

MINUTES

Committee Meeting 7 February 2022, 8pm

ZOOM

Attendees:

Diane Young (DY) - Chair

Tom Wynne (TW) - Finance

Nick Thompson (NT) - Service Charge

Calvin Chew (CC) (part)

Emmanuelle Filsjean (EF) - Social Committee (part)

Kyriakos Ioannou (KI)

Mel Henson (MH) - Communications

Sas Saadat (SS) - Sports and Fitness

Toni Tolpo (TT) (part)

Bridgette Lo (part)

Apologies: Neil Blanchard, Yua Haw Yoe, Jules Gilchrist, Emily Osmond, Judith Bruhn, Tom Weekenborg

Absent: Ales Koutney, Fan Man, Michelle Esposito, Meagan Foss,

Guests: see below

Mel Henson (Me)

DY

 Diane Young (Host)

DO

 Delia O'Callaghan

Ashley Lumsden

D

 Dominic

E

 Emmanuelle

G

 Gail

MK

 Mumtaz King

Nick R Thompson

P

 Philip Gregory

S

 salim@walji.net

SS

 Sas Saadat

SI

 Susan's iPhone

TH

 Tom Hill

TW

 Tom Wynne

Mel Henson (Me)

DY

 Diane Young (Host)

Ashley Lumsden (Co-host)

DO

 Delia O'Callaghan

D

 Dominic

Nick R Thompson

B

 Bridgette

CC

 Calvin Chew

EI

 Enrique's iphone

KI

 Kyriakos Ioannou

MK

 Mumtaz King

P

 Philip Gregory

S

 salim@walji.net

SS

 Sas Saadat

SI

 Susan's iPhone

TH

 Tom Hill

TW

 Tom Wynne

TW

 Tom Wynne

T

 Toni

Y

 Yogan

Special notices:

Removal of committee members for non-attendance:

Resignation from the committee: James Duncan has moved Away. The chair expressed regret as he has done a great job on Living Experience. Sas Saadat is leaving the island and is therefore stepping down on sports/leisure.

Tom Hill expressed an interest in taking over from Sas and will seek further info from Sas before deciding.

Additions to the committee: N/A

1. Minutes of Committee Meeting 6th December

These were approved by a show of Zoom hands and by typing Yes, in the chat.

2. Matters arising

0. **Bike store doors** - following complaints about lack of security and a number of thefts these have now all been fitted with better locks.

b. District Heat Pump

We have been contacted by BAML regarding an initiative. Heat is being lost with the District Heat Pump and a plan has been made to increase efficiency by 22%. A government grant is available worth £125k half the total cost. The rest will come from the sinking fund, which will be topped up by approx £109 per flat, for the 1152 flats that will benefit. The savings will take 5-6 years to recover.

See Appendix for original document from Ballymore

Nick and Diane raised questions:

0. Why is it inefficient? Was it because of poor construction (in which case they should be paying for it).

a. Are we required to invest in it or can we choose not to?

b. How much of the sinking fund will be used up?

c. How long will the payback period be? How has the 6 years mentioned been arrived at?

d. Does cost only come from those who will benefit?

e. The District Heat Pump system is gas powered which is due to be outlawed in single dwellings in the next few years. How does this affect district systems?

It was also noted that income that was supposed to be obtained by electricity generated for the Grid has not been 'switched on'. Nick asked about this last year in relation to the budgets, but failed to get an answer. This comes under - CHP (Combined Heat and Power). Dan Cross has asked the new BAML Energy & Sustainability Manager Joshua Nandwani for answers.

A meeting is being held on 28th February with BAML to discuss this with Jing Lee, Dan Cross and Tony Hymer.

C. Improved communications as requested

They have also put together a communication plan - see below. This represents a step forward in improved communications. Diane said this was in response to our complaints that in the past we have not been communicated with sufficiently often, and when we are, our comments are ignored.

We are hopeful that in future issues like Xmas Markets will have better communication.

Ballymore Asset Management Ltd Resident Association & Resident Communication Plan

Communication Plan

Business as Usual	Special Projects (where applicable)
	Pre-start newsletter
Quarterly Newsletters	Special Projects Monthly Newsletters
Monthly Residents Association meetings	

Communication Types

Communication Type	Purpose	Audience	Frequency
Monthly Residents Association Meetings	Meetings with the RA will occur monthly. RA to submit "Top 10" questions in advance, and BAML to respond 48hrs prior to meeting. In addition to the regular agenda, the RA will be updated on any special project works within this forum.	<ul style="list-style-type: none"> RA 	Monthly
Quarterly Newsletters	Regular newsletters on business-as-usual notifications, events and resort activity. Where applicable, these will also feature an update on special projects.	<ul style="list-style-type: none"> Leaseholders RA Residents 	Quarterly
Pre-Start Newsletter (where applicable)	Ahead of the commencement of any special project works, a pre-start newsletter will be issued advising on the timeline, nature and estimated completion of works	<ul style="list-style-type: none"> Leaseholders RA Residents 	Sent ahead of any widespread construction works commencing
Monthly Projects Newsletters (where applicable)	Summary of immediate works ahead Any potential disruption and how mitigated Calls for cooperation from residents	<ul style="list-style-type: none"> Leaseholders RA Residents 	Regular updates, increased frequency to monthly newsletters.

