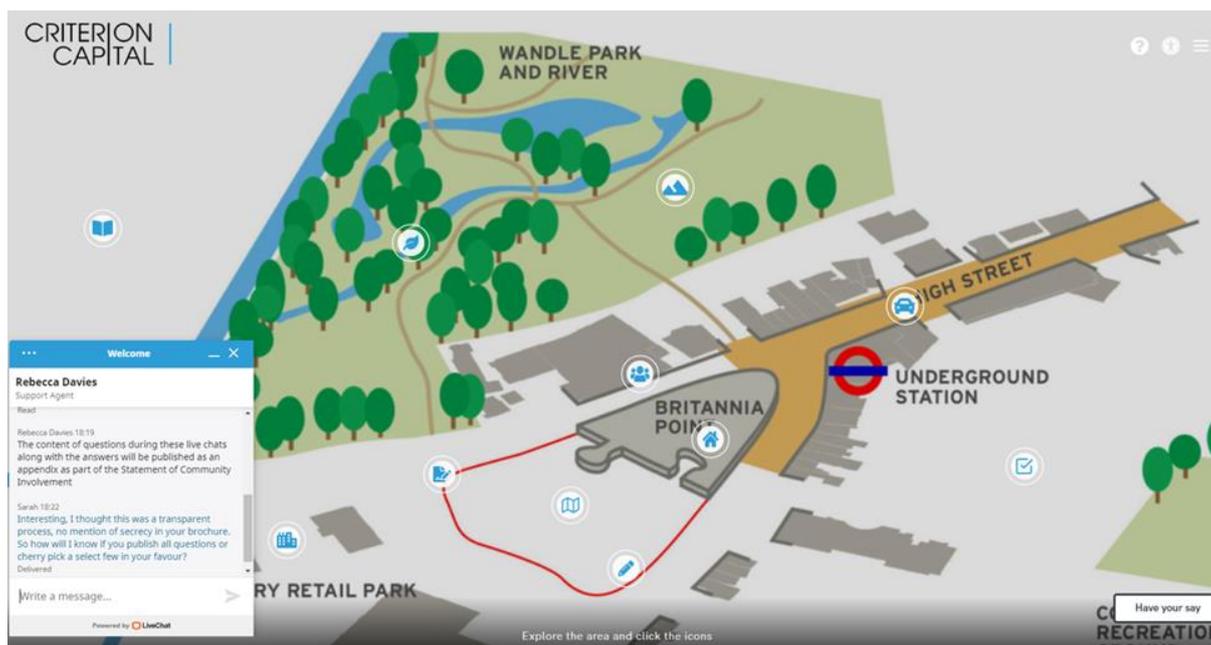
3. Criterion Capital to publish public questions with answers in “Statement of Community Involvement”

I attended your ‘Live Chat’ that naively I thought meant “live” e.g. via zoom, so that I could see and talk to you properly, but it wasn't. After huge issues logging into a blank, non-responsive screen (as yet again I had to consent to your using my personal details), I was horrified when the responder used Covid-19 as an excuse for not having a proper live chat, that I thought was highly insensitive and manipulative considering Master Planning for such a scheme must have taken months (if not years) and zoom is easy to set up. I believe that was a convenient, but not genuine, excuse.

Live Chat was not transparent or helpful as I could not see questions asked by other residents and functionality was terrible – Questions were not answered directly or excuses were made, or the responder hid behind the fact that apparently it wasn't Criterion Capital as advertised (misrepresentation) but a communications agency! Additionally there was no way of saving responses so I screen shot them.

CRITERION CAPITAL (OR BECG WHEN IT SUITS THEM) EMAILS – December 2020

As the process was not transparent, I was concerned that my questions might not be answered and that you would 'cherry pick' them, but I was assured that my questions and answers would be published in the "Statement of Community" – So I look forward to reading them all.



4. Sense of Entitlement

Noted that you own land adjacent to a skyscraper Britannia Point that was built decades ago, land that is opposite Wandle Park and adjacent to Wandle river.

- Britannia Point skyscraper existed for decades, what makes you think that you are entitled to build one or more skyscrapers on your land? Please provide specific, exact criteria and rationale.
- I live on a nearby residential road, and have done so for several years, am I entitled to build a skyscraper on my land too?
- If precedent is set, can we all build sky scrapers on our land, that will be thousands of skyscrapers in Colliers Wood?
- Actions speak louder than words. If, as stated in your brochure "Community benefits", "Bringing in Green Spaces", "Enhanced Landscaping" as well as via 'community engagement' in your Live Chat, you are

genuinely concerned about our community, then why don't you transform your land into a nice green space with park and pond, for the young, elderly and families to enjoy?

5. Architectural Plans and Structural Engineer Plans Request

- Your brochure is very vague, I believe full of meaningless buzz words. In order for me to assess your proposals properly, please can you provide me with complete Architectural and Structural Engineering drawings, so that us residents can assess them fully?
- If you are not prepared to issue these drawings, then why not? Or is that because you have something to hide?
- Double standards - Please don't make excuses about GDPR that your team have made (see below), yet whilst expecting us residents to sign our life away and give you our personal contact details.

