

Meeting between the LCILRA and Ballymore Asset Management 7 September 2020

Present: Diane Young, Sarah Drogan, Fan Wan, Arek Kielbowski

From Ballymore: Dan Cross

Apologies: Neil Blanchard, Mel Henson, Clem Lee, Dan Dewhirst

Subsequent updates from Dan Cross shown in yellow

Update on actions from the last meeting

Service charges:

2018 accounts with commentary is included has been sent out to all leaseholders. BAML met with Nick Thompson last week, went through these and answered his questions. Have verbally responded to NT's queries.

2019 – there are now revised timelines of when these are going to be issued. 31st December is committed date. Early signs are that there is a surplus for 2019.

Sports:

Recruitment – when asked why the RA wasn't included in the new gym recruitment, DC replied that the staff had already been recruited before the previous meeting. The staffing for the new gym is three full time. DC feels that this is probably not sufficient. LCI gym has three full time coaches and two part time. In general there is a need for more staff at the moment due to COVID. Rota management is tricky. For GLH the plan is to open soon. There are some minor things to sort out but inductions starting from Monday. Tenants will have to pay an additional £30 to cover administration and induction, but get an additional personal training session. All money goes back into service charge.

Steel Warriors suggestion – it was agreed that SD would use the new survey tool to establish enthusiasm for outdoor gym equipment. Cleaning would have to be done. Regarding the gym equipment, Terry Walker – overall fitness manager for Ballymore - has contacted suppliers (Techno Gym) asking if some items can be swapped out for some weight racks. Also waiting for accessories. DC to find out latest. BAML will write to everyone to let them know about induction.

The GLH pool will not be opening – still needing work and then needs 14 days waiting period. This means all problems are ironed out without cost to the service charge, as the constructors are still responsible. Not likely until 1st week in October.

Traffic calming – The new signage and calming has not been implemented yet. Still with development team. DC needs to find out when happening. Last meeting was three weeks ago. Signage will be more like standard street signs than originally planned.

DC later advised These will be implemented in phased approach. The development team are pushing for the line marking and speed humps ASAP. The signage and bollards for unauthorised access will likely be in the New Year when the site wide one-way operation will be implemented. These will take some time to design and then get signed off. The site entrance arrangement will not be until site completion in July 2021.

Lyell Street – potential furniture – no news. DY asked if we could make comment on the street design.

Private residents' garden – so far no roof with access that is not through an apartment or a plant room. DC to check every avenue. Not likely at the moment.

Rooftops – plans for a chop-down and weed are being proposed. Sean Mulryan has flagged up that the roof gardens are not right and not a service charge item.

Post box going beside the post room. Pillar box style plus a pull down parcel one for returns.

Litter bins – DC will check as he expected that new bins including recycling bins were coming as requested.

DC later advised Order has been placed for additional bins. Expected 7-10 days

Litter at weekends – were one down on staff. DC agrees not acceptable.

DC later advised We have recently lost a weekend external cleaner so have been operating with 1 member of staff. A new employee started with us on Monday & we are now back up to full strength. Our operations manager will ensure that the scheduling of their tasks are reviewed to ensure these are prioritised.

Litter near D3 bus stop – some old road signs have been dumped and plan to get rid of them. Paying attention to this on a regular basis now.

Vandalism in lifts – DC to have prices for repairing lifts with same or different surfaces and price for security cameras. Insurance might cover it?

Cigarettes – Consider fines. It's in inducement not to throw away cigarettes from balconies. BAML does do Balcony infringement checks. DY asked if security be more vigilant on their security routes.

Security systems – DC to provide explanation of how the security touchpoints etc work.

Decking – timescale? It is with construction. No update.

Street food market: FW – hasn't checked with Jennifer Ball at Ballymore but will do so now

Revving of vehicles: DC has briefed staff to advise drivers on revving of vehicles

Community centre – BAML did ask for input. Only five responded. Could we have a plan of the space? Split level area. Lower floor can be split in two. DC to provide plan.

DC later advised: mid November 2020 – Floor plan attached

Postroom works – Should be done by November

Balcony liquid passing to neighbours below – DC to seek guidance on how to clean the decking.

DC later advised: Technical cleaning information has been requested. Find attached details from installer and comments directly from the EcoDeck customer care team on how best to clean.

We recommend using Saicos and Wet and Forget for cleaning/maintaining our Ecodek boards.

Unfortunately Saicos will need to be washed with a garden hose which is not of much use in your issue, Wet and Forget maybe more suitable for clearing the organic growth which can occur on some decks due to footfall and use. I have attached a safe use PDF above as well as links to both products below. Wet and Forget activates when it rains so there should be no issues with downfall from other apartments when raining.

