

**London City Island Leaseholders & Residents Association**  
**Meeting with Ballymore Monday 12th April 2021, 6.30 pm**

**Present:** Diane Young, Michelle Esposito, James Dawes, Tom Wynne, Sas Saadat, James Duncan

**Absent:** Mel Henson, Fan Wan,

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

**MINUTES**

**1. Review of notes from last meeting and update on actions.**

1.1 Private businesses operating on leaseholder funded common ground - Diane has drafted a proposal that needs to be reviewed with the committee. After the proposal is completed, it will be sent to Dan Cross.

**1.2 SW Energy and next SC surgeries**

Dan- SW Energy is rebranding as Communal Energy Supply. Dan is still communicating with them and still waiting for them to get back on dates.

SC surgeries. Diane said it was helpful to have so many questions answered in the session. Minutes are still in draft form but will be published soon, and requested another surgery for the 2019 accounts, which the RA has received a draft. The finalised accounts will be coming out shortly. Dan confirmed there had been a surplus for phase 1 and 2 in the 2019 accounts. It was agreed that the subsequent surgery will be Wednesday 5th May at 7 pm and that Dan will ask James Watson and Gordon Whelan to attend.

**2. Property Issues (Arek Kielbowski/James Duncan)**

Diane said that via Simon Pratt, a regular meeting between the LRA and Aftercare is being arranged. Dan said that he will be escalating issues where there is little progress to Simon and James Watson.

**2.1 Multiple buildings - lights in the communal corridor**

Dan updated that construction was briefed to install additional sensors at the end of the affected corridors. Construction said they could instead recalibrate the sensor to avoid having to break into plasterwork. There isn't a set date when this will be completed, but BAML sent out the instruction on 4th March to start ASAP. Follow up was done on March 30.

**2.2 Meade - two holes in plaster on the ground floor (for months), entranceway lights seldom on**

Dan said that the holes had not been repaired because he thought they were somewhere else in Meade but now realises the holes are still there. Repairs should be completed by 23 April. Dan also confirmed that the Meade entranceway's lighting timers had been set wrongly, which is now fixed.

### 2.3 **Multiple buildings - persistent heating/water issues** - LCI and GLH

Diane spoke to Simon Pratt about this issue. Dan- said that LCI seems to be stable but acknowledged that GLH had multiple outage issues (10-15 this year). This was partly due to various contractors involved in the switchover and steps taken to manage this better. There is now a system where there is an hourly check on the system to check that it is still functioning. This started 2 weeks ago, and there haven't been any problems since.

Tom said that there is still seems to be noise from the water pipes. Justin said he will be sending an email to GLH residents about this problem, and aftercare will look into any reports of this problem.

2.4 **Java** - yellow tape in lift there for 8 weeks, rail and two skirtings missing in lift and a broken mailbox

**Dan-** tiles have been replaced and yellow tape removed. The broken mailbox has not been dealt with by the leaseholder despite chasing, and if no progress is made, BAML will organise the repair and charge the leaseholder. Dan also said that he had spotted a hole in the lift lobby, which will be fixed, and they will check the CCTV footage to see how it happened.

2.5 **Agar** - window cleaning

Dan- there are still defects on the pulley system on the building which the cleaners would be using. The topic has been escalated to the senior level in BAML. Once the defect is fixed the windows will be cleaned.

2.6 **Java** - mould in cupboards (and Kent)

No residents haven't reached out to get an investigation started. The LRA will prompt affected residents.

2.7 **Echo** - pigeon nuisance.

It seems the pigeons have left naturally.

2.8 **Multiple buildings** - cooker hoods

Some residents attended a demo of a proposed change. Next steps awaited from Cooker Hood group.

2.9 **Bike storage security** - especially GLH

Dan said there had been four different accidents - two thefts and two attempted thefts. The bike store was damaged from the first theft, and residents used the bin room to get into the bike store. Security has been more aware of the area and foiled a recent attempted theft. BAML is pressuring construction to replace the door (insurance claim), but there are delays due to internal processes. Upgraded doors and a local alarm have been added (not paid for via SC). Lead time on doors due to specialist nature (12 weeks). CCTV being monitored by two people, including overnight.

Another attempt in LCI car park bike store and bikes was stolen from the National Ballet lobby.

### 3 **Living Experience** (Diane in the absence of Fan Wan)

3.1 Overgrown garden areas by the river (next to outdoor pool) & bins for these areas

BAML confirmed it will be trimmed back tomorrow. Justin said that a new gardening company starting who will be doing the cutting back/ Also Wayne, our gardener, is waiting for a delivery of new plants that have been delayed.

