

Leaseholders and Residents Association

LCI & GLH Residents' Association Newsletter



Hello neighbours and fellow Islanders!

Happy new year! Welcome to the first 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. Fight hard to keep service charges reasonable and get 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.

With this newsletter we want to update everyone on what we're doing, and equally make sure everyone knows how to get involved and share their views.

Ashley Lumsden

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

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Maintaining the quality of services

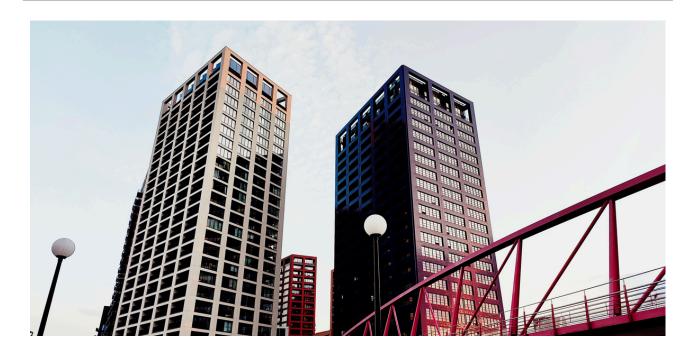
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Fighting to keep the service charge fair...

What we do:

LCI-GLH RA engages with Ballymore (BAML) to review 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.

Given significant increases over the years 2021-22 and 2022-23, we have been emphasizing the negative impact of such significant increases on our residents and more importantly reduce the chances of such increases in the future.

Areas of progress:

- Limit 2023-24 service charge increase to only 1.46%
- Benchmarking of service charge and maintenance spend across developments

Ongoing topics being discussed:

- In-principle agreement on keeping service charge increases to no greater than overall inflation (unless there are exceptional circumstances)
- Proactive planning for long-term maintenance/ CAPEX budgets to avoid future shocks to the service charge budget (as has happened before)
- · Requesting a value for money audit
- Investigating current heating costs and efficiency in public areas

How you can help:

Write to the Residents' Association with any feedback relating to service charge budgets, and/ or information and insights from your experience in similar developments. Email: contact@lci-glh-residents.org.uk



Maintaining the quality of services...

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

Areas of progress:

- New LCI gym manager with faster turnaround times to improve experience.
- Increased security/ entry gate management at gym to deal with non-authorised use
- LCI gym pool heating is now back on point to provide the average swim temperature

Ongoing topics being discussed:

- Understanding minimum gym service levels regarding group classes
- Use of turnstiles for gym entrance, rather than security presence

Building Maintenance

Areas of progress:

Faulty entry intercom buttons have been replaced in buildings

Ongoing topics being discussed:

- Communal heating awaiting regulatory changes and monitoring hot water outages
- · Issue of recurring Serapis basement flooding

How you can help:

Please continue to log complaints/ issues directly with Ballymore, who are the primary responsible party. In the absence of a response or sufficient action, please escalate to the Residents' Association (See page 8 for more)



Continued: Maintaining the quality of services...

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Outdoor Environment

Areas of progress:

- Increasing frequency and regular water pressuring of private paths.
- Food traders now use regular power supply instead of generators.

Ongoing topics being discussed:

- Irregular cleaning of the red bridge
- GLH commercial rubbish bin store still open to the elements

Other

• Understand how the landlords are addressing the number of empty commercial units within development, especially with recent closure of Nebula

How you can help:

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Security and safety in our neighbourhood...

What we do:

A safe and secure neighbourhood requires co-ordination across multiple stakeholders. As a Residents' Association, we engage with:

Ballymore - To address issues that fall under their scope such as building entrance systems, car-parking gates or LCI entry barrier.

Government stakeholders - To address broader neighbourhood jurisdiction issues such as policing, crime-watch, street lighting

Areas of progress:

- Recurring Airbnb properties identified Ballymore have agreed to take legal action against re-offending landlords
- Faulty entry intercom buttons have been replaced in buildings
- Initiation of a pilot programme for CCTVs at Bridgewater House

Ongoing topics being discussed:

- Monitoring misuse of residential properties for Airbnbs (violates leasehold agreements)
- Seeking to understand responsible party for non-working lights by tube exit
- Continued engagement to get traction from Safer Neighbourhoods team

How you can help: Please report crimes (See page 9 for more)

There has been an increase in bike and phone thefts but this isn't showing up on data. All criminal and anti-social activities on the premises need to be noted to the police directly, as it falls under their jurisdiction. The current crime stats reflect low/ negligible criminal activities, making it difficult to gain credibility with the Safer Neighbourhood teams.



Bettering our local surroundings...

What we do:

Engage with range of non-Ballymore stakeholders on tasks related to improving the living experience of residents based on potential improvements to local area or factors impacting the local area in the mid-long term future, such as planning permissions.

