

## **Minutes**

### **Committee Meeting 6 December 2021, 8pm**

#### Attendees:

Diane Young (DY) - Chair  
Tom Wynne (TW) - Finance  
Yua Haw Yoe (YHY) - Secretary  
Calvin Chew (CC)  
Emmanuelle Filsjean (EF) - Social Committee  
James Duncan (JD) - Aftercare and Living Experience  
Jules Gilchrist (JG) - Area Developments  
Kyriakos Ioannou (KI)  
Mel Henson (MH) - Communications  
Michelle Esposito (ME)  
Nick Thompson (NT) - Service Charge  
Sas Saadat (SS) - Sports and Leisure  
Toni Tolpo (TT)  
Bridgette Lo

#### Apologies:

Neil Blanchard

#### Absent:

Ales Koutney  
Fan Man

#### Guests:

Tony Hymers (TH) Ballymore  
Jing Li (JL) Ballymore

Emre Kati  
Ashley Lumsden  
Tom Weekenborg  
Yogan Patel  
Philip Gregory  
Harry Meier  
Dominic Arcari  
Tricia Shaw  
Mehwish Jangda  
John Dembic  
Salvatore Minga  
Sasy  
Bonnie Vecchini  
Vanni Vecchini  
Naveen Naray  
RJ  
Dharmesh Patel  
Paul  
Alessandra Emma  
Jon Sung  
Scudder  
Juan Antonio

Rupert Bright  
Geoff Myers  
Paula M  
Kevin Li  
Ben  
Av Parmar  
JSS Law  
Megan Wilkins  
James Dawes  
Olga  
Kim  
Xiao Yu  
Indie Bilkhoo  
Enrique Benito  
Susan  
Salim Walji

### **Special notices:**

Removal of committee members for non-attendance:

Resignation from the committee:

Additions to the committee:

Introuction of Ballymore staff

Tony Hymers Managing Dir BAML, 30 yr property experience, Chartered Sureveyor, owned Burlington Estate, then sold to Dexters, Ex Chair of Association of Residential Managing Agents (ARMA)

Jing Li – joined BAML August 21. Residential property manager LCI and GLH, looking at estate and accounts and service charges. Personal goal to improve communications (listening and addressing issues) promptly and communicate issues being addressed

Other recent additions to team:

Ross McCaskill –Finance

Andy Murray – Interim head of property

TH explained he is drafting a strategy – treating us as consumers,customers and clients in the future.

Install property experts on every developments/schemes. Systems key, but people essential.

Eg Propman software system – purchased but not used; implementing system will facilitate service charge accounting, S20 file sharing, property management. Bringing in people with expertise.

Previous focus on how scheme looked, to the detriment of hard skills on long leasehold management, facilities management

Facilities management system being purchased, stronger control on maintenance, planned preventive maintenance, H&S, sending demands etc. Finance team expanding to ensure financial systems implemented and maintained.

There is expertise in Ballymore especially on technical skills but need to build on property management at site level to drive efficiency, tenant and landlord compliance, explaining to

leaseholders and residents, driving best value. Applying for grants to make systems more efficient eg heat system

Commission on purchasing insurance will no longer be taken by BAML. On insurance claims, traditionally handled by Ballymore; suggestion is BAML is taken out of the process and the leaseholder deals direct with the supplier/trade and then BAML gets the insurance company to pay.

On staffing, leaseholders pay 8-10% of all costs – the aim is to reduce this to 2.5%. NT noted that this had been previously said, so what was going to be different. Response was Propman implemented, and invoices being run through it. TH suggests a fixed fee, rather than % of service charge for management fees.

BAML service to run at nil profit, and 12 – 24months is when results will be seen in terms of reducing staff charges. TH aim is to benchmark our service charges with other comparable developments.

Q&A

Q Question on cladding A B1 criteria fine for mortgage purposes

Q EH-O asked if no profit is forever? A Integral to business to keep nil profit and keep leaseholders happy. eg Cyclical jobs such as painting - run at cost  
Each development runs at its own costs; no crossover of costs between developments eg grant for heating system at LCI will produce efficient cheaper cost at LCI, with leaseholders at LCI only benefiting from it.

