

MINUTES - LCILRA Committee Meeting - September 21, 2020

(Held on Zoom)

Minutes prepared by Clem Lee based on notes taken by Mel Henson and Diane Young

Present:

Diane Young - Chair

Clem Lee - Secretary (part)

Emily Osmond - Treasurer

Ales Koutny

Anamaria Puscas

Arkadiusz Kiełbowski(Arek)

Bridgette Lo

Calvin Chew

Daniel Dewhirst

Fan Man

James Dawes

Judith Watson-Bruhn

Julia Gilchrist

Karen van Zijl

Kyriakos Ioannou

Meagan Foss

Mel Henson

Neil Blanchard

Nick Thompson

Sarah Dogan

Sara Burns

Simon Todde

Sherrie Bale

Tim Allen

Tom Wynne

Toni Tolpo

YuaHaw Yoe

Apologies:

Lucia Gasparre, Sneha Jetty, Wendy Huang

Absent:

David Cran, Lateef Adegoke, Steve Thomas, Tom Spenceley, Vishnu R Menon

1. Approval - Minutes of previous meetings

Minutes from meetings on July 20, August 3, August 21 and September 7 were approved unanimously. No matters arising were discussed.

- [200720 Minutes Committee Meeting 20th July 2020 docx200803](#)
- [Meeting between the LCILRA and Ballymore Asset Management 3 August 2020](#)
- [200821 MINUTES EGM Spending LRA Funds 21 August 2020.docx](#)
- [200907 Meeting Ballymore \(Dan Cross\) 7 Sept 2020](#)

2. General

- 2.1. **Voting in new members** - The following members were voted by a show of hands:
 - Meagan Foss (Meade Rep)
 - Toni Tolpo (Echo Rep)
 - Sara Burns (Echo Rep)
 - Kyriakos Ioannou (IT and Technical)
- 2.2. **Member recruitment** update: latest number versus target of 1700 (Diane/Neil)
 - 2.2.1. Currently 518 subscribers approx half resident tenants, half leaseholders.
 - 2.2.2. May include double counting.
 - 2.2.3. Crowdsignal(paid survey tool) gained us approx. 58 new members (20% leaseholders)
- 2.3. Matters arising from **monthly meetings with Ballymore** -Dan Cross & Justin Kent - see minutes for detail and progress
 - 2.3.1. Consultation on community centre – note 2.3
 - 2.3.2. YuaHaw to lead the group to have our views communicated to Ballymore
 - Diane to ask for a tour.
 - We can use Crowdsignal to get views
- 2.4. **Diversity & Inclusion** – note that RA constitution is inclusive
 - 2.4.1. Simon Todde (guest) complained that he felt *discriminated* against. He complained that the RA had requested this. Mel Henson said that it had never been part of an RA meeting, all meetings are minuted and fully transparent, and Simon had never been discussed at all. He then clarified that it was *an individual RA member* who had made the complaint. Simon recounted an incident that had been asked by security not to hold his classes, but other people who are white had not. Simon said he felt that people should be treated fairly and equally. He also asked that the management should not use the RA as back up(?) when it has not been discussed in meetings. It was agreed that the RA will raise this with the management team and request them not to do it anymore.