6. Flat Design - Mix of Private Housing / Social Housing / Other

- Please provide details of your building use including private/social/other/business use
- What will be your mix % of social housing and non-social (private housing)?
- How will social and non-social housing be allocated across your proposal?
- What other mixed use specifically do you propose, such as your proposal suggests "Flexible Work and Commercial Space" – What mix % of each other uses?
- What size flats are you proposing, how many bedrooms, what mix of each size?
- Do you propose renting or selling the flats?

7. Britannia Point Horrific

Britannia Point existed for decades previously, your proposal hasn't.

- Design – Britannia Point was not made to approved design e.g. extra rooms were "accidentally" inserted. How would your proposal be any different?
- Appalling - Everyone I know who moved into Britannia Point found it so horrific e.g. lifts don't work, that they moved out. How would your proposal be any different?

8. CEO Misrepresentation?

Criterion website states Asif Aziz is Founder and CEO, however Companies House confirms that on 02 September 2020 Asif Aziz terminated his Directorship with Criterion Limited, with current Directors Marc Sandfort and Cosmina Stan.

- So which is correct, who is Criterion Capital CEO?
- Or is this misrepresentation?
- How do you expect us to trust you if you are not even able to update a website page accurately?

CRITERION CAPITAL LIMITED

Company number 05887591

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Confirmation statements / Annual returns

Incorporation

Officers

Date	Description	View / Download
11 Sep 2020	Confirmation statement made on 26 July 2020 with no updates	View PDF (3 pages)
02 Sep 2020	Appointment of Marc Sandfort as a director on 2 September 2020	View PDF (2 pages)
02 Sep 2020	Appointment of Miss Cosmina Maria Stan as a director on 2 September 2020	View PDF (2 pages)
02 Sep 2020	Cessation of Asif Haroon Aziz as a person with significant control on 2 September 2020	View PDF (1 page)
02 Sep 2020	Termination of appointment of Asif Haroon Aziz as a director on 2 September 2020	View PDF (1 page)
27 Nov 2019	Accounts for a small company made up to 31 March 2019	View PDF (15 pages)
01 Aug 2019	Confirmation statement made on 26 July 2019 with no updates	View PDF (3 pages)

Webpage 25.10.2020:

Asif Aziz

Asif Aziz is the Founder and CEO of Criterion Capital, one of London's most influential asset management company with a portfolio under management of c. £3.6 Billion.

Being 100% involved in his projects has enabled him to build a portfolio of more than 21 buildings across the commercial, private residential and hospitality spaces. As well as eight private residential properties around commuter belt London, the portfolio also includes some of London's most iconic buildings in the West End area including the London Trocadero, Pavilion and Criterion Building.

With more projects underway, Asif's focus remains fixed on continuing to help enhance the city that he loves for both those that live here and those who come to visit.

Asif Aziz is also passionate about his charity, the Aziz Foundation. Through the foundation he focusses on improving primary school education, tackling homelessness, and providing international poverty relief. Find out more about the [Aziz Foundation](#) and their work here.

You can also follow their latest news and updates on [Twitter](#).

You can now also find out more about Asif Aziz on his personal website - [AsifAziz.com](#).

9. Infrastructure - Already demand for public transport far, far, far outweighs supply

Your proposal is for 266 new homes, that means in excess of likely >1,000 new residents.

Already Colliers Wood infrastructure is overloaded and cannot cope with current demand, that far, far, far outweighs supply, so it does not have any fantastic public transport links. There is not enough space for your proposed new residents.

- Cars/Buses - Roads are not safe, highly congested with huge traffic jams that last for hours from early morning to late evening. Residents are highly frustrated, annoyed and distressed that a short journey takes hours.

- Northern Line tube and Train – Ridiculously overcrowded and not safe. Only three stops from the start of the line, frequently residents cannot even get onto tube trains or have to wait for several until there is space.

Colliers Wood transport will not be able to cope with the huge volume of new residents that you are proposing.

- If you are claiming as in your brochure “fantastic public transport links” and Colliers Wood does not currently have any, how do you propose making our transport links fantastic?
- Are you commissioning new buses to be manufactured, and new bus routes?
- Are you building a second Northern Line tube line?

10. **Schools - Already demand for places in schools far, far, far outweighs supply**

Already Colliers Wood schools are oversubscribed and cannot cope with current demand, that far, far, far outweighs supply. Local residents struggle to get their children places in nearby schools, so there is not enough space for your proposed new residents.

- How do you propose schooling your new residents?
- Or do you not wish them to attend school?
- Or do you wish them to be home-schooled?
- Or are you building a new school for them?
- Why don't you use your land to build a new school?

11. **Hospitals - Already demand for places in hospitals schools far, far, far outweighs supply**

Already Colliers Wood hospitals and NHS clinics are oversubscribed and cannot cope with current demand, that far, far, far outweighs supply. Especially in light of covid-19. Local residents struggle to obtain appointments in Tooting Hospital St George's, Accident and Emergency tends to have lengthy queues, and with Covid-19 the hospital and local clinics simply cannot cope with any more demand, there is not enough space for your proposed new residents.