Kyriakos noted that Ballymore came up with a plan to improve communications but they completely omitted the paramount problem of communicate issues and their resolution progress. **Action** include in the top ten priorities at the Ballymore meeting?

D. Thefts

Nick reported that furniture had been taken from the communal area by delivery men but nothing has been followed up on this by BAML.

E. Fire Issues

We have requested a practice fire evacuation but heard nothing. **Action:** It was agreed to make this one of the top ten issues to request a proper fire drill.

Tom Hill said that better fire exit signage and instructions are needed at Goodluck Hope. **Action:** It was agreed to ask what the evacuation instructions are for each site, and request that this is followed up with signage.

F. Building maintenance

DY noticed that holes have been filled in the wall. NT said also in Bridgewater and Echo. **Action:** ask what the plans are for decorating communal areas as there was no communication about this.

Modena - long standing problem of door not opening for several seconds. Ballymore originally said 10 secs is normal, but now it's been said this is not acceptable. Also intercom wasn't working. Lack of communication on this exacerbated the problem. This has now been fixed although the top panel isn't working (only the lower one) . **Action:** request Dan Cross to be fixed quickly

Serapis House - Delia O'Callaghan said that the door going to the communal garden opens by itself. A sign went up to say that the door is not automatic. Justin Kent has said it was a construction issue. The door is open all day causing a security issue. **Action:** request Dan Cross to be fixed quickly

Communal wall in Serapis is showing water damage.

Rendell House - Tom Hill stated that it has the same problem with doors. **Action:** request Dan Cross to be fixed quickly

Agar House - Tom Wynne stated it's the same problem **Action:** request Dan Cross to be fixed quickly

Tom Hill suggested we ask construction to do this

Java: Mel Henson said the letterbox is still not mended - Dan Cross promised this would be fixed months ago. The repair to the bar in the lift has not held, so it has fallen off again.

Bridgewater - Nick Thompson said the bars in the lift are also damaged.

Action: Ask for an audit on all lifts and a plan to make them all look smart (possibly also including dummy cameras)

Echo House: Toni Tolpo Video entryphone isn't working. **Action:** request Dan Cross to be fixed quickly.

Modena/Meade fire panel has been making a noise to indicate a fault for several weeks Kyriakos noted there is a thread regarding this in LCI life app named Meade fire panel.

All to be discussed at BAML meeting on 28th February.

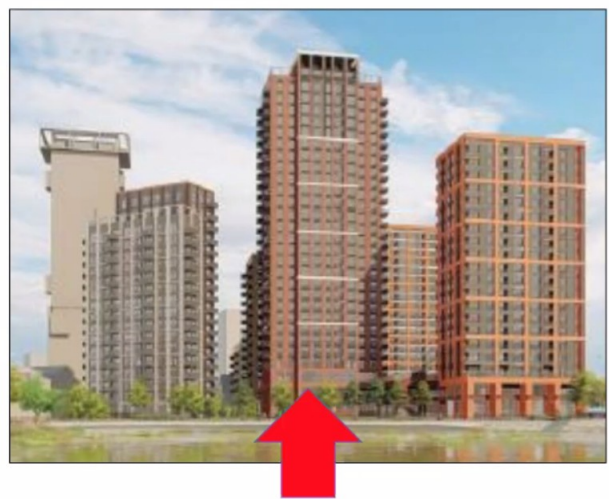
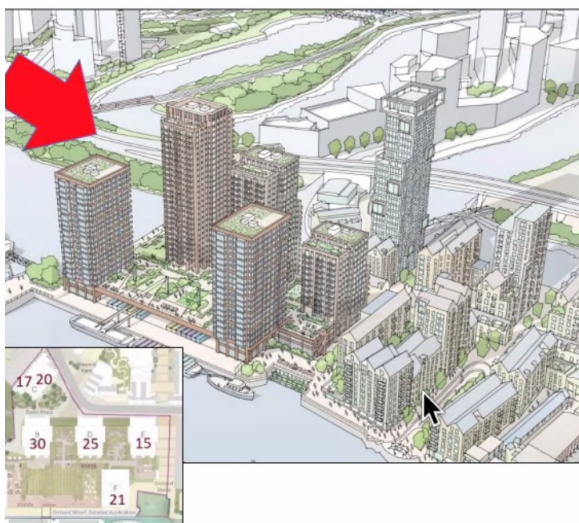
3. Local Area

Jules Gilchrist and Ashley Lumsden met with Councillors about the Leaside Area Action Plan: Consultation from Tower Hamlets Council.

