

# Chelsea Bridge Wharf RESIDENTS' MEETING



24<sup>TH</sup> JULY 2023

PRESENTED BY:  
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# Chelsea Bridge Wharf



- **Introduction**
- **Team Structure and roles**
- **Service Charge**
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- **Completed Works**
- **Current Works**
- **Future works**
- **Compliance**
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# Daily/Weekly Duties



## Cleaners

- Internal areas of all blocks, including mopping of P, P1 and P2, plus hard surface entrances
- Concierge office cleaning
- Internal litter picking
- Reporting dumped items/maintenance issues

## Estate Operatives

- Moving 100+ bins to collection point twice per week
- Litter picking/cleaning of Estate areas (Piazza/riverside/Sopwith Way & front roundabout)
- Clean bin stores
- Bulk refuse collections from around the development (internally and externally)
- Respond to and resolve daily maintenance items as required

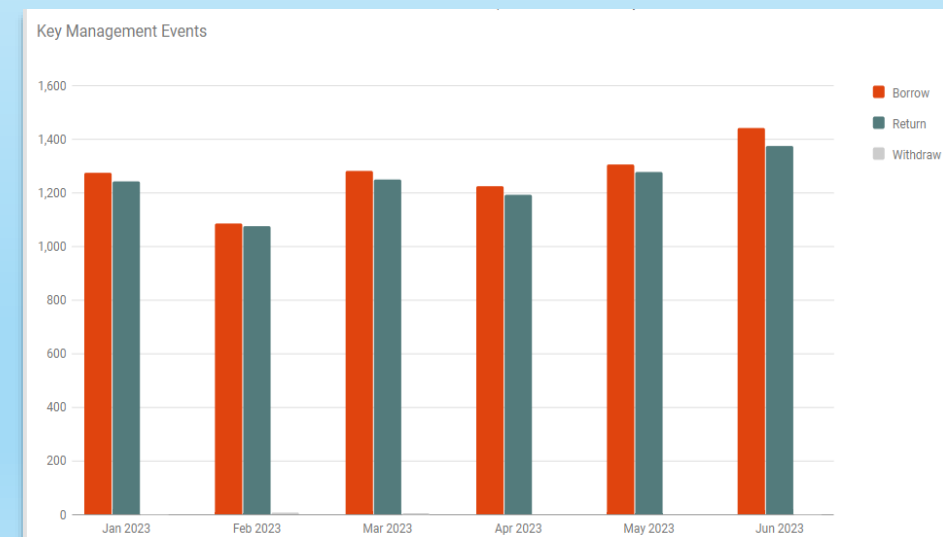
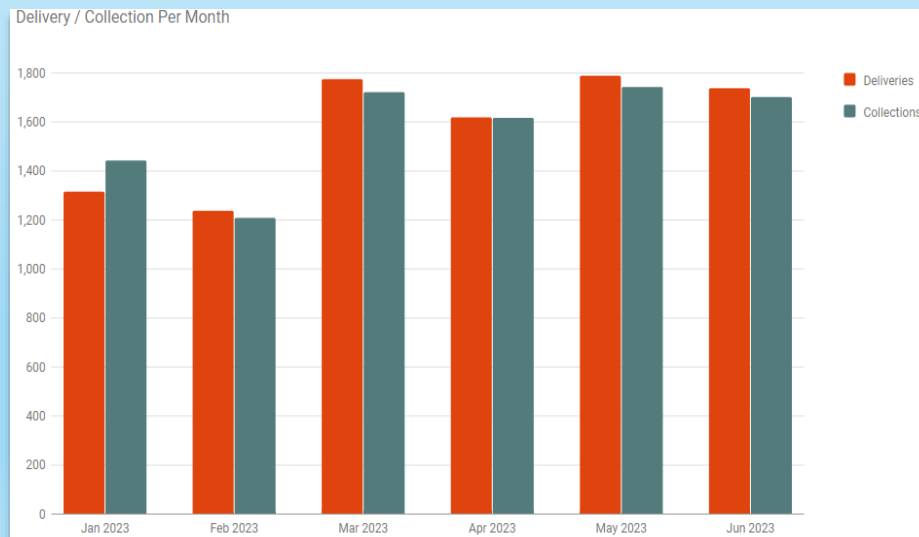
## Estate Management Team

- First port of call for all resident queries
- Weekly fire alarm, sprinklers, lift alarm, dry/wet risers inspections/testing
- Supervise the team and direct to priority cleaning/maintenance areas
- Monitor and maintain H&S compliance

# Concierge/Team data

## In 2023 to date...

- Concierge
  - Parcels: 9,487 delivered with 9448 collected
  - Keys: 7,628 signed out with 7,472 returned
  - Bikes: 142 out of 207 Bike spaces issued



