

## **Meeting between the LCILRA and Ballymore Asset Management 5 October 2020**

**Present:** Diane Young, James Dawes, Dan Dewhirst (part)

**From Ballymore:** Dan Cross, Justin Kent

**Apologies:** Fan Wan

*Subsequent updates from Dan Cross shown in yellow*

### **SPORTS & FITNESS**

Dan Dewhirst requested the policy on use of outdoor space for classes. DC explained that it was drafted and with the legal team at BAML. DD expressed dissatisfaction at the slow response and resigned as lead on sports and fitness in protest. He left the meeting immediately.

Recruitment – New manager Miki is coming from another BAML site and will start soon.

DC confirmed that in order to get up towards fuller opening hours for both gyms, an additional two posts have been created. The LRA had previously requested information on the skillsets of the existing trainers so that they could request to fill any skills sets. Justin arranged to get top 3 or 4 specialist areas for each coach. This was distributed to Dan Dewhirst & the LRA but no suggestions were received. DY said that since DD was the only person with knowledge on the gym staffing that the LRA would no longer be giving any input to the recruitment of the two posts.

GLH pool has now been handed over from construction to BAML. A two week settling period then began but now lockdown will delay the opening again. DC explained that lockdown offered a good opportunity to drain the outdoor pool to fix some broken tiles as it takes a few days to refill and heat the water.

DC mentioned that following previous feedback from the LRA, there is a possibility of getting either an adductor/abductor or something that fulfilled a similar function. **Terry Walker to confirm** – no progress was reported by BAML as at 2 November. DC to get an update.

In a previous meeting DY had suggested a comments book in the gym. In October BAML said that a comments book would be considered however recent survey was carried out. No further update from BAML at 2 November meeting.

DY asked for clarification on gym procedures based on posts on Facebook and after the meeting DC followed up with these responses:

- How many strikes of not attending a booked session and over what period leads to sanctions? What are the sanctions? **3 strikes over a 30 day period lead to a 30 day suspension on the system.**
- Can we tighten up on no-shows? **Yes – this will be managed a lot more closely lead by the new health club manager Miki. Additional communication will be sent to remind people.**

- If you know you are not going to show but have passed the deadline to have sanctions, could there be an option to at least free us the slot for someone else? **Deadline for cancelling is 30 minutes prior to the booking slot. We can bring this slot forward to allow others more chance to attend a cancelled slot.**
- What is the maximum that can be booked in a day re classes and gym sessions and pool? **An individual can do 2 bookings a day. 1 gym session & then either a class or pool session. We can amend this to 1 if deemed necessary**
- Why do groups of slots disappear and if they reappear everyone has to rebook? **If slots are rescheduled then the existing bookings do not move with this. Now we have recruited a full complement of staff we should see this less often. The more stable the timetable is the less chance of this occurring.**
- What is the last time that you can cancel before a session? **30 minutes**
- Can half hour slots be released if someone hasn't shown up within 15 minutes? **No – this will be too much to administer & residents would have to almost be ready immediately to attend.**
- Why is the tap-in-with-fob system not working? People are being marked absent when they attended sessions. Is there another system we can use to self-check-in other than the current one? People having to seek out staff to sign in. **2 different systems – 1 membership / 1 booking. Fob not aligned with booking system. People being checked in will be addressed on reopening**
- How can the gym slots at peak times be maximised? **They are pretty much fully booked.** *Note from DY – the question was asking how to make more spaces available at peak times because they are fully booked.*
- When classes are on, does this reduce the gym slot capacity? **No**
- Sometimes the gym seems to close for cleaning after a session and sometimes the next people come straight in? What is the system? **Due to our covid risk assessment spot cleans are carried out after each session & it is also closed for a few slots throughout the day for a deep clean.**
- Temperatures are not being routinely taken - why not? **Temp gauge we had was not accurate. NHS England have advised that current measures are proving effective based on local numbers on both resorts.**
- Could the layout of the LCI studio be changed to allow three people in at a time? **No – risk assessment is based on the size of the space available – not the layout.**

DY asked why the treadmills etc in GLH do not connect to Netflix. DC said he will investigate.