- 2.4.2. Anamaria said it's important to open an honest and sincere dialogue, and suggested a "*monthly dialogue*", which she will lead. This group will talk about their experiences on the island and how to improve this. (*Wouldn't that be part of the "Living Experience" Sub-committee? Section 4 of minutes*)
 - 2.4.3. Neil suggested that the *Asian community*, which makes up a sizable number of residents, should also be included in this "*monthly dialogue*".
 - 2.4.4. Judith Watson-Bruhne supported *Bias training*, as she gets this from her workplace and finds it invaluable.
 - 2.4.5. Diane will ask *Ballymore to participate* in this "monthly dialogue" meeting.
- 2.5. Consideration of LCILRA **approach to resident micro-businesses**
- 2.5.1. Anamaria complained about the email sent out by Ballymore (*From: London City Island <fitnessmanager@londoncityisland.net> Subject: London City Island & Goodluck Hope Health Club Update Date: September 21, 2020*)
 - 2.5.2. Emily pointed out that this was from Ballymore, not LCILRA.
 - 2.5.3. Diane said we had asked for clarity. We thought it was going to be given to us(*Why?*) but it was sent out to all.
 - 2.5.4. Nick pointed out that Ballymore did not say such microbusinesses were banned, just that they had to apply for a licence.
 - 2.5.5. Emily asked Simon to try to work with Ballymore to find a way to move forward.
 - 2.5.6. A vote was held, and a majority agreed that the LCILRA should give *promotional support to microbusinesses* (defined as *a business that does not pay to use LCI/GLH facilities or land*). The vote was held twice as the wording in the first vote was felt by some to be confusing, but the result was the same. (see the 2 screenshots of poll results below).
 - 2.5.7. The action agreed was that we will get more clarity from Ballymore about how microbusinesses can be **licensed and pay** to use the land and facilities.

Unlicensed microbusinesses in Progress 0:45

Attendees are now viewing questions 14 of 24 (58%) voted

1. Proposal: the RA does not promote microbusinesses who do not pay to use the facilities or land. (Multiple choice)

Response	Count	Percentage
NO - the RA does not promote microbusinesses	13/14	93%
YES - the RA does agree to promote microbusinesses	1/14	7%

End Polling

Sharing Poll Results

Attendees are now viewing the poll results

1. RA - do you want the RA to promote to potential clients microbusinesses that charge money but do not pay to use the space in GLH or LCI (Multiple choice)

Response	Count	Percentage
YES - the RA should support microbusinesses and promote them to potential clients	1/16	6%
NO - the RA should not promote microbusiness to potential clients	15/16	94%

Stop Share Results Re-launch Polling

- 2.6. Right to manage group
 - 2.6.1. Diane said that she had reached out to Aswin's group offering to help educate residents but had received no reply. This matter is now considered closed.
- 2.7. Using **the paid survey tool** "Crowdsignal" for subcommittee issues e.g. outdoor/indoor gym equipment, social events suggestions /enthusiasm, community centre ideas. Neil said he'd be very pleased to work with anyone from subcommittees.
- 2.8. Application of the constitution with regard to **non-attending committee members**: It was noted that committee members who do not attend two meetings and send no apologies cannot remain part of the committee.

3. Finance update (Emily)

- 3.1. **Accounts movement & bank balance**
- 3.2. **Bank details changeover**
- 3.3. **Fundraising, grants**
 - 3.3.1. Emily said that there was £150 in the funds, and £80 has been committed to the Crowdsignal so future meetings to address fundraising to fill this shortfall again.
 - 3.3.2. Emily asked for future meetings to consider how the money is given out to sub-committees rather than a 'first come first served' approach.

4. Sub-committee reports

- 4.1. **Service charges (Nick)**
 - 4.1.1. Update on accounts delivery to the LRA
 - Now that 2018 has been issued, Nick has met with Ballymore who requested a scope of work and letter of engagement. We are just waiting for final sign off for this to go ahead. It was recognized that this is a huge achievement, and Nick was congratulated for his hard work.
 - Nick has a Section 20b notice which is normally issued in the case of accounts not issued within correct time period. The notice has been sent because the delay of 2019 accounts. Nick confirms the 2019 Accounts have shown a surplus against budget but that will not necessarily translate into money for individuals. Nick to do more analysis.

