



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

Open Meeting – 30 January 2026

Attendees

Committee Members

Ashley Lumsden (Chair)
Harry Small (Secretary)
Toni Tolpo (Treasurer)
Neil Blanchard
Vikash Jain
Delia O'Callaghan
Christine Hatt
Nic Wilson
Peter Marshall
Mel Henson
Greg Tirinelli
Phil Gaertner
Selçuk Bulut

Members

52 Members of the Association in person
18 Members of the Association online

The meeting was held in the Island Social, Grantham House and opened at 7.30pm

Minutes

1. **Introductions.** Ashley Lumsden introduced himself and the committee. He welcomed Christine and Nic as new members of the committee. He noted that the AGM in September will call for more members of the Committee.

2. **Service Charge**

- Neil Blanchard set out how the Residents' Association (RA) engages with Ballymore (BAML). He reminded everyone that Balancing Charges are due each year. He explained that if the RA requests extra services then that has an impact on service charges and produces higher bills.
- Harry set out the process for service charge estimates and Section 20B notices and balancing charges. In short, balancing charges are due and payable provided that they are rendered within 18 months of the start of the year in question (so for example by June 30 2024 in respect of charges for 2023). BUT if the freeholders notify the leaseholder before the 18 months have expired (this notification is called a section

20B notice) then the 18 month time limit doesn't apply. BAML believes that it has sent section 20B notices for all past years; hence their demands which go back several years.

- Neil is concerned at the impact of increased maintenance spending on the estate. As the principal representative of the RA he will engage with BAML earlier in the process. He also suggested working with other Ballymore RAs to benchmark costs such as insurance and look for savings by scaling up. He also noted the need for increased, appropriate pressure on BAML to make a more serious effort to limit charges.
- Namin from Defoe asked about the evidence of sending the section 20B notices and the likely forecast for future years' service charge. Neil said that the notices are usually sent to the leaseholders and the service charge will likely go up by inflation overall.
- Matt from Prinsep House noted a disconnect between some people who did get the notices and some who didn't. He is seeking evidence such as invoices from Royal Mail which Dan Cross has promised but not provided. He wanted to see what collective action could be taken. Ashley suggested that those who have concerns that they didn't receive connect with Matt to get the relevant evidence together and work with the RA on this so that those leaseholders can decide what action to take.
- Richard from Agar House raised concerns about increased insurance costs.
- Christine from the Defoe Townhouses raised concerns about the level of increase in Service Charge. She finds the notices on service charges misleading and has taken this up with Dan Cross. He accepted a serious miscalculation.
- Sel from Serapis House complained that Notting Hill Genesis are not communicating properly to the Shared Ownership Tenants. Some tenants have succeeded by going to the Ombudsman. Ashley suggested that Dan Cross may help get access to documents. Greg pointed out that Notting Hill have a legal duty to provide service charge information and Harry added that it would be worth checking the leases to see whether section 20B would help Serapis leaseholders.

ACTION: Those with concerns about whether Section 20B notices were received to work with Matt and the RA to help secure that evidence so that those leaseholders can decide what action to take.

3. Dogs Focus Group

- Ashley introduced the Summary Report of the Dogs Focus Group, [here](#). The group had been set up in response to concerns expressed at the AGM last September about the dog park and other behaviour. The task of the group was to look at finding compromises. The draft report of the group covered a range of recommendations:
 - a. Improving the dog park and finding other spaces around the estate
 - b. Dogs must be on leads everywhere outside the dog park
 - c. Some areas are not for dogs, the playgrounds and Botanic Square
 - d. Nearby parks at East India Basin and Bow Creek Ecology park need improvements and longer opening hours.

- e. Ballymore's proposal that the dog licence fee should be annual in the future should not apply to holders of existing licences
- Nicolette stressed the work the Group had done to find a balanced set of recommendations that work for all residents not just dog owners. We all want safe, hygienic places for everyone, with pets welcome. She wants suggestions or challenges to improve the proposals and make them as representative as possible.
- Neil and others expressed the view that improvements should be equitable not be an excessive burden on service charge. He wanted to ensure future of dog licences was fair and equitable between new and old licences.
- Christine wanted pragmatic solutions as replanting flora after dogs' attentions is expensive and she warned that grass being put into the dog park will struggle to grow being in a shaded area and used for dog exercising and toileting.
- Michelle from the Dogs Focus Group noted that the dog park has become muddy and in her view wasn't acceptable for use at present.
- Greg said that Improvements are needed to the dog park especially since it was installed without consultation of dog-owners.
- Sel suggested that information given to dog-owners should be reviewed and updated when they obtain their licence.

ACTION: Further comments on the draft recommendations should be submitted to Ashley and the Dogs Focus Group to update the recommendations and submit to the RA committee for decision and pass to Ballymore for their response.

4. GLH Cinema

- Nic introduced the work they have been doing to get better use of the Cinema. They have consulted with people in the Cinema WhatsApp Group to find out what it is wanted. They've looked at how the Sky subscription works and what alternatives exist. Licensing requirements mean that some Netflix original content can't be shown. See here for the sub-committee's paper. Nic presented some options they are working on:
 - a. Scrap Sky and make it 100% for hire resulting in no offer for residents.
 - b. Keep Sky and the licence but only show films some nights a week with hire other nights a week.
 - c. For hire but screenings when there isn't a hire in place.
 - d. Can a rota of residents be used to host using their own personal subscriptions and issue invitations more widely? Need to check the licensing position on this and whether this is sustainable.
 - e. Continue as things are
- Some stats were requested. See [here](#) for the raw data and [here](#) for some more detailed analysis.
- Diane from Meade pointed out that the cost amounts to £8 per property per year which isn't very much; so it's better to focus on getting the best use out of a valuable facility.

