



Leaseholders and  
Residents Association



# LCI & GLH

## Residents' Association Newsletter



## Hello neighbours and fellow Islanders!

Welcome to the second edition of the newsletter from your Residents' Association here at London City Island and Goodluck Hope!

The LCI-GLH Residents' Association is a group of your fellow residents volunteering to help improve our living experience, for owners and renters alike.

The aim of our Residents' Association is to:

1. Maintain the services and facilities in our development, addressing recurring issues and complaints
2. Hold Ballymore to account on service charges and get best value for money on how Ballymore spends it
3. Work to improve our local environment - from reducing crime to improving transport and shaping new developments in the area.

This edition of the newsletter contains an overview of the recent residents' survey results along with other updates on ongoing topics/ issues within our development.

### Ashley Lumsden

Chair, London City Island and Goodluck Hope  
Residents' and Leaseholders' Association

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# Resident survey highlights

## About the survey

- Our Residents' survey was conducted for the first time ever by the RA to gather a broad-based view from residents on issues and topics of importance.
- The survey contained ~20 questions and was open to LCI and GLH residents last month.
- As an RA, we intend to share key findings and insights with BAML in ongoing engagement to help shape their activities and efforts where possible.

## Key numbers

Total number of respondents	What is your overall satisfaction with living here? (score out of 10)	What is your overall satisfaction with the gyms, spas and pools? (score out of 10)	How safe do you feel living here on the estate? (score out of 10)
202	7.2	6.0	7.2

## The best thing about living here - responses

A word cloud of positive responses about living here. The most prominent word is 'community'. Other words include 'sense', 'apartments', 'well', 'building', 'friendly', 'staff', 'transport', 'links', 'safe', 'live', 'development', 'peaceful', 'lovely', 'close', 'people', 'quiet', 'location', 'Great', 'love', 'feel', 'safe', 'pool', 'area', 'spaces', 'London', 'gym', 'nice', 'facilities', 'good', 'feels', 'proximity', 'amenities', 'estate', 'swimming', 'pools', 'proximity', 'transport', 'around', 'transportation', 'Convenience', 'public', 'transport', 'environment', 'overall', 'vibe', 'island', 'views', 'clean', 'Airport', 'feel', 'safe', 'pool', 'area', 'spaces', 'London', 'gym', 'nice', 'facilities', 'good', 'feels', 'proximity', 'amenities', 'estate', 'swimming', 'pools', 'proximity', 'transport', 'around', 'transportation', 'Convenience', 'public', 'transport', 'environment', 'overall', 'vibe', 'island', 'views', 'clean', 'Airport'.

## The worst thing about living here - responses

A word cloud of negative responses about living here. The most prominent words are 'service charge' and 'lack'. Other words include 'antisocial', 'behaviour', 'tube', 'station', 'commercial', 'spaces', 'Anti', 'social', 'behaviour', 'happen', 'gym', 'parking', 'services', 'loud', 'area', 'often', 'hot', 'water', 'estate', 'space', 'people', 'lifts', 'residents', 'high', 'shops', 'drug', 'pay', 'bar', 'Crime', 'worse', 'feel', 'music', 'make', 'back', 'seem', 'cost', 'Ballymore', 's', 'security', 'living', 'use', 'High', 'service', 'charge', 'facilities', 'Safety', 'place', 'keep', 'food', 'GLH', 'island', 'increased', 'expensive', 'maintenance', 'quality', 'green', 'space'.

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## Resident survey highlights cont'd

### **Gym, spa and pools:**

#### **Overall:**

- >50% of residents say they use the gym at least once a week, with 38% using the facilities several times a week, which means this is an important service for residents.
- Gym satisfaction score is the lowest of all scores surveyed, with a significant section of unsatisfied responders stating 3/10.
- The majority of residents are not affected by the level of busyness overall, with 50% considering the gym to have some other people without affecting what they want to do. The comments point to particular times when it is busy, such as after work.

#### **Gym classes:**

- The largest responses were that residents wanted to see a better range of classes and/or scheduled at different times, with limited appetite to stop them completely.
- Additionally, certain comments highlighted that lack of awareness of these classes and/or limited personal use of classes.