- Nick said that the 2019 accounts will probably be available by end Nov and his next priority is to chase that.
 - He now has regular meetings with Sally Ann James and Dan of Ballymore. It's slow progress but an improvement on where we were.
 - Nick said that the main help he'd like is analysis, and also responding to residents' queries.
 - Nick said that it's generally true that the first 5 years of a residential development are the most uncertain because it's difficult to know what costs are coming through, but now there should be more consistency.
- 4.1.2. Service charge review consultant: Nick has spoken to Graham Pack, independent consultant to provide analysis and recommendations and make sure things are fair and correct and that things that should be allocated e.g. construction were not in there.
- 4.1.3. Combined LCI / GLH budget

4.2. Property issues (Arek)

- 4.2.1. Cooker hoods – feedback on Ballymore response to a letter by a residents' cooker hood action group. According to Ballymore the cooker hoods have been designed in line with regulations. Ballymore has promised to escalate it and will improve it if it can be improved. We are now waiting. The Pressure Group Islanders Forum have said that they are now going to refer to the Ombudsman. If there are any issues, photos should be provided.
- 4.2.2. Lighting in building corridors (request by Lucia Gasparre). Arek had posted on FB. He said when lights don't light up it's normally because of a faulty sensor. If a photo can be provided, and details of the floor and the building, Arek can take it to Ballymore.
- 4.2.3. Diane said we can use the survey tool. We don't handle issues that affect just one person, but the survey would show if it was issues affecting a lot of people.
- 4.2.4. Arek said we should try to deal with one issue at a time to try and get more focus and action.
- 4.2.5. Lifts - Vandalism. Arek asked if fake CCTV could be put in. Also asked for a cost for a real cctv. Ballymore said that it was looking into ways to removing it.
- 4.2.6. Balcony cleaning – some advice from Ballymore on cleaning.

- 4.3. SW Energy (Kyriakos Iannou)** - Kyriakos said some people had a meeting with some people and got together. There is not much to update but it will be at the next meeting.

4.4. Area development (Jules & Arek)

- 4.4.1. Update on meeting with Orchard Wharf
- 4.4.2. Other new developments close to LCI/GLH
- 4.4.3. Engagement with Tower Hamlets on planning policy

- 4.4.4. Engaging a planning consultant (incl Ballymore offer) re Orchard Place development
- 4.4.5. Engagement with local politicians – planning for visit

- Jules and Arek met with Simon Harrington of Regal Homes, developers of Orchard Wharf on Monday Sep 14:
- Jules showed a draft plan.
- Vehicles will enter the development and work inside it, they won't be parked on the street although there is still concern about the traffic going past the D3 bus stop.
- Plan is going in this October – this is when we can make comments on it. Arek and Jules will make people aware at the time. There's not much we can do between now and then.
- One of the encouraging things is that the preference is to have a smaller fleet of vehicles. They have to deliver a working wharf because it's safeguarded. The fact that it is also residential means they are keen to keep the industrial to a minimum.
- The crane and barge solution proposed limits usage as only 4 boats a day could come in per day because of high tide. Equivalent to 8 HGVs per hour. An alternative such as a jetty would have higher.
- They have employed Space Hub to do the landscaping – same firm who have done the landscaping at GLH.
- **Meeting up with a consultant** - Jules said that if objections are sent to the council and are to be effective, they need to be framed in relation to a violation of a particular planning policy. This information is hard to obtain without expert help as there are so many lengthy and complex planning policy documents. This information could be provided by the consultant who Ballymore have offered to introduce us to.
- The meeting felt that in this instance, Ballymore and residents' views are aligned. Jules will arrange to meet with the consultant to find out what they can offer e.g. helping to flag non-compliance.

4.5. Social events (Neil)

- 4.5.1. The social committee is very active and meets regularly.
- 4.5.2. Coming up we need to be mindful of the new rules, **the Rule of 6**. At next meeting he will discuss what can be done.
- 4.5.3. It's important we don't organize events that are seen to go against the said Rule.
- 4.5.4. Neil said the takeaway barbecue was a great success. He said he was keen for ideas for how we can make things work.