Areas of progress:

- Submitted our response as a Residents' Association regarding the Orchard Wharf development plans (next to Goodluck Hope) see next page
- Ensured single polling station for **all** residents in recent elections

Ongoing topics being discussed:

- D3 Bus address unpredictable and irregular service
- Seeking opportunity for active engagement on other planning and environmental issues (e.g. East India Basin, pedestrian bridge) initiated dialogue with Lee Valley Regional Park Authority regarding East India Basin project

How you can help:

Please continue to log complaints/ issues directly with Ballymore, who are the primary responsible party. In the absence of a response or sufficient action, please escalate to the Residents' Association (see page 8 for more)



Orchard Wharf Plans - what it is and how we responded

Proposed development features:

- Mixed use residential and commercial
- Residential use will include student accommodation and social housing
- Commercial use will focus on building a functioning Wharf

Highlights of our response:

- We have requested a rejection of the planning permission based on multiple grounds, including:
 - · Over-development of the site in terms of density, bulk, impact on nearby properties
 - 24/7 Wharf is incompatible with residential nature of the area
 - Some of the housing delivered will likely be of low quality
 - Negative impact on East India Basin
- If the council decide to proceed with this planning permission, we have requested amendments to reduce its negative impact, such as:
 - Limit Wharf use similar to current City Airport restrictions
 - Develop a traffic management plan given narrow entry/ exit points
 - Cap number of wharf vehicle movements
 - Enable pedestrian access to riverfront

For further information on our response, please email: contact@lci-glh-residents.org.uk



Filing complaints/grievances...

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

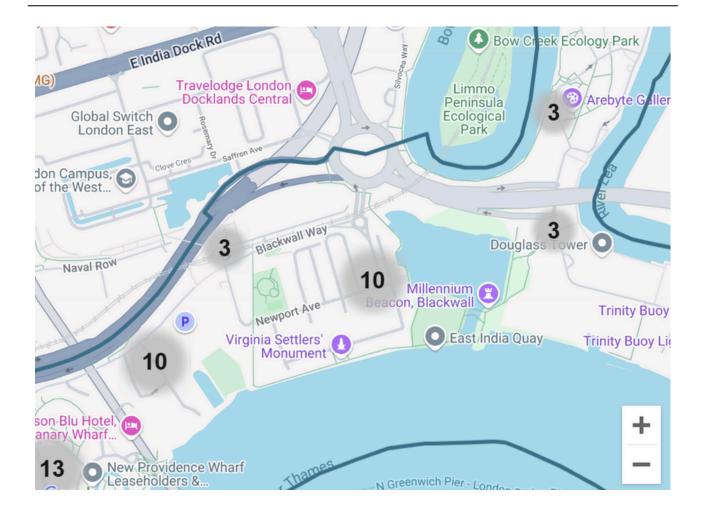
If you need to report complaints/ grievances with Ballymore:

- 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 . 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 and keep Ballymore honest but we are unable ourselves to fix issues.

For any further questions with this procedure, please email <u>secretary@_lci-glh-residents.org.uk</u>.

If you need to report a crime, see page 9



Reporting crimes...

Please report any crimes you see on the development, even if you think it's trivial or you believe that someone else has reported it. It is really important that the police know about all crimes committed here because the crime statistics for the area determine how many of their scarce resources are allocated to our area.

We know that **crime in our area is under-reported** (as you can see based on image above), which makes it difficult to gain credibility with the Safer Neighbourhood teams.

If you just report a crime to security or the concierge, they won't necessarily report it to the police: that is our responsibility as residents.

Crime reporting process:

1)Please report to the police by either calling 101 or alternatively at http://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/

2)Once you have reported, please could you inform the Residents Association on contact@lci-glh-residents.org.uk.

Of course, in an emergency, for example where there is a threat of violence or the offender is on site (use your common sense), then call 999.

Image source: All crimes, October 2024 from

https://www.police.uk/pu/your-area/metropolitan-police-service/blackwall_and_cubitt-town/?tab=crimemap

Get involved and shape the community...

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

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!).

Residents survey (coming soon):

We are planning to run an online survey across all residents to make sure that we are accurately reflecting your views to Ballymore. If you are on our mailing list (see page 11 on how to join), you will get the survey by email. If not, you will see posters in the development telling you how to respond. We would be really grateful for your viewsplease expect this in February 2025.

Volunteer with the Residents' Association:

As a LCI/GLH resident, you are automatically part of the Residents' Association. However, we are always looking for volunteers (more hands the better!) to help.

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, including of course social events and issues which affect your building only. It's not a difficult or time consuming task and you will get to know more of your neighbours too! We find the best way to do this is to create and use the building WhatsApp groups as the forum.

Current gaps that need filling: Defoe, Modena, Dulke, Globe and Hercules

Social Reps

We are looking to build more social opportunities for residents to get to know each other, as well as the Residents' Association. Please let us know if you would like to help.

Want to help in any other way? Reach out and we would love to hear new ideas

If you are interested, please email <u>secretary@lci-glh-residents.org.uk</u>. We repeat it really doesn't take up too much time and we'd be really grateful. Thanks!

Your LCI-GLH Residents' Association Committee

Ashley Lumsden Chair	Harry Small Secretary	Toni Tolpo Treasurer
Goodluck Hope Resident	London City Island Resident	London City Island Resident
Neil Blanchard Service Charge Rep	Simon Wijckmans Quality of Service Rep	Sarabvijay Singh Communications Rep
London City Island Resident	London City Island Resident	London City Island Resident
Philipp Gaertner Digital Rep	Delia O'Callaghan Committee Member	Mel Henson Committee Member
London City Island Resident	Goodluck Hope Resident	London City Island Resident
Peter Marshall Committee Member	Laurence Prax Committee Member	Greg Tirinelli Committee Member
Goodluck Hope Resident	Goodluck Hope Resident	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

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.