#### **Guest passes:**

- The majority of responses were for a fixed allocation with an option for more passes for a fee. The next most popular option was a fixed allocation without such an option.
- Comments highlighted unfairness re the treatment by Ballymore of single tenants (i.e. tenants with their name alone on the tenancy agreement): there should be provision somewhere for new cohabitants to enjoy the same rights as partners who were on the lease or tenancy agreement. This will be complex to administer and will require some negotiation including what cohabitants should use to prove that they live here. This way they can collect their post etc. before being on the app and hence have facilities access.

#### **Other improvements suggested:**

- Improvement and monitoring of cleanliness, shower floors.
- Greater enforcement of sauna hygiene rules.
- Fix broken/ dated equipment proactively and ensure lockers are working properly.
- Longer weekend opening hours in the morning.
- Better balance between many cardio machines and workout spaces (e.g. not enough workout space and equipment).
- Improved security/ control at entry.
- Ability to check live busyness or occupancy of gyms on the app.

#### **Key RA action based on survey results:**

- [Recommend complete review of the timetable and the classes on offer.](#)
- [Ask guest passes to be restored, but with additional governance around usage and allowance for cohabitants, once new entry turnstiles are in place.](#)
- [Review the above improvement suggestions with gym manager.](#)

### **Safety/ security:**

#### **Overall:**

- Vast majority of residents find the development to be relatively safe (score of 7 or above).
- There are a sizeable number of people who have seen crime, or people dealing drugs (which is a crime), with anti-social behaviour affecting a quarter of the respondents.
- However, this is balanced by a large number of respondents (35%) stating they have not experienced or seen any crime or antisocial behaviour. In addition, fortunately only 3% have been victims of crime (not counting parcel theft).

#### **Thefts:**

- 12% of the respondents have been the victim of theft of a parcel from a building's lobby. This presents a live problem as not all delivery drivers know how to use the post rooms.



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# Resident survey highlights cont'd

## Other suggestions

### Improving East India Basin:

- Fixing current bridge/ second walkway issues.
- Improve greenery and landscaping - add flowers, plants, trees to increase overall foliage.
- Cleaning of water due to the presence of litter and add aquatic foliage.
- More lighting and better walkways for safety, including CCTV.
- Potential space where we can have picnics / BBQs with benches etc.
- Add recreational aspects e.g. kids' sandbox/ play area, outdoor ping pong.

### Key RA action based on survey results:

- [Work with the Lee Valley Regional Park Authority to develop an action plan based on this feedback.](#)

### Improvements to public transport, walking and cycling:

- Longer opening hours for Canning Town station/ 24/7 access via red bridge.
- Opening a Thames Clipper / Uber Boat station nearby to benefit from riverside location.
- Add bike rental (e.g. Lime/ Santander) stations on the island.
- Cycle/ walking paths along the river (LCI/GLH to CW along Thames, LCI to Cody Dock)
- Bridge from Rendel to Canning town for easier access to the station for GLH residents.
- Improved safety for pedestrians given large number of cars and delivery bikes on island.
- River Lea could be better utilised by restoring old wharfs so residents could kayak etc.

### Key RA action based on survey results:

- [Take up relevant suggestions with Transport for London, Lime and Tower Hamlets council authority.](#)

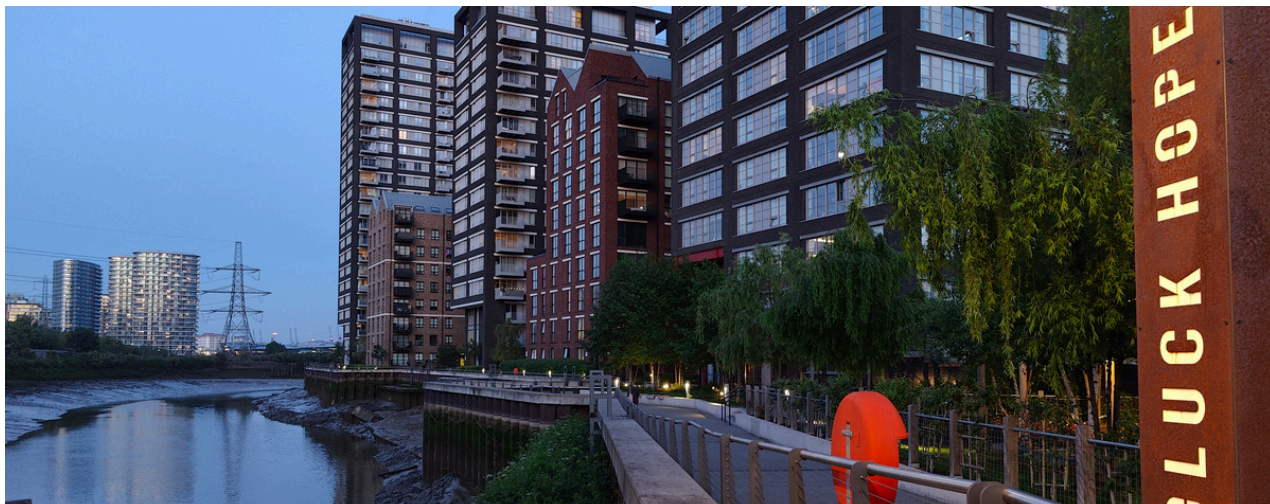
### Improving b.Life app:

- More user-friendly interface and interactivity, easier to manage notifications
- Live status of pool, gym and spa, capacity tracker based on check-ins
- Emergency concierge/security button to alert, receive security alerts on thieving
- Quicker way to guide/ navigate to all the facilities, easier access to the latest local activities, being able to propose other films and open to access viewings in the cinema
- Information on the food trucks on the island, schedules etc.
- Ability to manage car parking permits including use of EV charging points.
- Recommendations for local handymen/ plumbers/ cleaners familiar with the island.

### Key RA action based on survey results:

- [Engage with relevant stakeholders with proposed suggestions to understand viability.](#)





## Latest on the service charge...

### **What we do:**

LCI-GLH RA engages with Ballymore (BAML) to hold them to account on service charge budgets, understand rationale for changes and ensure efficient and effective use of the overall expenditure budget. We predominantly focus on high-expenditure items and strategic decisions that will make a large impact on budgets.

### **Service charge accounts:**

Service Charge accounts should be published by Ballymore every year, but they have been late in producing them. Following pressure from the RA as well as individual leaseholders, BAML is making progress to get up to date and that means they can report on individual surpluses and deficits.

- 2022 Accounts have now been published and shared with leaseholders. You also find them in the b.life or LCI App under “News Articles”.
- 2023 Accounts have been completed and are going through final sign-off. We should see them around the end of the month.
- 2024 Accounts are being finalised. Ballymore tell us they want to publish them by the end of June – we will see if they meet this deadline!

Once the accounts have been published leaseholders can apply to review all the details that relate to their service charge. This involves sending a formal request (sometimes called a Section 22 notice to Ballymore).

Should BAML fail to stick to reasonable deadlines then the Residents' Association, acting on behalf of all leaseholders, will put legal pressure on BAML.

Once all the actual accounts are shared, the RA will consider whether a detailed professional analysis of the accounts would help us to see that charges have been properly incurred and allocated.

To avoid conflict of interest, the audit would need to be conducted by someone with no connection to BAML. The RA will consider all options for funding this and seek to minimise obligations on the leaseholders.

Overall, we are fighting to make sure that service charges are properly used, surpluses are returned to leaseholders, and that annual increases are kept to no more than inflation.



## Service quality and overall maintenance

### **What we do:**

Engage with BAML to ensure the services and facilities within the development are delivering the quality standards required, as well as addressing ongoing maintenance requirements that impact on the quality of life for the residents. Scope includes:

Services – gym services, pool, concierge, post room, common social spaces

Building Maintenance – entry systems, lifts, cleaning, common areas

Outdoor Environment – pollution, noise issues, cleanliness, gardening

Other - commercial units, communicating our views to the landlord

### **Services - gym updates:**

- Turnstiles have been ordered to manage authorised gym entry (but installation delayed due to a further application pending for Building Safety Act approval prior to installation).
- Some Technogym equipment was in a poor state but this should now have been resolved. The gym manager Anna is trying to keep on top of issues but residents should please be reporting issues via the app and escalating to us if not resolved

### **Building maintenance:**

#### **New screens:**

- Screens have been installed in most building entrances, with limited communication.
- BAML have informed us that the screens are legally necessary for building management to communicate with residents in case of fire or other emergencies.
- The cost of installing and maintaining the screens (apart from a negligible amount of electricity) will not come out of the service charge, as it will be paid for by a third party through advertisements.