Aim is to find sites in the borough to put new housing.

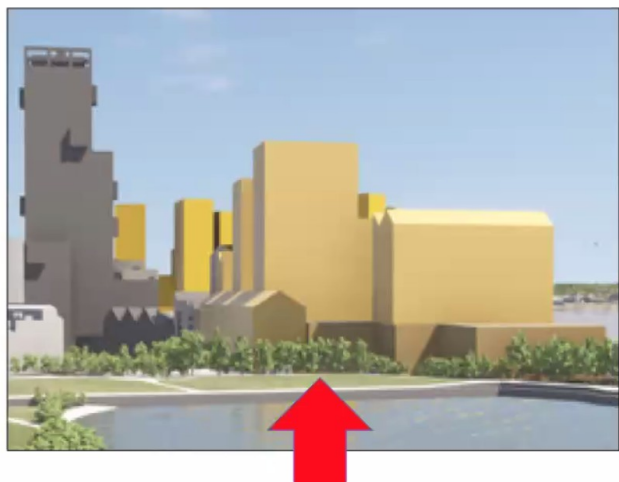
This includes Orchard Wharf site which we have been campaigning against.

Orchard Wharf – Planning Application



Above: Planning was put in for this. There were many objections, and the developers have not yet put in a new plan.

Orchard Wharf – Council Consultation Plan



Above: A new scheme for Orchard Wharf that the council has put forward. The buildings show more of a step down towards the river Thames - less dominated by the tall blocks. Also it will cast fewer shadows over East India basin to protect wildlife.

It's much smaller than the plan put forward by Regal Homes, the original developers - instead of 850 the developers put forward, it's more like 350.

As residents we can respond to this. Ashley and Jules put together the following pros and cons. They are going to draft up more comments from the Orchard Wharf group.

Diane asked whether there was any discussion about vans coming in and out.

Ashley said that there was some discussion. The council said they are stuck with the policy that it has to be a working wharf, even though when that policy was made, the land around was bare, but now it has thousands of residents.

The wharf will bring lots of traffic which is incompatible with people living there.

The council may try to get that changed, but that would be a long term plan.

Next steps - try to find out from the council what changes are being planned by the developer.

LCI/GLH Perspectives

Pros

- Lower towers, mirroring the buildings at Goodluck Hope
- Planning for 350 homes (instead of 850 in the planning application)
- Requirement to demonstrate wharf use is compatible with any housing above

Cons

- Wharf use still mandatory for the whole site
- Expectation that housing will be provided above wharf to be car-free
- No mechanism to pay for new foot-bridges has been identified

Leamouth Depot – Council Consultation Plan



Above planned development

The council owns a site next to the Galliard Homes development (Orchard Wharf) currently used to park council vehicles.

They have not identified a new car park, and no detailed planning. Potentially 400 flats.

Now is a good chance to comment.

Deadline Friday 11th February. <https://talk.towerhamlets.gov.uk/leasideplan>

How to Respond

- Council web page: <https://talk.towerhamlets.gov.uk/leasideplan>
- Google search: Leaside Area Action Plan
- Deadline for Comments: **Friday 11 February 2022**
- Comment either:
 - Fill in the online survey – link on the above web page or direct: https://talk.towerhamlets.gov.uk/leasideplan/survey_tools/leaside-aap-regulation-18-nov-2021-feedback-survey
 - By email to planmaking@towerhamlets.gov.uk

5. Service Charges

Service charge bills are late

Nick met with Dan and Jing on Wed 2nd Feb to find discuss SCs.

Heard same excuses about using prop man (new software), new team, etc etc.

Nick received headline numbers rather than a detailed budget, so can't compare properly.

Total budget for GLH and LCI is going up by around 14%. Some of the costs are attributed to more people moving in and more services, but it's also insurance going up.

One of the big things said was that if anyone has a service charge individually that is going to go up by more than 5% it will be capped at 5%. It wasn't clear if this is just a delay and what would happen the following year.

Nick to do more work on it to find out where everything is, and ask more questions.

Right to see accounts for previous years. Nick asked when we can see . Jing Li said she would ask Ross McCaskill new Financial Director who started at the same time as the new MD Tony Hymers.

Action: This is the key issue to discuss at the regular monthly meeting with Tony Hymers, even though, frustratingly, it seems to be the same story every time.

It was discussed about how to hold them to account. Diane mentioned a successful court case. However, it would be difficult for us to get this off the ground, as it would cost money, and take a lot of time which we don't really have.