- How do you propose your new residents will be treated if they are ill?
- Or are you building a new hospital or NHS clinic for them?
- Why don't you use your land to build a new hospital or NHS Clinic?

12. **Car Parking Spaces**

Your brochure suggests low parking provision in a positive light, as not having a negative impact on air quality. I believe a very convenient excuse to avoid paying for a basement car park especially in light of the astronomical number of new flats that you are proposing.

- Do your Directors Marc Sandfort and/or Cosmina Stan own a car?
- Do any other Criterion Capital employees own a car?
- If so, would you please explain why they think that it is acceptable for Colliers Wood residents to not own a car?
- Do your Directors Marc Sandfort and Cosmina Stan park their cars outside / near to their house?
- If so, why do you think that Colliers Wood residents would not wish to park a car by their home?

I am not meaning that I wish Colliers Wood to be overrun with cars, but to make the excuse of us not having “negative impact on air quality”, I trust your Directors and employees do not have a negative impact either. Else that would be hypocritical.

13. **Practise what you preach #1 - “Green”**

Your brochure has a large focus on “green” with “soft landscaping” and “rich and biodiverse”. I believe more buzz words with no substance.

- How is building two skyscrapers “green”?
- To reiterate, if you care so much about our community and the environment, why don't you build a park and pond for families to enjoy?

14. **Practise what you preach #2 – Directors as Residents**

Your brochure paints your new proposal in glowing light with fantastic “community benefits”, “enhanced landscaping”

- If it is so great, will your Directors Marc Sandfort and Cosmina Stan relocate to live in the flats?
- Which flats have they reserved for themselves?

- Will other Criterion Capital employees join them to live in the flats too?
- What is it about the intersection of a very busy road junction with a lot of noise and air pollution, overcrowded infrastructure, schools and hospitals, that attracts Marc Sandfort and Cosmina Stan to live at the development?
- If they are not planning to live in your fantastic proposed development themselves, then why not? Why would anyone else want to live in it?

15. Practise what you preach #3 - Business Relocation

Your brochure suggests flexible working spaces with flexibility. Firstly, I find your justification for building two skyscrapers due to Covid-19 to be highly insensitive and inappropriate. Thousands of people have died from Covid-19 and your proposal for so many new residents without any proposal for any new hospital, means that you expect them to use St George's hospital that is already overcrowded.

- If your commercial space will be so great, will Criterion Capital relocate to use the space?
- Why would anyone want to use your hugely overcrowded working space?

16. Design and Height - "A need for height"

Your statement "there is a need for height in this location".

- Please provide specific evidence supporting your claim, why do we have a "a need for height"?
- Why would we want a building taller than Britannia Point?
- Or shorter at 16 storeys?
- Why would Colliers Wood residents want a "cluster of cascading building heights" on the junction of a highly busy intersection?
- Are your Directors planning to live on the top floors as they like heights?

17. Construction - Blockage of Infrastructure, Excessive Dirt and Noise

Building two skyscrapers will leave a huge carbon footprint and impose a huge amount of resource upon our infrastructure, schools and hospitals that cannot cope already, as well as generate a huge amount of dirt, pollution and noise. Roads will be blocked even more so with lorries delivering materials, concrete cement trucks, steels etc at all hours of day and night. Especially at a time when many of us are now working from home so we are distracted by noise.

- How do you justify making such a huge carbon footprint?
- How do you justify causing so much disruption to residents?
- How do you justify causing so much congestion, dirt, pollution?
- How do you expect residents to work from home when you will be creating so much noise?

18. Criterion Capital is loss-making – So how can you afford these proposals?

Your brochure might suggest that Criterion Capital is corporate and socially responsible, providing "community benefits", "biodiversity" and "vibrant space". However, your company is making an astonishingly, eye-wateringly large losses year on year that is increasing, current year almost (£1m) loss, cumulative whopping (£4.1m) loss! Net assets also (£4.1m) negative. Highly likely that Criterion Capital has not paid Corporation Tax for years, and are not likely to pay any in the future.

- How do you justify not paying any Corporation Tax?
- How do you justify offsetting your losses against future profits, so you won't have to pay Corporation Tax in the foreseeable future either?
- If you do not pay Corporation Tax, how do you justify portraying that your proposal is corporate and socially responsible?
- If you are loss-making, how can you afford to build your proposed scheme?
- If you are loss-making, how would residents have any confidence that you have the funds to complete any proposal, rather than start it to never finish?
- Considering Criterion Capital does not pay Corporation Tax, do any Criterion Capital employees use any taxpayer funded amenities such as schools, roads – And hospitals?
- Or is it us Colliers Wood residents that are the tax payers who are supposed to fund Criterion Capital employees?

