

Notes of Meeting with BAML

5 September 2025

Present: Ashley, Harry (RA); Dan (BAML); some other BAML staff for individual parts.

Agar Issues Raised

(some are general issues across the development)

- *J block Lifts taking too long to be repaired*

We were assured that lift repair took a maximum of 24 hours. Delay, especially one overnight, should be reported both, obviously, to BAML via the app; and to the RA (contact@lci-glh-residents.org.uk).

- *J block regular loss of hot water issue*

Please see the recent note about programming the heating and DHW. It seems that most problems are user programming errors. Any that are not should definitely be reported. BAML is going to send out the programming manuals for both LCI and GLH.

- *TV screens advertising alcohol - triggering for some & not family friendly.*

The provider has agreed not to display advertisements for alcohol without exceptional permission from the RA.

- *The midnight/3am boat maintenance is noisy at unsociable hours - can Ballymore discuss more sensible times with Uber boats.*

Dan will provide contact details for Uber Boats, and Ashley will take it up directly with them.

- *Airbnbs/ booking.com - an issue across the development but Agar seems to have several. Can Ballymore do anything, maybe certain apartments are leaving keys regularly at the concierge for bookings that could be tracked?*

This can be difficult. Airbnb have been contacted and it has been explained to them that any sublet of less than three months is contrary to the terms of the lease. They declined to make the whole development unable to be "let", on Airbnb, and will only tackle individual complaints. Fake names are common.

We were told about certain precautions against such lets that the concierges take. It is not appropriate to report these.

What BAML's legal department needs to take action against individual leaseholders is clear proof of an individual letting. For example:

- Booking confirmation (identifying apartment)
- Picture of apartment.
- Floor plan can sometimes identify apartment

- Ideally, camera evidence such as GoPro output of someone being let into a flat with mention of, e.g., Airbnb

The above are some examples of the level of evidence required. It is not the only evidence that could be adduced. Anyone with evidence of Airbnb use should send what they have to us, and we will advise on whether the evidence meets the likely threshold for BAML to take action against the leaseholder.

- *Planning permission acceptance for site next door - Agar house likely most affected building by any increase in noise and traffic - useful to get comms/ mitigations/ plans from Ballymore with the other developers to address and reassure.*

Regal, the developer, promised a monthly meeting with interested people, which obviously includes us, once development starts. Ballymore and we will re-establish contact and Ballymore will attend when possible.

- *Solar panels/ renewable energy on the roof - as Agar house + communal space is (probably) the highest energy use with the workspace + pool + gym + concierge, have Ballymore looked at solar solutions to reduce the overall service charge? It's something that would benefit all of GLH not just Agar.*

We looked at the Uber Boats site. One difference may be that the buildings appeared to us to be a lot lower. In any event, Ballymore will speak to their sustainability people about it.

Other General Matters

1. Security

Gary joined the meeting at this point. We expressed our gratitude that security followed up promptly as a result of a report from a resident.

In general, what appears to have happened is that two persons came out of the station and one of them sat on a bench on the bridge; lots of people passed by. The individual was on the phone a lot of the time. Seeing the victim, the individual on the bridge put his phone down, and the second individual came up to join him. The victim was intercepted but he ran back to Canning Town station. Security found the victim, as did the police, but he did not want to press charges. From this, it is inferred (although it cannot be certain) that this was a targeted assault.

Security cannot be in all places at all times, but patrols will be stepped up, especially around the close of service on the tube. Security people are not normally equipped to deal with violent crime: that requires a call to 999. A security person can decide to intervene if there is a serious threat to life and limb, and if they make that decision he will be supported. If they make the opposite decision they will also be supported.

Ballymore CCTV covers all the bridge. We suggested that proper warning signs around the perimeter of the development about CCTV coverage should be put up, both because the law requires it and as a deterrent.

The lighting around the dry dock has now been fixed.

2. Social Housing

There has been more engagement with Nottinghill Genesis. In other words, they return our calls!

Action is being taken against two people, one of whom is definitively to be evicted.

We should note that sometimes there is over-reporting of issues, however.

3. Old Film School Site

Royal Academy of Music likely to be moving in around 2027.

4. Rats

This refers to the currently closed Goodluck Hope children's play area.

Ballymore have been helpful. They have met with Orang, the managing agents for 42 to 44 Orchard Place, whence the rats have come.

Subject to a meeting with their RA this coming Thursday, 18 September, Orang will pest proof their bin store to stop rats from entering this area and using it as a food source. Also Orang will consider using Capital Pest Control as used on this development.

