

MINUTES

Committee Meeting 22 March 2022, 8pm

ZOOM

Attendees:

Diane Young (DY) - Chair
Tom Wynne (TW) - Finance
Yua Haw Yoe (YHY)
Judith Watson Bruhn (JWB)
Emmanuelle Filsjean (EF) - Social Committee
Tom Hill
Tom Weekenborg
Ales Koutney
Michelle Esposito

Apologies: Neil Blanchard, Jules Gilchrist, Emily Osmond, Toni Tolpo, Calvin Chew, Nick Thompson, Mel Henson

Absent: Fan Man, Meagan Foss,

Guests:

Bridgette
Yogan
Gail
Dominic
Susan
Michelle Wheelhouse
Laurence Prax

Special notices:

Removal of committee members for non-attendance: Fan Man

Resignation from the committee: Kyriakos Ioannou

Additions to the committee: N/A

DY opened the meeting, reminding the committee she has been chair of the committee for 2 years and plans to step down after the AGM.
Preparations for the AGM need to commence

Access to island after tube service ends; suggestions walk to Leamouth Crossing and enter via Orchard Place, or Canary Wharf and D3 bus

Report on meeting with Ballymore's Managing Director

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. 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. Tony Hymer (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 its own client account.

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

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, power lost 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 need for consultation. Rushing due to acceptance from government by 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, and answer re the changes to gas laws not known.

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.

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

Dan Cross (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. YHY 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. Ingress 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.

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 network 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 was 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.

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 a pool cover there. Regular shape, 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 Nebula from Hackney. Pizzas, cocktails, beers etc.

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.

1. Minutes of Committee Meeting 7 February – approved show of hands

2. Recruitment drive for membership –

TWeekenberg has 100 clients, who would like to join. Suggested he gives them the link to facilitate subscription

3. Finance update - TW

Update on Orchard Wharf fundraising and expenditure; adequate funds in account to pay expected invoice

Transfer of bank account from Emily completed. Need to transfer 'Gofundme' from single named individual to RA. Copy of RA constitution signed by committee chair

4 Sub-committee reports

4.1 Service charges (NT)

NT not available; all points covered in BAML discussion reported above

4.2 Property issues (YHY)

Covered in BAML discussion reported above

Sean Mulryan met with DY, and agreed kitchen unit and floor quality not good enough. To discuss with team

4.3 Area developments (Jules)

Jules not available; awaiting outcome of consultation

4.4 Social events (Emmanuelle)

Social programme update

Community Centre – parent and toddler weekly session initiated and running.

Suggested Wine tasting with Honest Wine in the Community Centre – ticketed occasion. TH to approach Honest Wine

First Friday drinks – no volunteers to hold regular drinks

Jubilee celebration – Dan Michael is pulling together some of the other businesses, and suggested the RA organise a ‘sweet’ table, Ask Ballymore for funds to get game, bouncy castle. JWB agreed to help organise

Island festival fete – RA to take a stand; offer from TH to help. Need to organise a banner

4.5 Sports & leisure (Tom Hill) [5 mins]

Covered in BAML report above

Discussed trainers’s use of gym and facilities – gym needs to establish a policy for use by trainers. Consensus no objection, respecting busy periods. DY suggested trainers could go round people in the gym, improving technique, suggesting exercises

Gym manager looking at classes and attendance levels; maintain 3 classes/day.

Morning class to be moved to 7am, at LCI as an initiative.

Discussion regarding communications about defective equipment – meets GDPR requirements? TH to continue discussions

4.6 Local community (Lead required)

Cody Dock – funds transforming the docks. Rolling Bridge under construction- installation expected 2 mnths

4.7 Communications (Mel)

No update

4.8 Living experience (YHY)

Covered in BAML discussion report above.

Polling station confirmed in Community Centre

4.10 Community Centre/ Special interest – children & parents, people with disabilities (Emmanuelle) Parent and toddlers group operational at Community Centre

5 Building reports (building representatives) Not available

6 AOB

Any issues arising

Next meeting

Committee meeting - Monday 23rd May 2022

AGM - Monday 18th July 2022

Summer break 1st August - 31st August 2022

Monday 19 September 2022

Monday 21 November 2022

Monday 23 January 2023

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 communication 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.

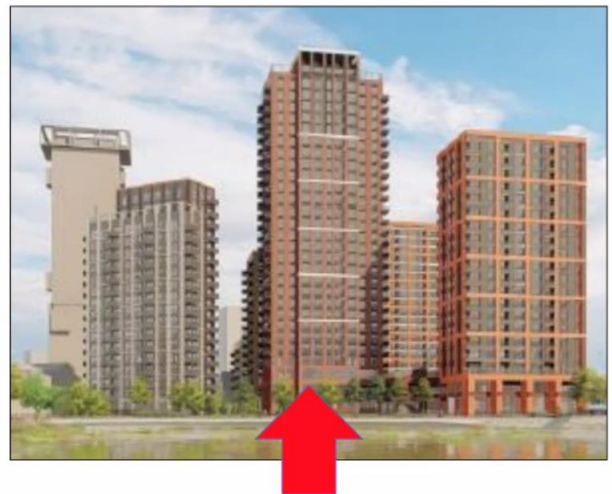
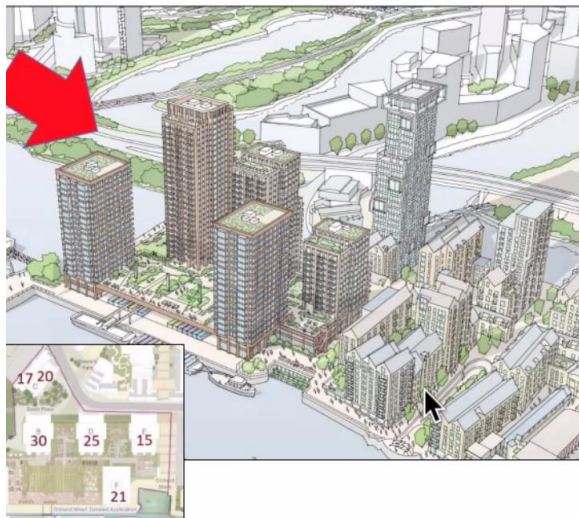
3. Local Area

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