CRITERION CAPITAL LIMITED

INCOME STATEMENT

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	2018 £
Turnover		3,982,019	4,674,934
Administrative expenses		(4,907,506)	(5,245,769)
Operating loss		(925,487)	(570,835)
Interest receivable and similar income		205	2,825
Loss before taxation		(925,282)	(568,010)
Tax on loss	4	-	-
Loss for the financial year		(925,282)	(568,010)

CRITERION CAPITAL LIMITED

STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2019

	Notes	2019 £		2018 £	
Fixed assets					
Tangible assets	5	-		46,082	
Investments	6	1		-	
			1		46,082
Current assets					
Debtors	8	3,094,366		2,759,547	
Cash at bank and in hand		139,236		102,285	
		3,233,602		2,861,832	
Creditors: amounts falling due within one year	9	(7,315,240)		(6,064,269)	
Net current liabilities		(4,081,638)		(3,202,437)	
Total assets less current liabilities		(4,081,637)		(3,156,355)	
Capital and reserves					
Called up share capital		1,000		1,000	
Profit and loss reserves		(4,082,637)		(3,157,355)	
Total equity		(4,081,637)		(3,156,355)	

4 Taxation

Based on the financial statements, no provision has been made for corporation tax. The company has estimated **total losses available to offset against future profits of £70,646 (2018: £19,389)**. A deferred tax asset of £12,020 (2018: £3,296) has not been recognised due to uncertainty over when the losses will be utilised.

The company has fixed asset timing differences of £61,107 (2018: £91,604). A deferred tax liability of £10,388 (2018: £15,573) has not been recognised as it is considered that the liability will be adjusted as it reverses by the unrecognised tax losses.

19. Parent Off-Shore so not contributing to UK community or economy!

To repeat, your brochure paints your proposal in a fantastic light with Criterion Capital being corporate and socially responsible. However, as well as your company being hugely loss-making, your parent company isn't even based in UK, it is based off-shore in Isle of Man!

- If your monies leave UK, how exactly does Criterion contribute to UK economy and community?
- How exactly will you contribute to Colliers Wood becoming "enhanced", "fantastic", "improved"?
- Or is it one rule for us Colliers Wood tax payers, and another for Criterion Capital employees?

13 Parent company

ACT Property Holdings Ltd, a company incorporated in the Isle of Man, is the immediate and ultimate parent company and is the largest and smallest group for which consolidated accounts are prepared. ACT Property Holdings Limited's registered office is 1st Floor, 18-20 North Quay, Douglas, IM1 4LE, Isle of Man.

The ultimate controlling party is deemed to be the Trustees of The Aziz Continuation Trust.

20. For a loss-making company, Director's Salaries are eye-wateringly large

In light of your company being loss-making and not paying Corporation Tax, your Directors paid themselves very high salaries of £569k! That contributed to over half the company's losses for the year.

- How do your Directors justify such high salaries?
- As a tax-payer's loss, how do you justify paying such high salaries as being corporate and socially responsible?

3 Director's remuneration

	2019 £	2018 £
Remuneration paid to directors	569,391	555,587

The number of directors for whom retirement benefits are accruing under defined contribution schemes amounted to 2 (2018 - 2).

21. For a loss-making company, Director Expenses eye-wateringly large

In light of your company being loss-making and not paying Corporation Tax, your Directors were paid very high expenses of £123k expenses, that is about four times average salary – That was in addition to £569k salaries!

- How do you justify paying Directors such large expenses?
- What is breakdown of such large expenses?
- As a tax-payer's loss, how do you justify paying such high expenses as being corporate and socially responsible?
- I appreciate that Mr A Aziz introduced money into the company, but that wasn't every year and was the amount used to offset expenses specifically, or accounted for differently e.g. Director's Loan i.e. another nail in the tax-payer's coffin?

12 Directors' transactions

During the year, the company paid expenses on behalf of Mr A Aziz, a director of the company, totalling £123,935 (2018: £165,928). Mr A Aziz introduced £134,902 (2018: £159,012). The amount due to Mr A Aziz at the reporting date totalled £13,406 (2018: £2,439) and is included within other creditors. No interest is payable on this balance.

22. Managing Agent

Your proposed new flats will require a lot of maintenance.

- What is the name of the company (companies) that you will use to maintain your skyscrapers?
- Is the company(companies) based in UK or off-shore, or with links off-shore?
- Will any profit be provided to HMRC via Corporation Tax, or siphoned off-shore?

23. Feedback from Two employees suggested unethical "borderline illegal" practises

Two of your employee recent reviews:

- 10 September 2020, only one month ago – 1 star - “Low Paid, Awful atmosphere, No Leadership” – “Do not join this company it is bar far the worst company I have ever experienced. Totally unethical practices, poor working environment. Borderline illegal approach to it's tenants. No intelligent leadership”.
- 04 July 2020, less than 3 months ago, “Corporate culture at its worst” - You can make up your mind by reading the reviews and articles online. From the insiders perspective- most of them are true reflection of the “labour camp” culture. Employees are treated as resources, nothing more.”

I realise these might be disgruntled employees, but I’ve never known smoke without fire.

- To what “unethical practices” is this employee referring?
- To what “borderline illegal” is this employee referring?
- To what “labour camp” is this employee referring?
- To what “no intelligent leadership” is this employee referring?
- If your employees / past employees have no confidence in you, your ethics, lawfulness and leadership, why should Colliers Wood residents have any such confidence in you?