Ballymore have moved the bin outside the children's playground to another location. They have also agreed to cut down and remove the blackberry bush at front of Orchard Place building on this occasion as a gesture of goodwill. Lastly, they have cut back the overgrown area between Douglas Tower and 42-44 Orchard Place and have instructed that a comprehensive pest control programme be put in place.

5. Red Bridge Refurbishment

We felt that the following was justified:

- a. Replace benches
- b. Refurbish lift cars, especially the lighting
- c. Paint the stairs and treads at both ends
- d. Thorough cleanup of the surface, but not a resurfacing.

The procurement process is being gone through. It is expected to cost about £80,000 which will come out of the capital budget.

6. Gardening Contract

The original question was whether Ballymore were justified in not accepting the cheapest quote. Greenmantle were chosen. They already work at Royal Wharf. The contract is on a different basis, namely, a per-item payment - so no payment if the task is not completed - as

opposed to a per-hour basis. Nurture were sacked for poor work in April, and Greenmantle have been here on a temporary basis since.

Ballymore has a fortnightly meeting with Greenmantle, and it is suggested that the RAS Gardening Sub-committee meet with them as well at the next meeting which will take place on **Thursday 25 September between 1100 and 1300.**

Ballymore now have a head gardener for all the developers. He is impressed with Greenmantle. (There is no service charge effect of hiring this person.)

7. Progress on empty commercial units

Gareth Kitson is the name of the commercial person at Ballymore on behalf of some of the freeholders. Ballymore are buying the residential units in Phase 2 from the joint venture who are the Phase 2 freeholders. So more news on the phase 2 units soon.

As to Phase 1: The old Nebula unit is under offer again. More news shortly. The former marketing suite is going to be temporarily taken over by the yoga providers, pending their renting a large unit in Goodluck Hope. Woods's lease was forfeited for non-payment of rent. The "Aesthetics" unit has taken over the unit at the south end of Lyell St next to the barber's.

As to GLH: a nail bar; and a nursery under Curtis House are expected soon.

8. Dogs

As people may be aware, the dog park just to the north of Kent building by the river is nearly ready. There will be:

- A pop-up washing facility
- Disposable bags for waste
- Clear signage
- Access coded for people who have a licence to have a pet.
- Will close at 22:00hrs.

Once this is in place, we will be able to take action against dogs on the grass on other areas of the development.

As to pet licences, the current position is that they cost £50 as a one-off, plus VAT. This is credited to the service charge account. The cost is being reviewed.

Some means of identifying licensed dogs needs to be considered: collars might be sensible.

9. Lighting

A report has been provided indicating that the lighting along the Goodluck Hope walk is compliant with current regulatory requirements. To be further considered.

10. Service Charge Accounts

The 2024 accounts are nearly ready, and it is intended to get them to residents/leaseholders

by the end of September. They are working on balancing charges, and they expect to issue a separate demand/credit in the course of the last quarter of the year.

They agreed to give the RA an average service charge for each building year by year, showing year by year changes.

Most importantly, we emphasised that this must not happen again. We have been extremely patient with Ballymore over consistently late accounting (indeed, some of our constituents consider that we have been *too* accommodating) and we will not be so accommodating in the future.

11. Kent Building Public Areas

On 28 August, Building Safety Regulator approval was finally given to the biometric entrance gates. A "copy and paste" clone of the application will now be made for the Goodluck Hope gym.

As the proposals for enlargement of the public area, including the Nebula space, did not find favour with residents/leaseholders, the plans which were progressing last year for gym and public space refurbishment will now go ahead. Work is expected to start late this year or early next year. Ballymore is to provide us with a set of plans so that we can review them against what Harry and Neil looked at last year.

12. Unlawfully Parked Cars on City Island Way from Outside Harmony Northwards

A plan of further bollards and planters to be installed soon is attached.

13. Parcels

The rule is that security will remove food parcels delivered and left in post rooms after 48 hours, having tried to contact the consignee. Security to be reminded of this and residents to communicate to security anything that has been left too long.

14. Prinsep Bin Store

This is working satisfactorily at the moment. The metal cage will be removed from outside unless there is some good reason for it to remain.

15. Lift CCTV

This has at last been installed in the two buildings which are going to be looked on as experiments to see whether CCTV improves conduct in lifts. In one of the lifts, there is a very badly scratched panel which will in any event be replaced so that a sensible comparison can

be made.

16. Fire Risk Assessments

These are all up-to-date.

17. Staff name tags

These are being worn and residents should report any staff not wearing them.

Planters and Bollards Plan

