

MEETING minutes

FOLLOW UP WITH BALLYMORE FROM COMMITTEE MEETING OF 14TH JAN

DATE: 25th Jan 2019

VENUE: The Grocer

PRESENT: Ballymore – Caspar Luiken, Dan Cross. LCILRA – Sokari Higgwe, Mel Henson

Mel and Sokari said that there were three issues which affected a number of residents. It is felt that it would be best for these to be dealt with as a group, for clarity, fairness and to avoid duplication of effort on both sides. In each case, a resident had offered to be the central point of contact.

Mel provided the contact details of the residents who had volunteered for this, as well as background notes about the issues. Dan Cross will contact them to take it forward.

CRACKS IN WINDOWS – Resident Rep Deb Caleb Raffaele

Several residents have experienced spontaneous external cracks in the windows.

Dan said there is no one reason why this is happening.

Thermal stress – where sun beats down and boxes or things inside can help heat build-up and crack the window

Could be a general defect or stress movement

Caspar said this could be claimed on the insurance, but Sokari said that this is not what is happening.

NOISES IN BUILDINGS – Resident Rep Daniel Dewhirst

Some residents have experienced a lot of noises. Aftercare have said that they cannot deal with this without a recording, but as the noise is intermittent this has been hard to collect.

COOKER HOODS – Resident Rep Nina Bukhutzi

Mel stressed that this is a new issue unrelated to previous cooker hood issues. Some residents believe that they have been fitted with a hood suitable for a 2-ring hob instead of one for a 4-ring hob.

DOG FOULING

We said that following requests from numerous residents it was voted at the last committee meeting to request dog bins, signs, fines and sanctions to revoke a pet licence for repeated offences. Dan Cross said that Royal Wharf (another Ballymore development) has dog bins and he would look into the same being installed at LCI.

Dan also said he has held briefings with the concierge and security team to be more aware of the dog issue and be more vigilant when fouling is witnessed.

The issue of pet licences may prove trickier. Dan said that 10 dog licences have been issued but it is believed that many more than that are kept on the premises.

To obtain a licence the owner has to provide photos, a reason why the animal should be kept, be microchipped and have insurance. It is likely that the people who have licences are not the transgressors.

Pet licence money £125 is paid to the concierge and goes back into service charge.

CODY DOCK UPDATE

Gareth Kitson of Ballymore (representing freeholder) and Caspar went to a meeting with Cody Dock. This was aimed at getting all the right people in the room to discuss how to utilise the River Lea for activities and enjoyment – mainly educational as there is no real way to commercialise it.

Some of the interested parties who were there included Thames Water, Port of London, Council, Government, Berkley Homes. Key aims were

- 1) Promote wildlife and ecological research (migrating birds, seals, fish are all improving in numbers). Raw sewage used to be put into the river 300 times a year, now just 3 and goal to have none at all. So River is now a lot cleaner
- 2) How can its local things be communicated? E.g.: independent jazz clubs, community boat that exist already and add to the character of area.
- 3) There is a 26 mile stretch of walkway that could be accessed to residents if a small stretch of the path can be opened up. It's owned by a warehousing company who do not want it open as they are concerned it is a security risk.

REVIEW of SERVICE CHARGE

Mel to send Caspar minutes of the AGM's where it was voted on to have the service charge review and other relevant information, to assist with moving this forward.

SECURITY

Caspar said that Ballymore is focussing to improve security across its business and be more pro-active and less reactive. He is starting to work more closely with the police. e.g.:

- Liaising with police to have better links with the LCI security team
- Consultations with an external company to make sure LCI is following best practice in security
- More testing emergency procedures

HARMONY HOUSE BALCONIES

Several residents have asked about how this is policed.

Dan said that tenants have to abide by the same rules as leaseholders in the other LCI buildings, but Ballymore cannot enforce it – it has to go through Clarion, the Housing Association that manages the building. The security team give a weekly report to Clarion the Housing. The shed on the roof is absolutely not allowed and Ballymore is in regular contact with Clarion to get it removed.

AGM – Wed 27th February

Presentation of intranet portal

Caspar said that the intranet portal will be called Ballymore Life, and a video will be available for the AGM. It's being launched at Pan P at 2pm on Tuesday.

Seating

We asked Ballymore about Seating. Dan agreed to look into whether chairs can be provided.

Refreshments

We also asked about refreshments (drinks, pizza etc) as last year. Dan felt this was likely and will speak to the Grocer. In return, the Grocer management may do a presentation at the AGM

Video receptionist V-Greet

This is something currently being considered by Ballymore. Caspar to arrange a demo for the AGM. Also get ROI done/ calculate payback period as the question is likely to be asked when it is shown. Also, define the goals – is it to improve the experience?

Poster/Email to all residents

Displaying poster 21 days before – Dan confirmed he's happy to do this.

Q&A sessions

We asked if Ballymore could provide a Q&A session on the merger of GLH and LCI. There are no burning issues but it would be helpful to make this available to any residents who would want it.

Ballymore presentations

We offered the chance for Ballymore to present on any subjects they would like eg: waste and recycling. Dan and Caspar to consider and let us know.

One idea might be the planned financial portal. Ballymore is also launching another portal on the financial side. This will provide with real time finance. So, will be able to deliver details on the accounts a lot faster and give quicker updates.

For the purposes of transparency, Ballymore paid for refreshments for Mel and Sokari