1.0 Low Paid, Awful atmosphere No leadership



Property (Former Employee) - London, Greater London - 10 September 2020

Do not join this company it is by far the worst company I have ever experienced. Totally unethical practices, poor working enviroment. Borderline illegal approach to it's tenants. No intelligent leadership

✓ Pros

Great Property Portfolio

✗ Cons

Long unpaid hours, disrespectful leadership team, Total amatures

1.0 Corporate culture at its worst



Guest Service Manager (Former Employee) - London, Greater London - 4 July 2020

You can make up your mind by reading the reviews and articles online. From the insiders perspective- most of them are true reflection of the “labour camp” culture. Employees are treated as resources, nothing more.

24. Public Consultation is not “public” but is a “forced” collection of data by Criterion Capital

I don’t know who you think you are, but for your claim “Public Consultation” one might be forgiven for thinking that this meant at free will, members of the public can find out more about your proposals. But no. This is Criterion Capital misleading the public for their advantage to gain specific data about you, I believe in the hope to manipulate data for use with Merton Planning Officers.

- Your brochure form in the post and online, suggests we can respond to information “anonymously”. But that isn’t true, is it?
- Online - I tried to view information online but in order to do so I had no option other than to provide my exact address, to agree to your privacy policy and to consent to your using my personal information i.e. I was “forced” to provide my personal details and to give away my privacy rights, in order to learn about your proposal.
- ‘Live Chat’ – Similarly in good faith I logged onto your website to attend your live chat. But I went round in circles, could not find how to access it (disrespectful, waste of my time), with the only instruction being “to participate simply visit the website... click on the chat icon and type in the question”. One might be forgiven for thinking there was a chat icon, but there wasn’t. It was only when deceit alarm bells started ringing that I realised I was only able to see the chat icon if I provided my personal details to Criterion Capital again, so I was only able to attend Live Chat if I confirmed my address and agreed to your privacy policy and to your using my personal information.

- What sort of company do you think you are "forcing" people to provide you with their personal information in order for them to access a life-changing, astronomical tax-payer expense proposal?
- How is your consultation "public" if you are forcing people to provide their personal details and forcing them to consent to your using their data?
- How is "forcing" residents to provide their personal contact details, "acceptable" and "reasonable" for a "public consultation"? Or for any other matter?
- Your consultation wasn't anonymous, was it? Please no excuses.
- Double standards - Interestingly, on Live Chat, when I asked for the names of the "team" that was advertised as being available, the person who replied hid behind "GDPR" (of course he/she did!) and refused to provide any names of Criterion Capital or Architect employees, only the names of communications agency employees!
- Why is it one rule for Criterion Capital not providing personal information and one rule for Colliers Wood residents forced to provide personal information?
- Do Merton Planning Officers know that your "Public Consultation" wasn't public and involved "forcing" residents to provide their personal information and consenting to its use?



Welcome to our consultation on the proposals for Britannia Point in Colliers Wood.

We would like as many of your thoughts and comments on the plans before we submit them to Merton Council. **The deadline for comments is 5.30pm on Tuesday 3rd November 2020** and you can feed back in a number of different ways here.

The team will also be holding two Live Chat sessions so residents can talk directly to the project team. To participate, simply visit the website at the times below and click on the messenger icon and this will provide space for you to type in questions/comments:

Wed. 21st October from 6pm-8pm
 Mon. 26th October from 12pm-3pm

In the meantime, if you have any questions then please get in touch either by email at CriterionCapital@becg.com or leave us a voice message using our freephone information line on 0800 298 7040.

Before you go on to look at the plans and give us your feedback, we would like to know a little bit about you to understand your relationship to the site and if you would like to stay updated with the project.

Please complete the fields below. If you do not wish to provide your name and email address, please still place an anonymous pin on the map.

I agree to the privacy policy and that I'm over 13 years old.

Privacy Policy

Built Environment Communications Group Ltd (BECG) acts on behalf of Criterion Capital to run public consultation activities.

By filling-in the online forms you are agreeing that BECG can hold and process your personal data in relation to this public consultation exercise.

- BECG will only share your personal data with the project team for planning evaluation purposes only.
- Your identifiable, personal data will not be used for any other purposes without your consent.

BECG will use your data to:

- Send you updates about the project (where you provide us with your contact details).
- Develop a Statement of Community Consultation (or similar document) about this public consultation that will be submitted to the planning authority or similar body; this will be a publicly available document. Your comments will be anonymous, and we will only identify you in these reports with your express permission.

If you provide us with your contact details, we might also contact you to ask you more about the comments you've made.

Data protection

We hold all personal data in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679 and your personal data will not be transferred outside of the European Economic Area. You can see our full Privacy Statement, Data Protection Policy, Data Retention Policy and find out how to make a Subject Access Request at the following website address becg.com/dp or by contacting us on 01962 893 893 / dataprotection@becg.com.