5. Finances

Tom Wynne said that IDs had been done and he was hopeful we will be able to amend the signatories on the bank account shortly.

There has been no expenditure or income since the last committee meeting.

6. Sports and Fitness

Sas is meeting with Mikki and Justin on Thursday 10th Feb

Agenda

Watching brief on GLH spa pool noise situation. Last year Ballymore reduced the hours which had led to a reduction in complaints. Aim: get info on current complaints to review whether behaviors have changed to enable hours to be extended back to previous hours

A member of staff was making people feel uncomfortable from being too assertive asking for feedback requests. Miki had actioned, there has been no subsequent feedback received that this behavior has continued

GLH sauna is now open after 3 months closed.

Par-Q forms have been released on the app, requiring residents to resubmit their form to be able to use the facilities. These seems to be going smoothly, will confirm with Justin & Mikki in next meeting.

There is mould in both sets of shower rooms. Sas will take complaints and ask what is being done about this.

Tom Hill asked if it could be similar to Embassy Gardens where there were newsletters and regular communications. This can also be fed into the wider communication plan.

Diane asked if the LCI gym mats could be cleaned/replaced as they stink. Sas to pass this request on.

Covering the pool - for energy saving. Sas to ask for a quote for this to be done.

Sas said he was leaving City Island on 7th March, and will hand over. Tom Hill said he would consider the role. Sas and Tom to meet to discuss.

7. Cooker Hoods

Diane to send summary note prepared after the December CHAG meeting to Ballymore..

Kyriakos said that Ballymore have offered to replace the hood with another type, but the new one is less effective than the existing ones. They have also not responded to suggestions by the Cooker Hood group for better options that have been proposed.

Action: Cooker Hood Forum will discuss what action should be taken.

8. Kitchen Cupboards and Floor issues

Diane meeting next week with construction on damage to floor and kitchen cupboards and will update.

9. Social

Diane expressed thanks to Yua Haw and Judith for organising the Chinese New Year social in the Lockdown room on Friday 3rd.

It has been mooted to organise something for the Diamond Jubilee. It was agreed this would be a good thing to do. **Action**: we need volunteers to organise this. No one came forward.

10. Date of next meeting:

Monday 21 March 8pm venue TBC

Dates of future meetings: Monday 23 May, Monday 18 July (AGM), Monday 19 September, Monday 21 November

APPENDIX - District Heating Investment

Email received from Ballymore

Hope you are well. I would like to bring to your attention that BAML are about to launch a heat network optimisation project for LCI.

Background

During 2020 and 2021, following some historical gas spike the developer instructed Fairheat Limited to look at the efficiency measures on the network at LCI. A business case has been produced using information from an audit of the London City Island heat network and review of BMS and HIU data provided.

The key issue impacting the performance of the London City Island heat network is the high heat losses. The purpose of the heat network project is to reduce network heat loss, reduce pump electricity consumption by approximately half, and eliminate unmetered consumption, so ultimately reduce heat tariff rates to residents.

Ballymore made an application to the Department for Business, Energy, and Industrial Strategy (BEIS), who launched the Heat Network Efficiency Scheme (HNES), which is a grant scheme providing 50% of project costs for the installation of heat network intervention/improvement measures, which these works would fall under.

The overall cost for the project is estimated in the region of £250,000, this means the cost to residents would be circa £120,000, which would be covered from reserve of the respective blocks which would be impacted by the works.

Calculated heat losses reduction within plant room and network heat loss (W/dwelling) is estimated 22%. Therefore, capital cost would be recovered over a 5 to 6 year period. It is also important to note that the costs for the operation of heat networks on Ballymore & Ballymore JV schemes is covered via the heat tariff (unit usage) and for some parts via service charge (system maintenance & electricity running costs).

In summary

- Heat improvement works are subsidised by govt grant to 50% value of works;
- Will result in greater efficiencies to those blocks on the networks – those blocks highlighted in red on the attached plan;
- Repayment in terms of efficiencies over 5 years;
- Cost of works are being taken directly from reserves as a capital cost.

A total of 1152 units between LCI phase 1 & 2 would benefit from the improvement work, at an average sum of £109 per unit, which would be transferred to reserve, although actual contribution per apartment would

vary, depending on its contribution percentage under the terms of the leases.

The scope of work includes

- Recommissioning the HIUs and reducing the secondary network flow temperatures
- Closing top of riser bypasses on the secondary residential circuits
- Isolating the AHUs which create bypasses when offline

What to happen next

The works will be instructed as soon as we are able. Whilst energy prices fluctuated significantly last December, due to factors outside our control, I hope residents and RA would recognise that the steps and measures Ballymore and the freeholder have taken to improve leaseholders value for money in the long term.

Should you and RA have any question, please do not hesitate to advise