Q DY – have heard all this before; what difference will TH make? A Compliance and getting accounts to leaseholders in 6 months. BAML is joining ARMA to follow best practice.

Q John Dembics – likes Tony's message re: removal of commission. Past experience, management stated no insurance commission, but leaseholders discovered commission charged. If commission charged, should be returned to leaseholders. Question then asked 'how long will TH stay in post?' A TH hoped to be in post for some time.

Q A resident asked about the grants and why would BAML get these. TH explained they are available to meet government's zero carbon commitment.

RA asked for sight of the 2022 budget.

RA requested repair status on the development – plans and updates to residents so that we know that repairs are in the pipeline. TH said he needs to figure out a system to get updates to residents.

TH said he would be working towards the RICS code of Conduct - adhere to all aspects of conduct, not just service charges.

Ballymore will not be objecting to development at Orchard Wharf or asking for changes to plan; Orchard Wharf being developed by Regal Homes. TH to speak with his boss, Peter McCall (runs construction) because he was surprised at the lack of objection.

RA actions: Send next meeting dates to TH for inclusion in his diary. Also send list to TH on issues, with updates on status.

TH actions - will provide the RA with a letter from broker (Marsh), reiterating zero commission and fee status, for leaseholders. Notice of change to this would be 6-12 months beforehand.

DY thanked TH and JL for their time

### **Chair's report**

Update on Ballymore management discussions – covered with TH attendance

Update on GDPR – no further information

Update on activities from other Ballymore LRA chairs –

Agreement on how to work together. Common areas - defects, service charges and level of service charges. Another chair has sent round a draft constitution; comments received and awaiting revision. Aim is to continue with quarterly meetings and same with Ballymore.

Update on actions from last meeting (below)

### **Business**

1.0 To approve minutes of last meeting 20 September 2021 – approved.

2.0 Health/safety/security of property/residents

Drugs - Drug dealer residing at HMP. Drug dealing less obtrusive but dealing from cars down road beside Echo

Theft of bikes – epidemic across London, but new locks to be installed on doors.

Entry doors to Agar house and doors to bike store replaced

Fire – practice fire evacuation; agreed but no further information

Orchard Wharf (JG) – no change since last meeting in September. Contacted developers, and no further information since amendments in planning application, which have not been sent out to consultation.

Outsourcing of security services – tender issued, but has now been withdrawn.

Fallout is several of the security team have left. Tender stemmed from resource and training needs.

3.0 Financial matters

Service charges – little change due to changes in personnel. Jing Li new on board and awaiting an update to availability of 2020 accounts (should have been available September)

Consultant terminated as not able to get information from BAML but also not very responsive

- S22 request for 2019

- S22 request for 2020 – waiting for 2020 accounts. BAML asked for resubmission of S22 on 21 October.

- budget 2022 – not available.

- request for monthly meeting re expenditure with BAML – one of the developments has a monthly meeting with resort director going through expenditures

Treasurer's report (TW) – no visibility of accounts. Not aware of any expenditure.

Specific documents required to change bank account – to be actioned.

4.0 Defects - James

Bike store doors – in progress at GLH

Aftercare issues (including entry doors) Entry doors fixed at GLH. Issue with speaking to concierge. Modena – intercom down (including concierge button). No communication sent out to residents.

Tom Weekenborg flagged cracking west facing windows. Patricia Shaw shared that she had the same issue with her property at Embassy gardens; Aftercare quoted £10k; she got a quote to repair the windows at £2k, which she did not have to pay. Ballymore have been blaming residents for cracks.

YHY flagged issues with GLH doors, and the secondary issue of inability to contact concierge, with the call 'ringing out'.

KI flagged the doors at Modena not working, but no comms sent out to residents.

Two leaseholders stated that one Aftercare coordinator was very helpful.