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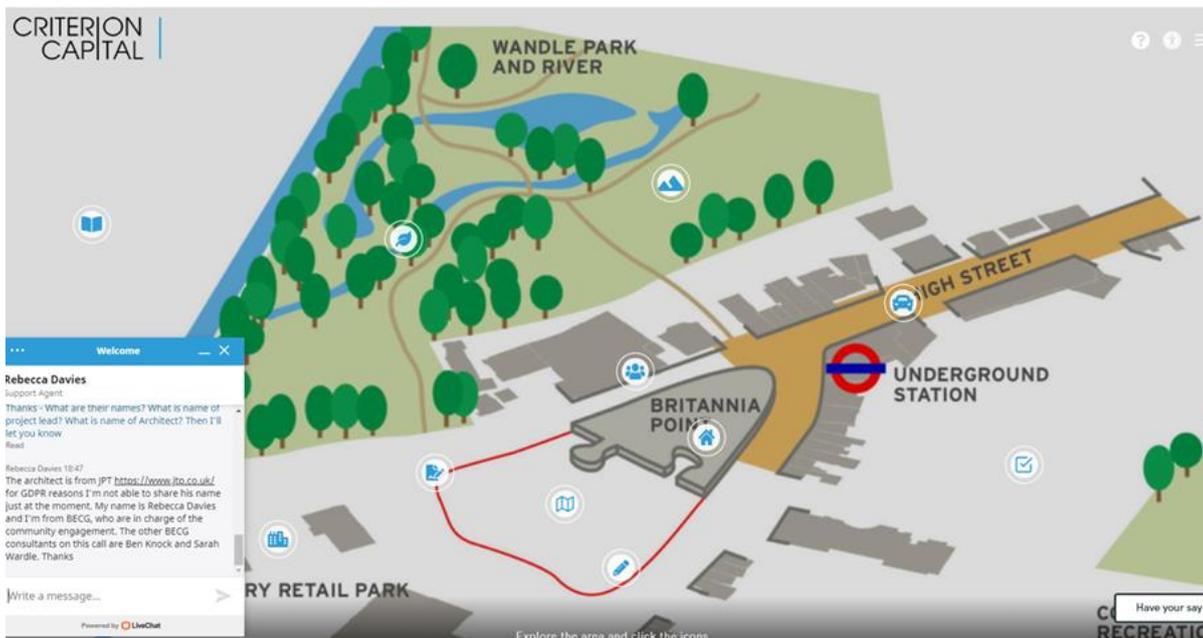
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25. Your Consultation Form - Highly Misleading, Very limited ability to response

Terrible feedback form, questions with no reasonable answer yet residents are “forced” to tick one, with most boxes not having a free text field.

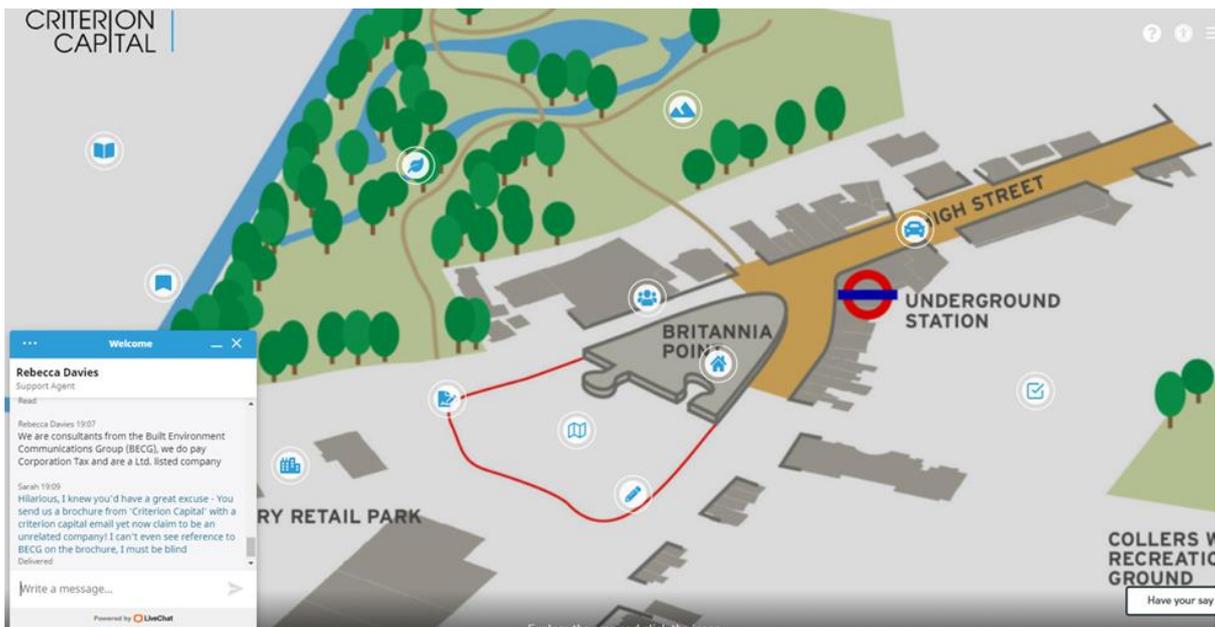
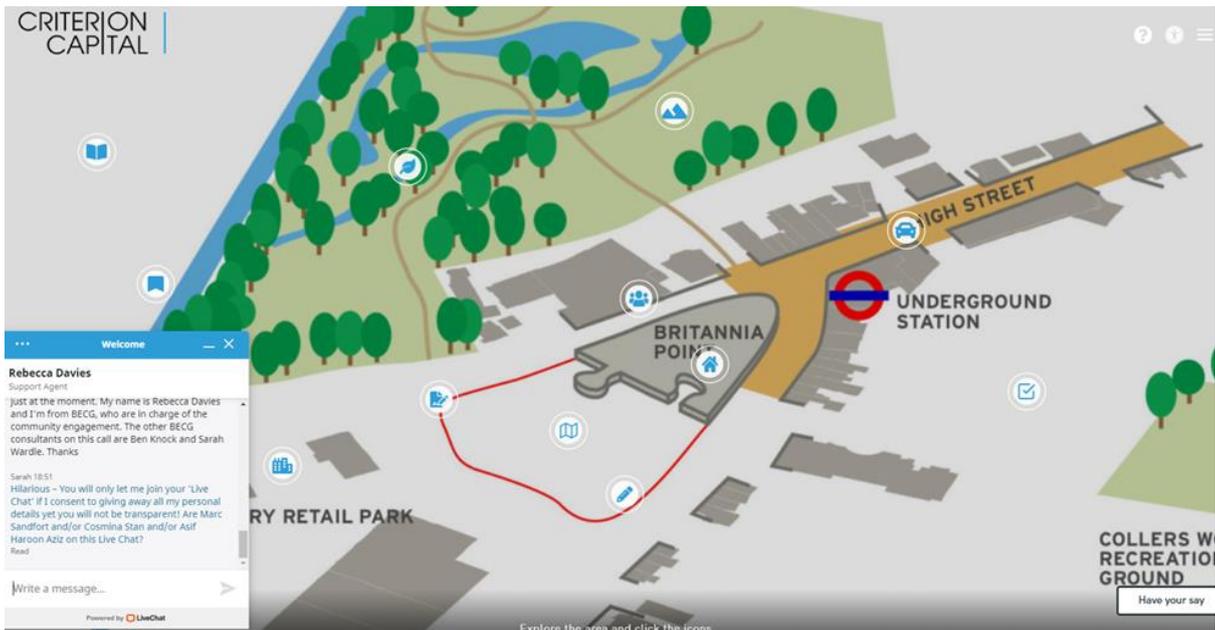
- How is “forcing” residents to respond in a certain way ethical, genuine and reasonable?
- Do Merton Planning Officers know that your “Public Consultation” involved “forcing” residents to answer specific boxes even if none were suitable, with most answers not having free text field?