4.6. Sports & Fitness (Dan D)

- 4.6.1. Gym issues – the **app** not allowing LCI bookings, closures, cleaning, enforcement of distancing & sanitizing
- 4.6.2. Consultation on gym equipment and sports track markings

- 4.6.3. Dan said that we are pushing for **clear guidelines** on what can and can't be done in the green space. We also want clear guidelines on what we can and can't do on booking things.
- 4.6.4. There has been so much **closure of the gym** – Should we expect a reduction in service charge because of that. Ales said he had had six people complain about *service charge*.
- 4.6.5. Emily pointed out that all businesses are struggling with the new rules of running a facility in this time of Covid, and may be doing the best they can with the constantly changing situation.
- 4.6.6. **General service** needs to be improved. Dan said that the GLH gym seems to have made the situation worse because staff have to run from one to another. Ales said we have one resource and we can't use it as much as we can. Cleaning is not being done. There is now one session 11-12 then 1.30(???)
- 4.6.7. Dan's final point was **lack of impact**. For example, Gym Equipment: We were told we would enter into good faith discussions that residents could have input on gym equipment but healthclub bought equipment without taking residents' wishes into account. They should have spoken to us before they buy it. It was agreed to escalate this. Ballymore should consult and not 'DO' to the residents. On a positive note, we can do a survey for Steel Warriors outdoor equipment (made from amnesty knives) to see if residents want it. Steel Warriors are very keen to work with us.

4.7. Local community (Tim)

- 4.7.1. Update on **raves** - Tim will share details of progress
- 4.7.2. Tower Hamlets Open Spaces survey
- 4.7.3. Survey on **use of drugs**: Andrew Wood asked us to contribute to reducing use of Nos canisters.

4.8. Communications (Mel)

200921 Comms Team – INFO for committee meeting

4.9. Living experience (*Fan had left the meeting*)

- 4.9.1. Many items being pursued with BAML – see Dan Cross minutes for progress
- 4.9.2. Electric scooters (from various residents)
- 4.9.3. Illegal parking behind Globe and Hercules Houses
- 4.9.4. Noise in Grantham during building works

4.10. Local charities (Yua Haw)

- 4.10.1. YuaHaw contacted three charities, two responded. Richard House hospice is happy for us to do gardening but wants us to wait until next year because of Covid.
- 4.10.2. Agreed to initiate some paid keep fit classes to raise money. Chatty said trainers may give their time for free and Justin said that Ballymore would like to be involved.

- 4.10.3. YuaHaw is also doing a cake bake on Sat. September 26 in aid of MacMillan/Macmillan Coffee Morning 10-4
- 4.10.4. Other charity activity ideas:
 - Newham partnership (elderly people) also for elderly but not now due to covid.\Music therapy?
 - Cannot donate clothes but next year do a popup. Xmas craft pop-up shop.

4.11. Special interest – children & parents, people with disabilities (James)

- 4.11.1. Update on play facilities (outdoor and soft-play in Community Centre)
- 4.11.2. Ongoing parental concerns (traffic, noise, balcony safety)
- 4.11.3. Parents – Dan Cross shared plans for the playground on the west side of LCI. Next August. Possibility of soft-play in community centre, Ballymore will buy some equipment. Traffic and noise, they understand traffic calming is needed and there will be speed bumps and signage.

4.12. Special Interest – Pets

(Fan had left the meeting)

5. Building reports (building reps)

- 5.1. Bridge and Hercules(Karen) - smell of bins at entrance. Asked for air fresheners. Bridgewater – issues with lights and sensors (lights always on, including entrance).
- 5.2. Meade(Meagan) - Meeting with another resident to brainstorm ideas. Had hoped for restaurant followed by Picture House social.
- 5.3. Grantham – nothing to add
- 5.4. Amelia House – lifts vandalism, significant damage
- 5.5. Echo - Toni will catch up with Sara
- 5.6. Agar House (Jules and Louis) - Met with Dan re building specific issue of launch party
- 5.7. Nothing from Defoe – report next meeting