DY asked whether the outdoor pool could be covered for environmental and cost reasons. DC explained that a manual cover would require three staff to work and that an automated one would be a large expense to install and maintain. There is a manual cover available but only suitable for longer periods of time rather than daily use.

## **LIVING EXPERIENCE**

## Ballymore App

Ecoworld have now approved the app for another joint development which DC takes to mean that it won't be long before it is approved here.

Traffic calming – The new signage and calming has been instructed to the construction team and it is estimated to be installed in the **second half of October**. The new speed bumps will be built at the full width of the road and the existing ones will be retrofitted wider at a later time.

The current road system will be in place until the works near Java House are finished in early 2021. The impact of the illegal parking behind Hercules was discussed and DC assured that increased parking monitoring would be done. **Have confirmed an increase in security patrols – security have also been urged to report frequent vehicles that are flouting drop off / pick up requests.**

Lyell Street – potential furniture – no further news. Still in the planning phase. Some bollards are likely to be added too. DY asked if we could make comments on the street design. **This will likely be in the 2<sup>nd</sup> phase of the traffic management scheme – Q1 2021**

Lighting on Lyell Street – DY asked why the overhead lighting is never on on Lyell Street which is the main thoroughfare. **This has been investigated – they are operational however timer needs to be updated**

## Halloween & Christmas Activities

DC confirmed that the Halloween activities planned by Ballymore were for sales and marketing purposes rather than the residents.

He was unable to say whether there is going to be a Christmas market or activities like last year but did say that there are plans for a monthly farmers' market.

Private residents' garden – DC confirmed that there are no options for this on the island but that there will be private gardens in Goodluck Hope.

Post box going beside the post room. Royal Mail were chased in early September but have not responded. **Chased 12<sup>th</sup> October. Still no response from Royal Mail at present – will continue to chase.**

Litter bins – New recycling bins requested have arrived and will be bolted into place. The other bins have been redistributed around the island and can be moved when required. DY pointed out that the bins are regularly full to the top and DC said that he would ask the team to be more vigilant and proactive on this. This was brought up again on 2 November at DC agreed to move some bins back to the main thoroughfares from other parts of the island. **This has now been actioned.**

Vandalism/damage in lifts – BAML have got a quote for running data from CCTV in the lifts - £2600 per lift. This does not include the installation and running of CCTV. They are seeking costs for reskinning the inside of the lifts including using cheaper or more robust materials. BAML will also explore using insurance to pay for repairs. **No update on this on 2 November.**

Decking around river – A cost has been supplied to the construction company of £80K. This cost will NOT be added to service charges. There is no timescale yet but the approval process is now going through the developers.

Empty units - The Grocer when it re-opens will be renamed Homestead. It was due to open fully but it is delayed due to lockdown. The unit opposite the entrance to Meade (ie on the corner of the ENB nearest Botanic Square) is to be the new home of fashion brand Lulu - no opening date just now but BAML have completed their part of the fitout. Street food outlet The Wok and Grill is due to open in one of the units in Bridgewater in January. Bar operator Soda & Friends was due to open Nov/Dec, also in Bridgewater but dates are now under review. And the Lockdown Room is in ongoing negotiations to reopen.

DY also passed on feedback that Shackletons were unresponsive to a resident's request about renting a commercial unit.

Community centre – BAML did ask for input. Only five responded. DY requested a visit and DC said the LRA could visit once restrictions were less in terms of safety. Expected completion date is end November. Draft timetable drawn up. Due to covid the area may have a delay in opening once handed over. Happy to arrange a visit to the unit in the next few weeks as it is nearing completion.

Postroom works – Should be done by end of November – the current management suite will be moved to accommodate the post room extension. Whilst the room may be accessible in November works will be noisy/dusty so plan to when this takes place to be agreed. Likely that December will be extremely busy so may not be until new year for works to be completed.

