

Top issues and questions for meeting between LCI and GLH LRA and BAML  
28 February 2022

1. Service charges

- ☐ Lack of detailed budget information for 2022
- ☐ Still not had the opportunity to examine previous years' invoices
- ☐ No service charge notices
- ☐ Concerns over the implications of the subsidy of SCs by the freeholder

Responses:

Demand and budget late – should be improved upon next year. Started using Propman. Had to

transfer over. Business went to and fro on budget, lots of internal changes due to joint ventures. TH

appreciates this is not that important to leaseholders but there were just a lot of steps. Now all in

place in Propman. Budget versus actuals will be available from May 2022.

Section 22 – 2018 and 2019. Sent on 21 October, acknowledged on 25 October by Jing but no action

yet. TH says our S22 requests are not valid. However if it is available, will send the information on.

TH says it is a resource issue and they find it hard to find people to organise.

Invoices go through SAGE, each dev has own client account.

Info on where you are with the YE, invoice provision – TH to tell us by the end of the week.

2. Heating system alterations

- ☐ Why is it so inefficient? Is there a construction/design issue in which case why are the residents being asked to pay anything?
- ☐ Do residents have a meaningful say in whether to go ahead?
- ☐ How much will this deplete the sinking fund?
- ☐ How has the 6 year payback time been arrived at?
- ☐ Does the payment only come from those who benefit? Why is it only some that will benefit?
- ☐ What are the implications of laws on gas boilers for a district heating system?
- ☐ When are we going to get the income from our DHS that was promised?

Responses:

DHS are not very efficient. Not uncommon for efficiencies of 40-45pc vs combi boiler 90pc efficient.

Too risky to have individual combi boilers. From where gas comes in until radiated, loses power

across the network. Technical director looked into this across portfolio and saw opportunity for

improving. Numbers on LCI- subsidy is quite substantial. £160K. 50% of the cost to the development.

Below the section 20 limit so no consultation. Rushing due to acceptance from government on 21

December. Our development attracted funding due to it being large so easy win for government.

TH to confirm the payback time.

Why are there so many interruptions to the hot water service? Grantham issues. DC to look at them.

Works have commenced. Capital work so it does come out of sinking fund. Only affected certain

blocks so allocated out differently. Those other blocks will remain at low efficiency. This is due to a

lot of work to do to get the grants. Not charged by Ballymore.

Don't know answer re the changes to gas laws.

CHP income – new sustainability guy is in conversation about this. Not getting anything back due to

the inefficiency of the CHPs. CHPs were a planning requirement on all new developments but that is

stopping as they are new systems.

Are the CHPs costing us money to run? TH doesn't know. There is a cost but DC does not have them to hand.

### 3. Property issues

☐ State of the lifts – audit requested with suggestions for improvement

☐ Water damage in Serapis house (communal area and in apartments)

☐ Maintenance of postbox areas in lobbies

☐ Ongoing apartment issues – cooker hoods, flooring, windows cracking, kitchen units

### Responses

DC walked all the lifts in the development. 27 lifts at LCI.

11 have scratches, 4 have graffiti, 1 loose and 2 missing handrails, missing trims.

Trialled Amelia and Bridgewater vinyl placed over panels in list.

NT said that it was a big improvement. YY said not being able to see that rails were missing was

helpful. Loose rails are being tightened up. £150-200 per lift, done by team.

Lift button panels – that will cost.

Have some spare rails which will be put back on. DC checking if there is a requirement for the rails.

Serapis House water damage – could not locate in communal areas, two apartments have now been

dealt with by aftercare. Ingres was from a terrace on 14 th floor. Ground floor also being fixed.

Postboxes – checked all, main issue is Bridgewater House – multiple numbers missing, replacements

have been requested. 5 issues in other buildings – picked up and will be rectified.

Painting and hole filling of paint on lobbies. Four blocks done, ongoing inspections. External party carried those out.

Cooker hoods – 29 apartments replaced. IF CHAG have got concerns then send also to TH and DC.

Windows – No recent insurance claims in relation to glazing. Insurance claim for accidental damage

to internal glazing. DC to check with aftercare.

Majority of claims are to do with leaks.