6. Date of next meetings

Monday November 16, 2020 at 7.30pm

Monday January 18, 2021 at 7.30pm

APPENDIX

Transcript of Chat from the Zoom meeting

From Me to Everyone (in Waiting Room): 07:01 PM

Hello Toni - thanks for joining. The meeting starts at 7.30

Hello Meagan - thanks for joining. The meeting starts at 7.30

From Me to Everyone (in Waiting Room): 07:20 PM

Hi the meeting starts at 7.30 - see you shortly

Hi - the meeting starts at 7.30 - see you shortly

Hi - the meeting starts at 7.30 - see you shortly

From Anamaria Puscas to Everyone: 07:35 PM

I think it would be useful to call out what we are voting for

From Sara J Burns's iPhone to Everyone: 07:35 PM



From Tom Wynne to Everyone: 07:35 PM

You can raise hand using zoom

From Anamaria Puscas to Everyone: 07:35 PM

not everyone remembers all the minutes agenda

From Emily iPhone SE to Everyone: 07:35 PM

agree

From Judith Watson-Bruhn to Everyone: 07:56 PM

I do think some biase training may be useful for staff. in the civil service we have to do it once a year on a mandatory basis regardless of how "woke" we think we are. it's not a punishment. it's an opportunity

From Emily iPhone SE to Everyone: 07:56 PM

great point neil

From Calvin Chew to Everyone: 07:59 PM

FYI - business use is prohibited in the lease by many banks/mortgagors, and permission has to be sought & business rates/insurances paid

and this specifically refers to the residential leases.

From Judith Watson-Bruhn to Everyone: 08:08 PM

promote as in advertise for? or acts in support of (represents) in official matters?

From Sherrie Bale to Everyone: 08:09 PM

Sorry the question is quite confusing,

From Judith Watson-Bruhn to Everyone: 08:09 PM

my question?

From Sherrie Bale to Everyone: 08:09 PM

No the poll, sorry

From Anamaria Puscas to Everyone: 08:09 PM

I found the question confusing too

From Judith Watson-Bruhn to Everyone: 08:09 PM

ah yes. agree

From Sarah Dogan (B-Fit Allie) to Everyone: 08:11 PM

I agree it depends on the background of it too. For example if the rules state they need permission. I vote people follow the rules to make it easy

From Me to Everyone (in Waiting Room): 08:11 PM

Sorry I tried to edit the question but my tech skills deserted me. But the answers were pretty clear. YES - we want to support microbusinesses or NO - the RA doesn't

From Anamaria Puscas to Everyone: 08:15 PM

this is not necessarily about Simon, the reason we are so worked up is that an email went out about rules and security removing anyone training before Ballymore even knows what their rules are for microbusinesses. this is wrong

From Arek to Everyone: 08:16 PM

more free weights !!

From Sara J Burns's iPhone to Everyone: 08:21 PM



From Clem to Everyone: 08:21 PM

pls pardon me for having to leave the meeting at ~3:30 (8:30p London time)

From Emily iPhone SE to Everyone: 08:30 PM

well done Nick

From Calvin Chew to Everyone: 08:32 PM

It will be difficult as you'd need to allocate business resource (ie. trainers, cleaners) to running the gym, so if the gym has to be closed eg when there was a suspected case, I'm not sure we can really argue for much

From Sherrie Bale to Everyone: 08:35 PM

Are just asked to let him join

From Fan to Everyone: 08:40 PM

abductor and adductor machines pls!

From Emily iPhone SE to Everyone: 08:40 PM

thanks dan

From Blanchard, Neil to Everyone: 08:43 PM

Fan: abductor and adductor machines pls! - Seconded - If i ever get a slot at the gym again I would love to use them! :-)

From Anamaria Puscas to Everyone: 08:43 PM

not sure about others here but I found the question about the RA yes or no vote confusing. it contained a double negative. Was everyone clear on that or is it just me?