Storage for LRA kit – JK and DY looked at some options and the best one seems to be a corner of the bike store in Meade House. JK and DC to look at finding some leftover wood from the construction site and getting in house staff to build so that there is no cost.

Completion of pool fencing – should be fixed as part of the traffic works – not discussed on 2 November

Recycling instructions in bin stores – DC agreed to get some put up. They will also look into having hand sanitiser dispensers in the bin stores additional signage in place – quote received & order placed for 1 hand sanitiser in each bin store. This item was not discussed on 2 November.

SJ asked about whether there would be a reduction in service charges due to non-availability of the facilities and DC confirmed that there likely would be albeit offset by some extra costs such as cleaning.

Rooftop sports facility - DC confirmed that there would be multisports lines added as well as a track. The space could also be used for outdoor film showings etc. He said he would share information on the operational plan for how this space would be booked / used. This item was not discussed on 2 November.

## **PROPERTY ISSUES**

Energy charges - There has been some discussion about energy suppliers and charges recently. We have received the following clarification from BAML. EON is the electricity supplier when an apartment is handed over after sale. Some residents have changed to other suppliers. SW Energy is the supplier of your hot water, heating and cooling. They set the prices for these services and bill you direct. SW Energy also manages the gas installation on the island. BAML manages the plant which covers the hot water and heating to your apartment (two locations on the island).

Cooker hoods – A letter has gone to the island action group stating that Ballymore will test a different cooker hood solution on 10 apartments. Ballymore await a response from the IAG on which apartments. JD asked whether any retrofitting would be offered to other leaseholders and it was agreed to see how

the test goes and then address this issue for the wider group. The cooker hood group requested more details on specification and Ballymore have now sent this.

Intercom issues - Intercom problems at Corson and Grantham – Ongoing fibre issue are still being investigated. We have had a number of different contractors attend & believe to have sourced the problem now. Our facilities manager is returning next week & hope to have this resolved.

Rusting balconies – surface rust within the first 2 years can be directed to aftercare for investigation.

Lifts in Bridgewater – Kone have attended to the recent entrapments & have diagnosed the cause which has now been repaired.

Maintenance of overgrown rooftops – Rope access contractors are to provide a cost to carry this out as a one off. Going forward our in house team to be trained to access areas with harnesses & keep on top off. These roofs were designed to be low maintenance & to only be attended once or twice per year.

## **COMMUNICATIONS**

LRA suggested that it would be good to have a newsletter about construction, planned works etc. This would save a lot of correspondence to the LRA inbox and to BAML's too. DC said that the app would help with communications when it comes.

SJ said that the health club newsletter had been great and that it would be good to reinstate it. DC said that this could happen quite soon when the gym staff was up to full complement. The gym newsletter is now back in action.

## **SPECIAL INTEREST - PARENTS**

JD asked whether there would be an option to use an empty commercial unit for indoor play for children but DC said that insurance and risk assessments meant this would not be possible.

JD requested baby/toddler sessions at the Picture House on weekdays/Sunday mornings. He agreed to help promote these to the parents on the island. Sunday showings now bookable.

SJ asked about having kid free and kids only sessions in the pool and/or having lane swimming areas. DC said they would consider this. Awaiting for roll out of GLH pool to accommodate this.

JD requested swimming lessons for kids and adults and DC explained that Love To Swim are the providers for the island for swimming lessons. More lessons are likely to be on offer in the indoor pool.

DY said that the head gardener is interested in doing a children's garden and has identified an area near the pool exit door. DC agreed this was a good idea if the location is suitable.

## **AOB**

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 is to email an intro to Laura to progress this.

DY expressed deep disappointment at the way that Ballymore treats existing customers versus the attention that is given to sales and marketing to potential buyers, specifically around activities like Halloween and Christmas. She requested that this is conveyed to Ballymore and DC agreed to do this.