26. No transparency - Criterion Capital advertised ‘Live Chat’ wasn’t actually with Criterion Capital but with a communications agency!

Brochure was for Criterion Capital, website Criterion Capital, Live Chat advertisement was for “the team” so one might be forgiven for thinking that this meant with the Criterion Capital team. But misrepresentation, it wasn’t – It was with a communications agency! When I asked a question about Criterion Capital, the communications agency gave terrible excuse for not answering saying they were a different company!

- Why state Criterion Capital and advertise as Criterion Capital if the Live Chat wasn’t with Criterion Capital?
- Is that misrepresentation?

- How are residents expected to be mind readers – How would anyone know that a Criterion Capital Live Chat was not with Criterion Capital?
- Do you think reasonable for the communications agency to avoid answering questions by claiming they are not Criterion Capital?



27. Criterion Capital weren't at Live Chat at all!

For such a large scheme, one might think it would be the priority of the Directors to attend such a Live Chat - But they weren't online.

- Why weren't Criterion Capital Directors available to discuss their proposals?
- Or why weren't any Criterion Capital employees on live chat? Surely they are part of the "team"?

28. Who named Watercress Island?

- Does it come with a side of tomatoes?

29. Colliers Wood residents don't want your proposed scheme

We don't want this proposal, please will you stop trying to force it upon us?

Kind regards

Catherine Owens

Colliers Wood Resident

From: Sarah Wardle <Sarah.Wardle@becg.com>

Sent: 21 October 2020 18:01

To: Catherine Owens <catho99@hotmail.com>; Criterion Capital <CriterionCapital@becg.com>

Subject: RE: Where is Live Chat icon?

Hi Catherine,

It's a live chat in the sense that you can chat in real time with members of our project team.

We have to ask for your consent to store your name and contact information (if you wish to provide it) so we can write back to you with any follow up queries. If you do not wish you participate in the live chat, please feel free to email me any of your questions.

Regards,

Sarah

Sarah Wardle

Associate Director

becg

D: 020 3697 7659

O: 020 3697 7630

M: 07875 016 042

E: Sarah.Wardle@becg.com

becg.com



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P Please consider the environment before printing this email

From:Catherine Owens <catho99@hotmail.com>
Sent:21 October 2020 18:20
To:Sarah Wardle <Sarah.Wardle@becg.com>; Criterion Capital <CriterionCapital@becg.com>
Subject:Re: Where is Live Chat icon?

Hi Sarah

Ah ok - So I thought this was a transparent live chat.

So this isn't a transparent 'Live Chat' at all, it is a 'we will only talk to you if you consent to give us all your personal details and waive any rights to them' chat.