Saicos – <https://www.woodfloormaintenance.co.uk/product-page/WPC-Decking-Cleaner>

Cooker hoods – DC contacted Simon who contacted directly. Requested statement a week ago, DC was asked by Simon to check how many people have asked. Last was holding statement two months ago. DC will email first thing this morning.

DC later advised: Simon Pratt has been chased this morning for any update from stakeholders.

DY later advised– Islander Forum have now sent a final request prior to reporting to ombudsman.

Storage – walk around to look at suggestions. Corson and Bridgewater bike store areas. Make sure compliant. LRA to contact for appointment

Agenda

1.1 Picture House charging. DY will organise policy suggestions. Want to avoid small numbers of residents over-using.

1.2 Microbusinesses – no registered businesses, no business activities. DY to ask for clarification on the details of the lease. DC to ask Alistair the legal guy.

2 Property issues

2.1 Lights – AK to give a list of the corridors. 608 Modena. But will ask on FB to know where there are issues.

2.2 Lifts

Orchard wharf development. Ballymore oppose it. Ballymore did reach out. Could we ask again about the planning consultant funding. Laura Corr -development manager for GLH.

DC later advised: I have contacted her regarding planning at Orchard Wharf. She is on leave until 15th September.

Building works – lobby area in Defoe. Let DC know who building reps are for Grantham and Defoe.

3 Living experience

3.1 FW asked about the car club on the service charge. DC explained it was a planning obligation to have a car club. New car park is going to have up to 10 vehicles. Approached company using on another site. DY asked for clarity on how this works with service charge. DC said that there is a provision there but no expenditure against it.

3.2 FW asked about illegal parking behind Harmony. DC said outdoor spaces are only for disabled or pick up drop off. Parking control company have signs throughout the site. Up to 10 tickets on one vehicle and then litigation is started. Walkround with Roger Black included planning the development entrance. There will be three lanes – ANPR, deliveries / visitors which will be manned. The one to exit. FW asked about the electric scooters which are being used on pavements which is illegal – DC to ask Justin.

3.4 FW asked about maintenance issues. The carpets in lounge are being cleaned now. Phase 1 foyer carpets are to be deep cleaned. Walls – programme of decoration every seven years. FW asked what the situation is with the apartment doors. Chipped frames. Frames likely to be BAML. Front doors – DC said he would need to clarify. FW to provide further info about what windows were missed out by window cleaners. Lifts – buttons have been repaired in Kent.

3.5 Herb / veggie garden. FW was supposed to have a convo with Wayne. Have identified a spot in the ground. FW asked again about the roof of the car park. DC to check.

FW asked about the unfinished area at the LCI pool – DC says it is supposed to be done – will chase development manager.

DC later advised: Reminded the development team that this area is still outstanding. The original design was to continue the large wooden fence however feedback is to have the view kept. They will get quotes for alternative balustrade.

DY expressed concern about the security of the lounges – consider locking Kent building with fobs. What could be done in daytime? And how can the GLH lounge be more secure. DC to think and propose a plan

4 Sports

4.1 SD asked for clarification on policy on outdoor exercise classes. DC explained that a license is needed to carry out an activity. DC said he is willing to work with the RA to make a policy. DY said that this was on the agenda for the next committee meeting.

4.2 DC mentioned there is a possibility to swap some gym equipment from the Warden development

DY asked for a comments book in the gym so that people could give their feedback on the spot.

5 Social

5.1 Picture House take up is good. Picture House – possible penalty for no-shows. RA to propose a system for the PH.

5.2 DC confirmed no serious complaints about the BBQ were received.

LCI life app – no timeline still.

6 Comms

It was noted that the comms team will provide a leaflet for new people moving in.

7 Special Interest - parents

7.1 DC confirmed that the idea for softplay in the community centre had been received. Soft play is in the proposal – Ballymore will pay for some equipment

7.2 There is no timescale at the moment for the playground to open, but it will be one of last things – mid next year. (possible area for outdoor gym)

DC later advised: *This follows removal of the site cabins and the current completion date for this landscaping is August 2021*

8 AOB

8.1 Policies and training. Ballymore have revised staff policies this year. Bullying, harassment, discrimination policies are being rolled out by toolbox talks. Each person has training matrix and policy sign off. Regular huddles every day. Policy in postroom – should check ID but team get to know you. There is a saved signature on the screen. If staff have never seen someone before, will ask for ID.

8.2 Sainsburys – 3rd – 5th October is the planned opening date.

DC later advised: Unit due to be completed 5th October 2020. Awaiting confirmation that they will operating from this date or if they will have a period of training etc before launch date. As soon as I have details I will share.