- flooring / kitchen paint / cooker hoods / in-apartment heating units
- Cooker hoods(Gail CHAG) – some residents have taken up offer of replacement hood; one resident has had a replacement but no improvement. No further updates; take it offline.
- Gail also flagged a downswing of sales price of apartments. Tom Weekenborg highlighted very little marketing of LCI as a development. DY suggested this item remains as an agenda item
- Flooring – can more names be added to the list? Not if out of warranty, but send names to James for flooring

#### 5.0 Living experience – Yua Haw & James / Emanuelle

- Safer neighbourhood team – happy to have information from resident who attends council meetings. JD shared that there is a designated police officer for LCI, as he has a reference from constant calls to the police. YHY to get information from JD on this.
- Post box – installed but awaiting opening
- Parent and child parking – done.
- Spa pool disturbances & trial change to opening hours – (SS)number of complaints has reduced; number of incidents reduced. Staff member not complying with procedure on spa pool use, but being addressed. Suggested a monitoring system, as there is a significant distance between pool and front desk.
- Gym issues – no cancellation of classes; less reliance on agency staff. Opening of community centre has opened possibility of additional sport facilities for children. EHO said that cleaning of floor in studio is not being done. One resident said lockers are not lockable – Sas to check back, as he has been using lockers.
- Pool – fencing is being put in but water jets are not working, and the pump room entrance is surrounded by plastic fencing.

Social events – no events as Ola has left. Monthly events on hold, as nobody has been volunteering to host them.

- Working with gym staff on running children's events at community centre.
- Discounts at Espresso Room for parent and child when kitchen open.
- Concierge desks are encouraging use of app rather than phone calls

#### AOB

KI raised the point that the cooker hood was not included in the minutes, and in the past, the omission would be sent to the secretary and the minutes would be amended. He did not feel it should be necessary to flag it up in a committee meeting.

The discussion ended with DY suggesting KI contacted her with the details.

Date of next meeting

24 January 2022

### Action items

Item	Action	Owner
BAML meeting	Agenda and outcome	DH/YHY
GDPR	For inclusion in BAML meeting Discuss in meeting with Gym manager and residential services manager and update chair	DY/YHY SS
Ballymore LRA chairs	Draft constitution created - to circulate	DY
2.1 RA membership	Leaseholder recruitment Add CC to BAML meeting	CC DY/YHY
3.0 Finance	Outstanding consultant's fees to be confirmed – one never invoiced  Transfer of account – Update: by next meeting? Requires documents, chair, past and present treasurers	TW  TW and EHO
4.1 Service charge	Service charge review consultant update -  No amended invoice for 2019; credit notes received by leaseholders who paid  Inspection of invoices - volunteers CC,TT,DY,NE and YHY. Dates required  Campaign from SuperRA re service charges Update: Suggested quarterly meetings with BAML	NT  NT/ Ballymore  YHY/DY/NT
4.2 Property issues	Cooker hoods action group requesting RA support - done Update: Spoke to Dir. of Construction; guidance on letter, but confusion on sending letter  Kitchen unit and flooring update – Update: no update on flooring and no definitive answer. Same with kitchen units	DY  JD  JD  JD

	<p>Lighting in buildings – flagged with Aftercare but no response.</p> <p>Update: GLH raised, as inadequate lighting and people do not feel safe. Same with lighting in front of Meade</p> <p>Flag with BAML</p>	
4.5 Sports and leisure	<p>Noise levels at spa pool – done.</p> <p>Update: monitor continued progress</p>	SS
4.7 Communications	<p>Creation of effective crime reporting flyer –</p> <p>Update: MH needs more info</p> <p>Refresh of website – no</p>	<p>MH</p> <p>KI</p>
4.8 Living experience	<p>Install box for outgoing mail in Kent House - done</p> <p>Reinvestment funds - follow up at BAML meeting.</p> <p>Update: Addressed by TH</p> <p>Community centre - share plans.</p> <p>Update: Activities being run, led by gym staff, taking on board ideas presented by residents</p>	<p>DY</p> <p>DY/YHY</p> <p>DY</p>
4.9 Charities	<p>Gardening days at Richard House</p> <p>Dates required</p> <p>Update: No dates because of covid.</p>	YHY
AOB	<p>Conflict of interest sample –</p> <p>Update: done and sent</p>	YHY