#### **Inspections:**

- Individual building inspection rounds will need to be done with building reps (where possible) to assess what needs fixing/ outstanding items.
- These have been conducted recently with Bridgewater and Grantham, identifying issues such as paint jobs, carpeting, lift-related issues etc.
- EWS1 forms - a portfolio-wide report has been produced and details will be shared with the RA. Agar and Defoe are priorities (as they expire first), with some other buildings expiring in July.

#### **Other:**

- GLH Lantern room- responsibility for coffee machines will be moved to Agar House concierge so it can be managed properly and kept in working order.
- Honesty Market are interested in providing grocery shelves in some buildings with groceries (e.g. people can pick up a loaf of bread and pay on an honesty system. The RA Committee is not in favour of this proposal as it stands.
- WiFi/ other connectivity solutions for carparks being explored given poor network.



## Outdoor environment and surroundings

### **Outdoor environment:**

#### **Red bridge:**

- Pressure washing of the red bridge has been undertaken recently and we've pushed for improved frequency.
- Additional actions needed include woodworks refurbishment, painting and lift maintenance. The RA will seek to understand the cost implications in relation to this and how it relates to wider CAPEX budgets for BAML.

#### **Waste disposal:**

- Improvement in GLH commercial rubbish bin situation - Businesses are paying for more collections per week. The contractor has missed some visits.
- In relation to poor disposal of dog waste/ deposits, additional options such as new dog bag dispenser/ bins and potential other means of enforcement to be explored.

#### **Commercial units:**

- Use survey results to communicate current resident expectations or requests for certain businesses in empty commercial units within development
- Options to use Film School Site (Black building by the red LCI car park) include the Royal Academy of Music, but any decision is likely many months away.

#### **Other:**

- Will investigate options for bike storage in the townhouses.
- Ongoing issue with illegally parked cars around Harmony - combination of bollards and planters are being used to address this.

### **Our Local Surroundings**

#### **Bus services**

- The new SL4 bus service has helped address the unpredictable and irregular D3 service. We encourage residents to use it (or we risk losing it!)
- A local resident has kindly designed a way to track all buses from the Leamouth stop:

<https://www.nextislandbus.com/>

*"The URL gives up-to-date information about buses departing from and towards London City Island and Goodluck Hope. I made it to address inconsistencies with similar services, such as the TfL app showing a mix of arrivals and departures times, which is confusing, or buses losing signal in the Silvertown Tunnel and disappearing from live tracking. I hope residents find it useful!"*

**[Mircea Suci, Goodluck Hope Resident]**

#### **Other**

- East India Basin engagement is slow-moving, but recent residents' survey feedback will help inform any future discussion with the authorities.
- Despite strong reservations expressed by the RA, the Orchard Wharf development planning application seems to be going ahead (but at a slow pace). The RA has reiterated the key concerns (in particular fire brigade's reservations) to the planners.



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## Security and safety in our neighbourhood...

The RA have engaged at length with the head of security in the past months to review LCI and GLH security. Key risks and concerns raised are parcel thefts, anti-social behaviour, bicycle theft, graffiti and vandalism, mobile phone theft, drug-related crime and robbery.

There are certain actions ongoing to improve matters:

- There is a big drive going on to change shift patterns to reduce reliance on agency staff and attract a higher calibre of staff. This is across all BAML sites (although we as the RA are only being informed, not consulted).
- Thanks to our requests, Ballymore has increased the visibility of security staff. This includes wearing hi-vis jackets so they can be clearly seen, especially in the dark, and also swapping some internal patrols to outdoor ones so that there is more presence on the streets. Both of these had no cost on the service charge.

You can see a full account of our meeting with the security manager:  
<https://lci-glh-residents.org.uk/home-2/minutes-2/>

### Sainsbury's theft issues:

- Shoplifting isn't within BAML's remit and ultimately it is for Sainsbury's to deal with.
- Programme has been put in place for better monitoring inside/ outside of Sainsbury's.
- Recurring thefts in Sainsbury's store on site may lead to potential risk of closure. Given its importance to the local area, the RA will explore how to better engage with them.

### Parcel thefts from building lobbies:

- The biggest security issue by far is parcel theft. There have been a few parcels stolen from building mailboxes, especially Bridgewater and Corson within LCI. It tends to be the same individuals coming back and tailgating is the biggest issue leading to theft.
- This is an ongoing issue when delivery drivers do not know whether to drop off at the Receiving House, or if the parcel is edible food or flowers.
- Ballymore is considering external lockers for packages at no cost to us. Other steps include the concierge conducting a daily sweep up of parcels dropped in block lobbies.