- Greg worked alongside Nic on the Cinema Group and suggested that whatever option is chosen can be reviewed and amended and that we can trial options and make changes as needed. Personally he suggested trialling a hybrid model to keep some screenings and have more hire opportunities and, like Embassy Gardens, have a deposit in case of failure to show up, but essentially hire would be free. Private hire could be opened to other people passionate about particular genres of films.
- Neil asked if Sky Cinema can be changed to Sky Stream. He also suggested promoting the same film over several nights. He is concerned that many residents have busy lives and popular films could be shown several times to give more opportunities for people to see
- Richard said he wouldn't go to the cinema because he has Sky at home. Could the cinema use Netflix or Amazon?
- Nic said they are looking at the licensing position on other platforms. Vikash supported the need to explore the licensing costs and options.
- A question was asked for more data about usage of the cinema at present to inform decision-making. Nic reported that he did have that information (it's attached).
- Sel supported working with local independent cinemas.
- Theo from Douglass asked if someone hiring the cinema can open it up to others and how can they advertise that. Nic responded saying that licensing issues arise when you advertise a screening.
- Richard from California asked what the objective is. He encouraged active polling to get more popular choices. Nic wants to trial this. Richard offered to show his latest film which was welcomed.

ACTION: More comments need to go to Nic for consideration by the cinema sub-committee to refine the options and bring back to the RA Committee for decision and passing to Ballymore.

5. Gyms/Pools

- Vikash updated the position on the lease for equipment in GLH and the refurbishment of LCI gym. He is looking at the best way to go forward for the GLH equipment as the equipment lease has expired whereas the LCI equipment is owned outright. He also advised that the LCI gym and spa will be closed for refurbishment for five weeks from late March during which time only GLH gym will be open. Minutes of the last meeting of the gyms/pools sub-committee are [here](#).
- Harry reported that he has received plans for the lounge at Kent House. Options have been shared with the RA and the focus for this upgrade will be to get more working spaces. Harry seeks views and comments on the options. (There are in fact a lot of options of different sorts of chairs and work tables. See [here](#).)
- A question – will the timescale for works at the LCI gym be kept to? Vikash said he will be keen to see it kept to the five weeks.
- A question was asked about whether it will be possible to opt out of facial recognition to enter through the new pods. Harry explained that Ballymore are conducting a Data Protection Impact Assessment under the GDPR and the RA undertook to ask about the pod operation and to check how this operated at Royal Wharf. Any particular

concerns about data protection issues about the pods to be passed to Harry who will consider them with BAML.

- A question was asked about the reinstatement of free guest passes at the gym. Another point was made that there are sometimes too many guests in the gym. Ashley reported that the RA's position is to review gym usage once the pods are in place. He undertook to consult all residents through the next RA survey.
- A concern was expressed that the GLH gym will be oversubscribed during the LCI gym closure. Ashley said the RA will take up any suggestions to make this better during this period.
- Sel asked whether the Strength Room could be part of this solution. He also asked supported reinstatement of some guest passes. It was agreed to pass on the suggestion of working with the Strength Room.

ACTION: Comments on the gym equipment should be passed to Vikash. Comments on the Kent Lounge to Harry.

6. Social Events

- Mel reported on the success of the recent "Meet the Neighbours" social events run by the RA. She thanked Steph and the Lockdown for making the event work so well.
- The next event is 17 February hosted by Mel and Steph at the Lockdown.
- Richard warned that venues need support when they are under threat from noise complaints among other concerns.

ACTION: Note 17 February at Lockdown as the next RA "Meet your Neighbours" social event.

7. Other matters

- **New Businesses:** "Beringers Brunch" are advertising on Instagram as the new operator of the restaurant space in Kent and due to open in April. RA Member Kuba explained his plans to open a healthcare facility on the Island perhaps with pharmacy, clinic and GP services. He asked residents to support him by completing his survey so that he can understand the demand for different healthcare options and the RA encouraged engagement on this.
- **Lifts:** Ashley reported on lift repairs in Douglass, Bridgewater, Corson, Rendel, Grantham and Serapis. He reported that the Ballymore have sacked the previous lift maintenance contractor and appointed a new contractor who is conducting an audit on the statement.
- **Orchard Wharf:** Richard said that he had submitted a request for the Secretary of State to overturn the grant of planning permission by Tower Hamlets Council. He asks anyone who wishes more information to contact him on djteddyt@musician.org. Note: this initiative is entirely separate from the RA and not endorsed by it..
- **Drainage problems:** Richard had suffered a leak of water in his flat that was due to blocked drains caused by misuse of the drains. Residents are requested to be careful about flushing oil and other unsuitable things down the sinks.

- **Deliveroo etc Drivers:** Dean from Prinsep asked what can be done about drivers who cycle around buildings and enter buildings. Vikash had looked at providing more bike racks in suitable places to encourage Deliveroo riders to park appropriately.
- **Management Contract:** Dean asked when the BAML contract is up for review. Ashley undertook to find out but warned that, under the current law, appointment of managing agent is for the freeholder and not residents or the RA.
- **Acknowledgements:** Ashley thanked Phil for running the refreshments and providing the microphones. He thanked everyone for attending and contributing.

The meeting closed at 9.30pm.