How can I access that screen without consenting to giving my life away to you?

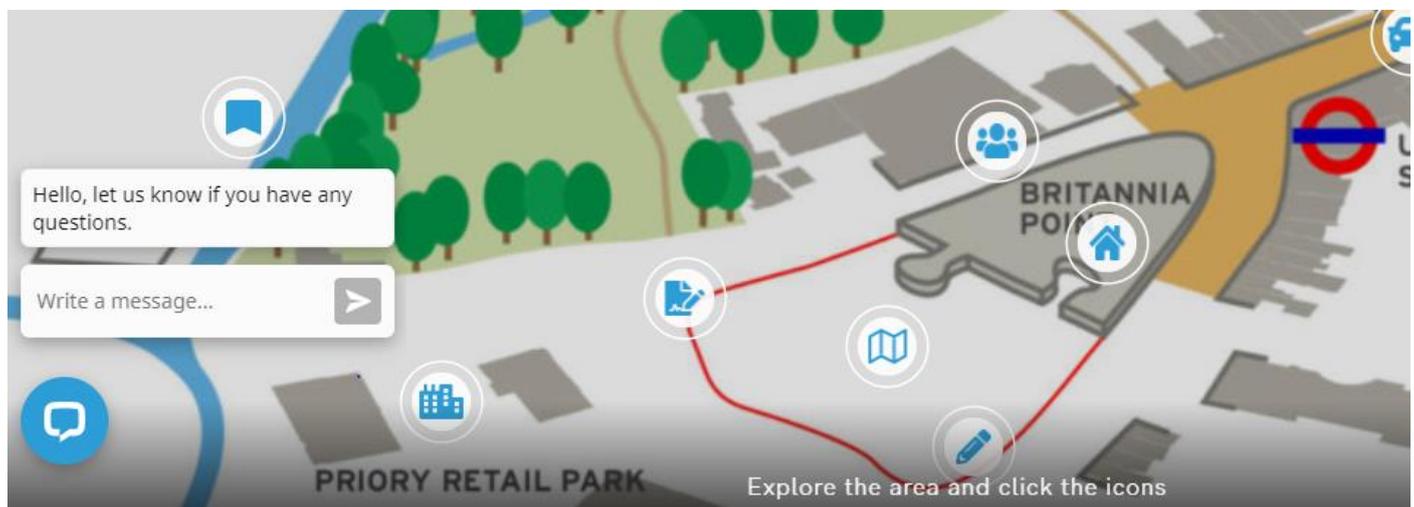
Thanks
Catherine

From:Sarah Wardle <Sarah.Wardle@becg.com>
Sent:21 October 2020 17:13
To:Catherine Owens <catho99@hotmail.com>; Criterion Capital <CriterionCapital@becg.com>
Subject:RE: Where is Live Chat icon?

Hi Catherine,

The live chat is up and running and we are chatting with a number of your neighbours.

The icon is a blue speech bubble at the bottom left of the screen.



Sarah Wardle
Associate Director

becg

D: 020 3697 7659
O: 020 3697 7630
M: 07875 016 042

CRITERION CAPITAL (OR BECG WHEN IT SUITS THEM) EMAILS – December 2020

E: Sarah.Wardle@becg.com

becg.com



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From: Catherine Owens <catho99@hotmail.com>

Sent: 21 October 2020 18:12

To: Criterion Capital <CriterionCapital@becg.com>

Subject: Re: Where is Live Chat icon?

Hello again

So I still cannot see a 'Live Chat' icon.

I rang your phone number to ask how to access it - Only to be put through to an answering machine that spouted a load of jargon about data protection i.e. you want to use my information in all ways possible.

I thought this was a Live Chat session for residents to ask you questions - I have cancelled my evening plans especially. Is this a farce?

Catherine

From: Catherine Owens <catho99@hotmail.com>

Sent: 21 October 2020 17:09

To: CriterionCapital@becg.com <CriterionCapital@becg.com>

Subject: Re: Where is Live Chat icon?

Hello - It is now 18:09 so I have missed the first 9 minutes of your Live Chat.

Please don't waste my time - Where is your 'Live Chat' icon - How do I log into your Live Chat?

Catherine

From: Catherine Owens <catho99@hotmail.com>

Sent: 21 October 2020 17:07

To:CriterionCapital@becg.com<CriterionCapital@becg.com>

Subject:Re: Where is Live Chat icon?

Hello again

I keep refreshing your website page but I still cannot see any 'Live Chat' icon - where is it?
How do I log into your live chat?

Catherine

From:Catherine Owens

Sent:21 October 2020 17:05

To:CriterionCapital@becg.com<CriterionCapital@becg.com>

Subject:Where is Live Chat icon?

Hello

I am on your websitehttps://l.antigena.com/l/uSBWvc2kj2q7_-d5rWJXyT7UgJ02EjVV1XBUubxn3B9d0uLbZ5GDnlxsd5FkGD13xNkPUdUrgP51itljSPx1noI3u2Gb7Gn3KSWjslVU93Xi950G1Ypag_H82D1 that I keep refreshing. I cannot see a 'Live Chat' icon - Where is it?

Thanks

Catherine