#### 4. Security / Safety

- ☐ Entrance doors – Agar, Serapis and Rendell are blowing open
- ☐ Request a planned fire drill for the inhabited buildings
- ☐ Request fire action info at the lift buttons or in the lift
- ☐ Ongoing entry phone issues in Echo and Modena
- ☐ Fire panel in Modena/Meade has had a fault alert bleeping for several weeks

##### Responses

Serapis and Rendell doors have been checked. Ones from garden are not self closing. DC has now

asked for them to be self closing.

Request for fire drill. Most recent was on 21 February. Kent and gym area. Went well.

BAML policy is stay put policy. Agreed drill not necessary but very clear simple instructions in lifts

requested.

Entry phone issues – Kent was also an issue. BAML had a supplier issue and Kent and Modena have

now been fixed. Couple of Modena apartments still have delay issue – being looked into.

Echo issue

is an intermittent fault. Echo is the last building on the run so looking at upgrading network to have

full operation capacity. Timescale? If network issue then a long process. Next 3-4 weeks will have a

permanent solution then a further 6-8 weeks.

Modena/Meade fire panel – sensor issue which has now been resolved on 14 Feb.

Have purchased Meridien for fire safety and linked to e-log books which will go live in two months.

Monitor all activities of each resort manager. Helpdesk comes with that. Eg an issue arises and it is

sent to the helpdesk which operates 24 hours then the helpdesk chases. Required by the Fire Safety

Bill that is coming through parliament.

#### 5. Facilities issues

- ☐ Gym – mould in showers, dirty gym mats, works around LCI pool – how much longer?
- ☐ We would like to see options for covering the outdoor pools at night to save money and stop contributing to environmental issues. We understand we have a cover – why is it not in use?
- ☐ Kent lounge – dying plants, breakages and thefts
- ☐ Would BAML consider adding extra facilities such as residents' BBQs or laundry?

##### Responses

Mould in showers is being dealt with – booked in two weeks ago but contractors couldn't do at the

appropriate time. Now booked for 1-2 March. Re -silicon, but might need a better solution.

Mats – five years old, DC to check them out. Attempt to clean.

Pool works – pool fence 70% complete. Need additional wires as arrived with wrong measurements.

Wc 14 March for final completion. Open door down to plant room has now been fixed.

Pool cover – when BAML took pool on, requested pool cover. Irregular shape not helpful. Have a fabric pool cover and it takes two members of staff an hour to attach as has lots of clips. Not

practical to have it on every night. Sky pool at Embassy Gardens has meant that there is a pool cover there. Easier to use than ours. TH says we need a more practical solution and will come back to us.

Kent lounge – developer bought the plants – not a service charge. Wayne looking at how some can

be revived. Breakages and theft – Bridgewater attempted theft. Bridgewater thief was apprehended

by police. Kent – games bits missing etc. Could some control be put on door at GLH. LCI – security system for the lounge.

Extra facilities – play area is six weeks from completion. BAML and Ballymore OK with the idea of a

BBQ. Laundrette?

Commercial units are now under offer. Goodluck Hope has empty spaces.

Latest news on units: Pharmacy STL, artisan seasonal fruit veg/gin/fishmongers, Wok and Grill, Soda

and Friends 1 Apr, Asian themed store with bubble tea. CrossFit in the gallery. Homestead is to be

replaced with a Nebula from Hackney. Pizzas, cocktails, beers etc.

## 6. Communication

☐ The LRA is routinely surprised by BAML comms going out about issues we have been asking

about. We would like to know about progress on these issues in advance of general comms.

☐ Communication to individuals about specific issues is poor, frustrating and damaging to BAML/Ballymore's reputation amongst its customers. We would like a guarantee of responses / acknowledgement of contacts from BAML/Ballymore.

Responses

Some money will be made available for some community led activities.

TH asked if it was lack of response on B Life as B Life stats are really good. NT says resolution on the

app is not always resolution in real life.

Also mentioned that the meter reading system is inefficient.

EWS1 – should be a covering letter that goes with it that includes the address of the actual flat and postcode.

SC surgeries – agreed to hold open meeting rather than surgeries, via Zoom. NT pointed out that

there is no detailed SC info available to us.