### CCTVs:

- Some residents will have noticed new CCTVs in the lifts. These include a combination of working and dummy CCTVs (which have been installed as deterrence).
- We will work with BAML to review the impact of lift CCTV on detection and deterrence.

### Other:

- **GLH lighting:** Dark spots especially around Serapis may be addressed by improving sensor sensitivity and/ or additional lighting (with related additional cost)
- **Bike safety:** Following calls from the RA, the local police team conducted a session of free bike-marking in Hopewell Square, and Aztecs supported with free safety checks.





## Shaping your community...

### **Filing grievances:**

Ballymore Asset Management Ltd (BAML) manages the LCI/GLH development and are primarily responsible for dealing with residents' issues. The RA is happy to intervene when our members raise issues that have not been properly addressed by BAML.

### **If you need to report complaints/ grievances with Ballymore:**

- 1) Raise the issue with BAML. You can do this via the LCI Life/ b.Life app.
  - Go to "Concierge" and "Forms" and then select the most appropriate form; more often than not this will be "Contact the Facilities Team"; or there's a general enquiry form
  - Fill in a form with as much detail as useful. The system will allocate a reference number. Please note this for future reference
  - Often, Ballymore unilaterally close the form. If your issue hasn't been addressed, respond with a message to re-open it.
- 2) If you don't get a response within a reasonable timeframe, escalate it to the Residents' Association. (How long is a reasonable time? It depends on the urgency of the issue.)
  - Email [secretary@lci-glh-residents.org.uk](mailto:secretary@lci-glh-residents.org.uk) . Ideally put "BAML Escalation" in the subject line. Quote the BAML reference
- 3) Once it's escalated to the Residents' Association, we review the nature of the query and consider further action with BAML as needed (we focus on common challenges not personal one-off issues)

Please note it is important **always to first report** to BAML. They have the primary responsibility for fixing things - they have staff who are paid to do it. The Residents' Association are volunteers that are there to help put pressure on and keep Ballymore honest, but we are unable to fix issues ourselves.

For any further questions, please email: [secretary@lci-glh-residents.org.uk](mailto:secretary@lci-glh-residents.org.uk).

### **WhatsApp community:**

There is an active LCI/GLH community on WhatsApp, run by a resident. You can join at: [WhatsApp.LCI-GLH-Residents.org.uk](https://www.whatsapp.com/joinlink/123456789)

Within that community, the Residents Association runs individual groups for each building and each site (LCI and GLH). You'll see all those groups in the Community and we encourage you to join them. To avoid spam, you will be asked to prove that you actually live here (it's really easy!).

### **Building Reps:**

We like to have a representative in each building to act as a point of contact between the committee and the residents of your building. It's not a difficult or time consuming task!

Looking for volunteers for **Agar, Amelia, Astell, Globe, Hercules and Rendel**

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## Your LCI-GLH Residents' Association Committee

Ashley Lumsden  
Chair

**Goodluck Hope Resident**

Harry Small  
Secretary

**London City Island Resident**

Toni Tolpo  
Treasurer

**London City Island Resident**

Neil Blanchard  
Service Charge Rep

**London City Island Resident**

Philipp Gaertner  
Digital Rep

**London City Island Resident**

Sarabvijay Singh  
Communications Rep

**London City Island Resident**

Jacqui Pan  
Committee Member

**London City Island Resident**

Delia O'Callaghan  
Committee Member

**Goodluck Hope Resident**

Mel Henson  
Committee Member

**London City Island Resident**

Peter Marshall  
Committee Member

**Goodluck Hope Resident**

Laurence Prax  
Committee Member

**Goodluck Hope Resident**

Greg Tirinelli  
Committee Member

**Goodluck Hope Resident**

**Keen to hear your thoughts:** We would love to hear any comments you have on this our first newsletter - do email us on [contact@lci-glh-residents.org.uk](mailto:contact@lci-glh-residents.org.uk)

### Stay updated:

If you'd like to be kept informed about what your Residents' Association is doing for you, please do sign up to our email list using

- QR code (on the right-hand side) OR
- <http://Signup.LCI-GLH-Residents.org.uk>



There is no commitment and you are free to leave at any time.