#### **3.2. Boarding on piers**

An instruction has now been made to carry out the repairs. Date to be confirmed.

#### **3.3 LCILRA storage** - how do we get access?

It needs to be cleaned, and the key handover will be happening. Concierge will keep one key, and the other is for residents. Diane suggested a combination padlock might be easier to manage. On a related matter, the RA also requested the abandoned Santander Cycle to be removed.

#### **3.4. Update on vehicle entrance plans**

Still waiting for the area to be complete. There is a blueprint of what the entrance is going to look which Dan will share.

#### **3.5 Post box - any word from Royal Mail?**

Dan has finally heard from Royal Mail and the post box should be installed in 5 weeks.

#### **3.6. Update on finishing of island construction like the pool fence**

No update from the last meeting. Dan to chase.

#### **3.7 Car park management + management of illegally parked cars**

It was agreed that things had improved since the recent changes. The RA asked why some sparking spots are marked off with some metal bars, and Justin explained that overhead work was being done, but this would not be for long. It was agreed that there will need to be a special permit issued to parents for the use of the disabled spaces, which are to be repainted for dual-use, and Justin will check with PCM about this.

Re illegal parking, planters have been placed where cars were illegally parking. Council was contacted about the illegal parking, resulting in removing or giving notice of removing two cars.

#### **3.8 Community Centre update**

Diane- Sub-committee has been created; the sub-committee should contact Dan with their ideas and see what they would like to add to the centre before it opens. Dan said that this needed to be actioned quickly. Michelle to chase the sub-group.

### **3.9 LCI Life app**

Justin- other than the gym part (see below), the feedback has been positive. Some residents have come up with ideas for improving the app.

### **3.10 Security update**

It was felt that security has had a higher profile on the island. The entrance barrier and security booth have been removed for the permanent landscaping so security doesn't have the proper place to stand and control the area. DC agreed to provide the renders of how the entrance will look.

## **4 Fitness facilities & sports (Sas Sadaat)**

### **4.1 Update on opening (in relation to government regulation)**

Sas – the migration between apps has created a worse experience for booking. Justin agreed and expressed the management's frustration. The app is an off the shelf package called Global Spike, which different developers customise. In the last week, they worked with developers to sort the problems as testing was not sufficient. Justin had done as much testing as was possible before it went live, but problems still occurred. They did a live test, and some residents noticed and started using it during the test phase.

Sas suggested that communicating with the RA on making the app changes will be helpful so that residents know what to expect and can give input. Justin said that they are working to make the functionality more like the previous app, although this is difficult in an off the shelf solution.

Sas will send feedback he has collated with Justin.

Sas also asked for more communication between gym staff and residents. Justin will share the roadmap for the app's development and improvement.

Sas- looking forward spa area and changing rooms and asked when they will be opened for residents to use. BAML said that it would likely be in summer in line with restrictions being lifted. (update: Sas will ask why ours is not open when spas are allowed to open from 12 April).

Diane asked again about the adductor/abductor machine, and Dan will investigate tomorrow.

Diane also pointed out that the LCI gym hand sanitiser was empty at 11 am on the first day of opening when sanitisation should be the top priority. There was also not enough items for cleaning equipment. Dan said that they have taken on a company to manage this as it was more cost-effective, and he will chase them.

Dan said he would share images of the rooftop sports plan.

## **5 Social (Neil Blanchard)**

### **5.1 New events will be coming soon, as of May 17.**

## **6 Communications (Mel Henson)**

6.1 Orchard Wharf email to leaseholders/leaseholder communications generally

**6.2 B Life app communications**

Diane- Data privacy policy some residents aren't happy with the BAML policy on sharing residents Dan's personal data- it is the standard policy on all the communities but will consider specific concerns.

Dan- there is an RA section in the community section. Residents can ask questions, and the committee can send information to residents, add pictures and documents.

An account can be made for the RA for responding to residents (rather than as individuals) – JC to action. There is a web version of the app for those who prefer not to access it via phone.

Diane said that we would be starting a new subcommittee to look at data and membership.

**7 Special Interest - Parents (James Dawes)**

7.1 Car parking for parents - when is this going to be implemented / permits issued  
Justin confirmed the next meeting should paint the bays. DY suggested fitness activities for kids, and Dan recalled that there had been some fun outdoor fitness organised by Chatty in the past which could be repeated.

**8 Confirmation of next three meetings** (Mon 10th May, Mon 7th Jun, Mon 5th July @6.30)