From Sarah Dogan (B-Fit Allie) to Everyone: 08:44 PM

Agreed, I was also confused. I couldn't vote

From Judith Watson-Bruhn to Everyone: 08:45 PM

every floor on Defoe !!!

From Sherrie Bale to Everyone: 08:45 PM

Agreed i didn't vote as i wasn't sure. It was a double negative.

From Judith Watson-Bruhn to Everyone: 08:45 PM

regarding light sensors not picking up movement

From Toni Tolpo to Everyone: 08:47 PM

Kitchen led lights, the engineer changed the power adaptor and told the 150W should've been 250W initially and was spec'd too low.

From Emily iPhone SE to Everyone: 08:47 PM

and the wooden floors

From Emily iPhone SE to Me: (Privately) 08:48 PM

did we get vote results?

From Anamaria Puscas to Everyone: 08:48 PM

so perhaps we can take that vote again rewording the question?

From Fan to Everyone: 08:48 PM

in regards to wrongly fitted things there were also the adapter for washing machines fitted at the wrong W also yes, wooden floorings are terrible inside the flat

From Tim Allen to Everyone: 08:49 PM

I had no problem with the question

From Judith Watson-Bruhn to Everyone: 08:51 PM

is there a list with contact details for the difference RA groups? I never know who I need to email

From Emily iPhone SE to Me: (Privately) 08:53 PM

nick lost connection. can u let him back in?

From Sara J Burns's iPhone to Everyone: 08:57 PM

I wonder will that create more of a wind tunnel ?

From Calvin Chew to Everyone: 08:58 PM

randomly relevant info: Landmark Pinnacle has 75 floors! and they're barely a mile away from us (west side of Canary Wharf)

From Emily iPhone SE to Everyone: 08:58 PM

interesting about wind... or light???

From Tom Wynne to Me: (Privately) 08:59 PM

Nick is unable to rejoin (from the WhatsApp chat)

From Sherrie Bale to Everyone: 08:59 PM

Nick T is trying to join

From Sara J Burns's iPhone to Everyone: 08:59 PM

it can get fairly blustery around here !!

From Meagan Foss to Everyone: 08:59 PM

Hope no extra wind...I have a hard enough time having furniture staying on one side of my balcony lol

From Blanchard, Neil to Everyone: 08:59 PM

Thankfully Calvin, not many developers can afford to build 75 floors. Great idea Jules on seeking help from Consultants - how could it be funded though?

From Fan to Everyone: 09:01 PM

hi guys, so sorry but I really need to go! see you next time

From Calvin Chew to Everyone: 09:01 PM

@Meagan - dual aspect flats on LCI have a fantastic cross-breeze such that it's almost impossible to have balcony furniture in some areas. Welcome to the party!

From Blanchard, Neil to Everyone: 09:01 PM

ah, ignore me Jules. zoned out

From Emily iPhone SE to Everyone: 09:02 PM

Mel- nick still can't rejoin. can u get him back?

From Sherrie Bale to Everyone: 09:03 PM

I think with regards to the question, I wasn't sure as to what the context was. Is it does the ra once we know the rules from Ballymore give support still to the micro businesses or was it does the ra still promote these micro businesses on the business on the island Instagram or whatever form the ra already promotes them?

From Anamaria Puscas to Everyone: 09:04 PM

can we please re-word this question is a more clear way?

From Calvin Chew to Everyone: 09:06 PM

As an independent group of residents, can we even support local businesses beyond promoting products/services. 1: I believe we should stay fully independent, otherwise there is a conflict of interest, which i am already beginning to see. additionally 2: we cannot be party to any business negotiation between a business and Ballymore, as we will end up with a third-party liability that we do not have (and we shouldn't be obtaining) liability insurance

From Blanchard, Neil to Everyone: 09:06 PM

Really terrific job Jules and Arek! Very valuable and great to see!

From Calvin Chew to Everyone: 09:08 PM

do not have *insurance for

Nope, hasn't happened at all! Good sleeps to be had over the weekend