



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

Committee Meeting – 24 April 2026

Attendees

Committee Members

Ashley Lumsden (Chair)
Harry Small (Secretary)
Toni Tolpo (Treasurer)
Christine Hatt
Neil Blanchard
Nic Wilson
Peter Marshall
Greg Tirinelli
Mel Henson

Apologies were received from:

Vikash Jain
Phil Gaertner
Delia O'Callaghan
Selçuk Bulut
Sarabvijay Singh

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

Minutes

1. Service Charge and Balancing Charges

The committee heard from Neil on the recent meeting with Dan Cross. There is an acknowledgement from BAML that the situation is poor and it is understandable that people are concerned. Defoe and Echo are hardest hit blocks, particularly for shared ownership. While generally the charges are within the margin of reasonable error those two blocks in particular are more problematic. It is a particular frustration that these issues had not been raised during any of the budgeting sessions with the RA in the last five years.

The RA challenge is how did the budget continue to underrepresent the spending, and Dan agreed to revisit and rationalise the largest contributions to the additional charges in each year. However the promised update has not yet been shared with the RA. Further we continue to push for annual balancing charges so that extra costs build up year after year.

There is an additional problem for those with the right to park where the Red Car Park is being charged business rates – a cost that has not been included in the budget. This is subject to ongoing legal appeals.

Christine asked about the ability of Leaseholders to explore the detail of their service charge demands under section 22 of the Leasehold and Tenant Act. Ashley and Harry have requested such details and essential parts of the information due are still outstanding despite being chased-up. We will continue to push for this.

Neil also questions whether the Ballymore Management Packs provided to prospective purchasers have been accurate and reasonable. He also questioned how we can get more transparency and certainty around the preparation and presentation of the budget and expenditure. Some kind of independent review seems essential.

Ashley suggested that the RA must continue to press for all the relevant details to be shared with RA and leaseholders, that the 2025 accounts must be completed on time, and the 2025 invoices must be made properly available.

Greg asked what tougher action could be taken against Ballymore. Ashley explained that we should consider going to the Leasehold Tribunal if the 2025 accounts are not completed on time.

2. Gyms

Vikash sent the following updates:

- LCI gym renovation has been postponed; we are awaiting a revised timeline from Dan.
- The consolidated list of improvements and gym instructor responsibilities has been shared with Anna and Dan. They have agreed to action these, and we will review progress again next month.
- There continue to be multiple complaints regarding the gym, pool, and spa across various forums. We are tracking these and will raise them with BAML management, as improvements so far have been limited.
- As agreed in the last meeting, we requested BAML to proceed with the purchase of GLH equipment (best option within the current budget). We are still awaiting confirmation and will continue to follow up.
- The meeting with Matrix has been pending for over two months. We are continuing to follow up with Anna on this. An email from Anna appears to look at the GLH equipment in isolation. Ashley agreed to re-send email to Dan and check progress.

3. Lifts

The committee heard that the lift condition survey is due shortly. There are reports that the new contractor is performing better. The RA agreed to track resident experience. The question of end-of-life replacement of lift motors is now a live issue as some reach ten years of service and

the RA agreed to pursue the Building Management System to see what information is available and review the question of end-of-life replacement.

4. Dogs

Ashley reported that the Focus Group's report has been given to Dan for BAML to respond.

5. Cinema

Ballymore have reviewed the Cinema Sub-Group's recommendation and accepted them in principle. They are finding ways to achieve the changes and update the manuals for staff. They are also looking at a communications plan. The RA thanked Nic and the group for making such great progress.

6. Gardening subgroup

The committee heard from Christine that they continue to have monthly meetings with Ballymore and the gardening contractor Green Mantle. Owen (the BAML head of landscaping at London sites) instructs Greenmantle and walks around with Christine. She has concerns with the service quality that Greenmantle are providing. Some of the beds have been weeded but not mulched and bare earth is on display. The issue is that the contract is focused on basic maintenance and not horticulture. The contract with Green Mantle lasts for three years. The RA questioned what performance and other break options exist.

On the better side there is new planting in Botanic Square and work on the borders at GLH. The concierge and pool area and Thames Garden (Agar House) have been re-planted but the quality is questionable. Irrigation systems are being repaired at the moment and it appears to be that the gardeners are the cause. On trees, Christine reported that pruning is late and some are slowly dying because they were not well planted.

There will be fencing at the children's playground by the Red car park to manage dogs better, along with the provision of more comms to residents.

Ashley agreed to take the contracting issue to Dan Cross and to invite him to revisit the question of some in-house provision.

7. Bollards and Planters

More are expected to be delivered soon. The positioning of planters is to deter illicit parking; the contents are for the Gardening and Landscaping sub-committee.

8. Red Bridge

The committee heard that some of the new paint is peeling. Christine agreed to share the photos.

10. S20 Review Group - gym refurb

The committee agreed to pass the section 20 for the gym refurb to the S20 Sub Group to review the refurb once it is complete and compare it with the works listed on the original section 20.

11. LCI Phase 1 Lobby Refurb from Reserve Capex

The committee heard from Mel that the Java lobby refurbishment is under way.

12. Bulk Waste/Fly-tipping

The committee heard that BAML had not helped manage the Tower Hamlets collection in one case in GLH. Peter agreed to share the details. Ashley agreed to review this with Dan Cross. A question was raised about using RA building reps to facilitate this. Better comms is needed on this and could be in the next newsletter. Could the cage behind Prinsep House be used to store bulky waste.

13. LCY Expansion

Greg has met Stephen Allen at London City Airport about their expansion plans. He noticed inconsistencies in the policy towards Orchard Wharf. The high glide slope of planes landing at the airport will reduce from 5.5 degrees to 4.49 degrees. Departing planes will not change. Until 2038 this will result in fewer, quieter, larger planes with six seats across.

Greg has concerns about the limitations of the noise modelling which fails to take account of noise reflection at GLH and the 'snatch and go' take-offs. Orchard Wharf will be closer to the flight path than Douglass Tower is currently and they are not being consulted on the airport changes. Vertical separation will reduce from 90 metres above Douglass Tower to 50 metres.

The noise insulation scheme as set out will not be available to GLH or LCI residents. The airport have agreed to measure sound levels at GLH when test aircraft are flown. They have agreed to come to meet the RA. Greg agreed to set up a meeting to review the new glide slope plans, look at the noise insulation options and review their latest plans for opening hours.

14. AOB

- a. Orchard Wharf – no news. There is an extensive section 106 agreement in development but nothing has been published.
- b. Summer Pride – will take place on 20/21 June. Events and a market are planned by East London Pride, of whom Sel is Chair.
- c. Signage – Island Social – agreed to write to Dan saying no hirer should have fixed signage, requesting removal of current signage, and suggesting a notice board for such detail. We request only temporary signage is displayed during the hire of Island Social and removed at the end of each hire.

The meeting closed at 9.02pm.