# Concierge/Team data

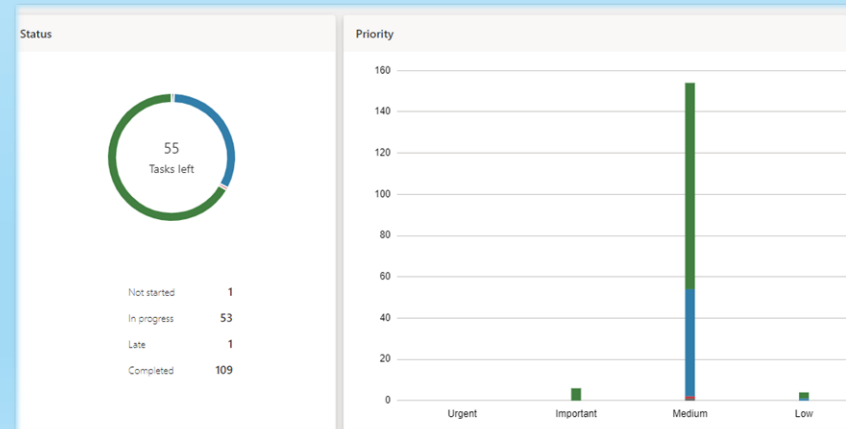


## In 2023 to date...

- Estate Team
  - 4 Estate Ops
  - 160 Bins moved in and out a week

In the past 2 weeks, we have closed 109 from 162 reactive jobs, mostly in-house, including:

- Urgent light repairs
- New carpet stains
- Bulk refuse removals
- Ceiling tile damage
- Estate furniture damage



# Service Charge Overview



- 4 different Landlords and reporting requirements
- 2 Different Year Ends
- Differing Vat Registration Treatment
- 9 Buildings, 24 individual cores + Commercial, Hotel & Car Park
- 20+ Service Charge Schedules
- C. £5m Budget

# Service Charge Overview



- Estate Charge – apportioned to all buildings, Hotel and commercial units
- Internal building costs – apportioned to all apartments
- External building costs – apportioned to all apartments and commercial units
- Lanson, Hawker & Burnelli – Shared schedule for external costs apportioned across each of the 3 buildings. Internal costs apportioned only to apartments in that block.
- Car Park – apportioned to Berkeley Homes for public parking and car space owners



# Service Charge Accounts Dec 2022



Building (Residential only)	Surplus or -deficit
LBH Shared	59,923
Hawker Internal	-10,341
Lanson Internal	-34,439
Burnelli Internal	-27,975
Centurion Internal	30,685
Centurion Building	14,576
Howard Internal	-3,258
Howard Building	6,982
Oswald Internal	26,965
Oswald Building	26,124
Eustace Internal	1,039
Eustace Building	27,414
Horace Internal	31,464
Horace Building	6,994
Estate	42,676
<b>Total</b>	<b>198,829</b>

# Service Charge Accounts Dec 2022



## Main Drivers for the majority surplus position

- Estate:
  - More works carried out in-house, Estate office costs, utilities, external cleaning costs, CCTV/Access control, H&S and Consultancy plus the Landlord's contribution from the Sopwith Way Management Agreement with Battersea Power Station.
- Blocks:
  - More works carried out in-house, Window cleaning, eyebolt and mansafe system testing – on scaffolded buildings where services were not provided.

## Main Drivers for the deficit positions

- Blocks:
  - Utilities, Door entry Maintenance/repairs, Internal General Maintenance (LED fittings/door furniture repairs/leak investigations)

More details are provided in the relevant cover letter and guidance notes for your individual block.

# Reserve Fund Balances @ 31 Dec 2022

	(£)
Estate (Commercial & Residential)	562,103
Howard Internal / Block	326,777 / 359,833
Centurion Internal / Block	293,957 / 161,198
Oswald Internal / Block	305,228 / 360,531
Eustace Internal / Block	236,442 / 263,698
Horace Internal / Block	49,214 / 147,405
Lanson / Hawker / Burnelli Shared	513,307
Lanson (Internal)	172,702
Hawker (Internal)	169,933
Burnelli (Internal)	184,936
Warwick E1-E3 (Y/E March 22) Internal / Block	32,505 / 100,474
Warwick E4 (Y/E March 22) Internal / Block	57,569 / 81,584

Excludes Y/E 2023 (2023-24 for Warwick) contributions and expenditure

# Service Charge budget 2024



## Headline Items:

- Starting to review contracts in place, with retendering started
- Electricity market is more stable and lower prices will be in place at next renewal.
- Staff restructuring has resulted in greater efficiencies

# Utilities



- Majority of electricity contracts are due for renewal in October.
- CBW utilities (including non-BH buildings) are procured with all other Berkeley Homes schemes.
- 27 suppliers have been approached in May in preparation.
- Indicative pricing suggests (barring any major external developments) that unit figures in the region of 35p per Kwh are likely.

