



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

Update Meeting with Dan Cross – 17 April 2026

Attendees

Ashley Lumsden (RA Chair)
Harry Small (RA Secretary)
Neil Blanchard (RA Service Charge Rep)
Dan Cross (BAML LCI GLH Property Director)
Caroline Henning (BAML LCI GLH Deputy Property Director)
James – (Ballymore Group Head of Property)

The meeting opened at 4.00pm

Minutes

1. **Service Charge and Balancing Charges.**

- a. Ashley set the focus of the meeting on LCI phase 2 which has seen the most complaints to the RA. Neil asked about the M&E costs reported for Echo and Defoe Houses that Dan had previously indicated were high and contributed to high balancing charges.
- b. Dan has analysed variances by block that are more than £10,000 for each year 2020-2024. Contractor Cilantro's charges were above budget in 2020 and also the PLA river licences were higher too. Dan agreed to share the spreadsheet of analysis. 2021 saw increased unbudgeted costs relating to inspections under the new Building Safety Act.
- c. James reported that Ballymore apply FSG20 and use the best maintenance regime for each asset. In some cases this approach leads to higher annual charges but longer asset life. But he accepted that some of the budget variances reported as MNE such as one at over £90k for one building in one year look very high and need more granular analysis, which BAML undertook to carry out..
- d. Higher Cilantro costs occurred again in 2022 and subsequently and this had not been properly built into the 2023 and subsequent budgets as a result of the accounts not being completed. Review year-by-year seemed to show additional costs being equalised across the buildings despite them being very different sizes. 2024 saw large additional costs relating to Cilantro dealing with heating/hot water outages. James questioned whether the such costs in the 2025 budget have been properly accounted for.

- e. Neil summed up the principal concern: that Echo and Defoe don't have accurate balancing charges and there's a need to understand the key drivers that have led to much higher overall charges for these blocks. (The opportunity of which people in those blocks, and to a lesser extent more generally, had been deprived was to challenge the sharp costs increases before they were incurred; James did point out that there would have been consultation notices in advance, but BAML would check this).
- f. Dan stated that the business rates tribunal has ruled against BAML on the red car park issue, and the freeholder needs to decide on the next steps. Dan agreed to share the judgement. There are some suggestions in the judgement that the business rates on the red car park will be reduced.
- g. Dan stated that accounts for 2025 are on track and he is confident there will be no need for section 20B notices this year (i.e. that the final bills will be delivered before the end of June).
- h. Dan also agreed to share more detail on service charge cost per square foot and get confirmation that budgets (particularly the 2026 budget) are now tracking costs accurately relating to Cilantro. He will also split out additional costs relating to maintenance contract costs versus reactive maintenance costs.
- i. Neil asked Dan and James to rationalise how it makes sense that E and D blocks can have such significantly higher service charges than other buildings. They explained that a primary reason was the Cilantro contract for those blocks not having been updated in the budgets but they also need to assess other contributors. They then agreed to revert with a bridge between the SC per Sq.ft of other buildings and E and D blocks for each year of the balancing charges to rationalise how they in fact make sense.
- j. Neil also highlighted that leaseholders may rightfully have valid concerns if it is the case that they were unaware that E and D blocks are subject to higher costs because BAML may not have informed them, despite possessing this material information for a number of years. That concern needs due and prompt attention, which they said they understood.
- k. On the spreadsheet of service charge invoices allocated to each flat, Dan will report back on Monday coming to set a timeline, along with the opportunity to discuss live data with an accountant.
- l. Harry requested that more care be taken with the 2025 balancing charges communications and offered to help.

2. Gyms

- a. The refurbishment of the LCI gym is planned to proceed (BAML changed their minds on arrangements). They want to reduce the timeline of closure and work out-of-hours to achieve this (at no extra cost), so this is now a four-week programme. The spa closure is to be brought down to one week. The main entrance closure will see alternative access arrangements. The pool will stay operational throughout.
- b. The Kent concierge and club area will see a two-week closure for new flooring and new furniture, including more workspace. Dan will supply details of the upgrades planned.

- c. Enrolling into the pod access scheme will involve training for staff. Registration for residents can be done on the app. Royal Wharf staff may be able to give advice on making it work. Pending training the existing system (i.e. with QR codes from the app) will be used and staff will be instructed not to let anyone in without a QR code.
- d. Again, the RA offered help on communications.
- e. DPIA has been done by Caroline and the legal team.

3. Security and Safety

- a. Drug dealing at GLH – security attends and dealing moves on. Ballymore security are reporting the concerns to the police. Residents are advised to make their own reports to the police too.
- b. Bike theft at GLH car park. The fob associated with the theft has been cancelled and has been reported to the police. Parcel thefts from Corson/Bridgewater – police prosecution has succeeded thanks.
- c. Modena incident – the police requested access (with appropriate warrants) and that is all we know.

4. Lifts

- a. All lifts are currently in service. The new contractor has now been in place for four months. None of their fixes has seen failures reoccur.
- b. The dilapidations review has resulted in a retention from money owed to the previous contractor. The final reports are due in now. Dan suggests a review in three months will mean that all lifts have had three services.
- c. Some lifts are now coming to the end of the 10-year life of the drive units. These take 8 to 12 weeks to order.
- d. The next meeting will review lift reliability performance.

5. Dogs

- a. Dan agreed to write back with responses to the dog groups paper.

6. Cinema

- a. Caroline agreed to engage with the Cinema group via Nic Wilson.

7. Bollards and Planters

- a. New planters are on order; the transport of second hand ones from another Ballymore site would have cost too much.

8. Red Bridge

- a. Varnishing of benches due this week. Treads need to be completed. Final coat of paint due. Four weeks will see this all this work complete. Funded from reserves.

9. Bike stands

- a. Ordered for Grantham. Java to be done afterwards provided that it makes sense for Grantham.

10. Lobby Refurb from Reserve Capex

- a. Hercules completed.
- b. Globe completed.
- c. Mead and Modena flooring done and painting due.
- d. Grantham and Java to be done next.

11. Capex Meeting

- a. Suggestion for a Capex meeting to take place. Neil to suggest suitable times to meet in May.

12. Bulk Waste/Fly-tipping

- a. Costs are needed for the weekly bulk-waste collection funded from service charge (social housing providers are charged)– could those costs be reduced?
- b. Rat problems persist around Grantham. But GLH has improved.

13. Engagement

- a. Caroline continues her maintenance surgeries which have been well received. She hopes that more people will attend.
- b. Dan agreed to do out-of-hours balancing service charge surgeries if requested.
- c. Is there interest in a summer event?

The meeting closed at 5.40pm.