# Completed Works



- Centurion Pond – some minor snagging works remain
- Hot deep clean and jet washing of all hard standings
- Internal LED upgrades to Centurion, Burnelli, Lanson and Hawker, including self-testing emergency lighting.
- Installation of Amazon Key and partial installation of Amazon Lockers at no cost

# Current Projects

- Howard/Warwick Pond refurbishments – Contractor has advised they require 7-10 days of continuous dry weather to complete
- Internal LED Lighting replacements – S20 processes to commence shortly in Fairhold Artemis Buildings
- Carpet replacement in Lanson and Hawker – S20 Statement of Estimates to be issued by end of July
- Ceiling tile replacements – retrofitting being undertaken in-house
- CCTV upgrade – nearing completion, only Estate cameras remain
- Sanding/varnishing of planters
- Installation of additional Amazon lockers in the car park
- New electricity meter installation

# Completed/current works





# Future Projects



- Oswald and Eustace Ponds (clearance work due to commence by end of July)
- Repainting of Estate Management office external walls and staircase – In-house
- Replacement of rusting lighting bollards around Market Place
- Long-term ceiling tile replacements – costs being reviewed

# H&S Compliance



## H&S Compliance:

- Monitors 67 different H&S based categories covering daily, weekly, monthly and annual requirements across all blocks and the Estate:
  - Risk Compliance – 96.6%
  - Documents Compliance – 94.2%

In December 2022 Chelsea Bridge Wharf achieved a Platinum H&S Compliance award, achieving 98% overall compliance, up from 93% the previous year.

SECTION SUMMARY SCORES	
Previous Report	93%
Statutory Compliance	100%
Fire & Evacuation	100%
Water Management	100%
Training	100%
Initiatives (Including Wellbeing)	100%
Contractor Management	100%
Document Compliance & Risk Management	82%
Site Inspection	100%
<b>OVERALL WEIGHTED SCORE</b>	<b>98%</b>

# Right To Manage

## RTM Qualification:

To qualify for RTM a premises must either be:

- A self contained building
- A self contained part of a building
- Self contained means:
  - Structurally detached
  - Capable of vertical division
- If built on a slab and / or over a car park which continues beyond the edge of the building, then not capable of vertical division
- Building capable of being independently redeveloped
- Services to the building must be independent
- Contain less than 25% non residential use
- 50% leaseholders must become members of the RTM Company

# Right To Manage

## CBW RTM Considerations:

- Howard, Centurion, Oswald, Eustace, Horace and Warwick all sit over car park on podium slab.
- Lanson Hawker and Burnelli do not sit over car park, but form single structure with external envelop treated as one for service charge purposes under leases.
- Estate is not a building and not capable of RTM
- Fire strategy is based on all buildings serviced by one staff team – requires 24 hour monitoring with at least 2 staff on duty at any time.
- Economies of scale for shared staff would be lost
- Estate office, concierge reception and staff facilities may not be available to RTM Company(ies)
- Estate services fed back to single reception – fire alarms, door entry systems, CCTV, lift alarms etc..

# Right To Manage

## CBW RTM Considerations contd:

- Process causing concern to staff
- Landlord defence of RTM could be costly
- Previous 2012 RTM application was defended
- As Estate not capable of RTM, potential for duplicated fees if different agent on estate and blocks (or some blocks)

### R&R Management Fee

- Leaseholders incorrectly advised that R&R fees were £560 per apartment and therefore £260 higher than the fees quoted by Urang (£300).
- As detailed in our note (30<sup>th</sup> May), R&R fees (combined estate and building) are:
  - Berkeley – £313.00
  - Fairhold – £331.50
  - L&Q – £397.27 (includes separate fee to undertake L&Q's monthly billing)
  - Notting Hill Genesis - £315.76
  - R&R fees include, residents portal, out of hours service, draft accounts prior to audit.

# Resident Reminders

- Disposal of bulk refuse
  - Cost leaseholders over £35k in 2022
  - [Household bulky item collection - Wandsworth Borough Council](#)
- No artificial grass should be installed on balconies
- No washing to be dried on balconies
- No BBQs on balconies and we strongly advise no smoking
- No noise should be audible outside the apartments after 11pm
- Short-term lets may not be permitted under the terms of your lease

# Question and Answers

Question	R&R Response
<p>...Why was the access gate for Warwick replaced meaning resident can't use it for moving large furniture of bikes?</p> <p>...Warwick service charges have risen significantly - can a credit be given with the new lower electricity rates?</p> <p>...With the amount of bulk refuse, what action is being taken against residents doing work, and can't this be recharged to the residents?</p>	<p>...This work was carried out by PPL as manager's for the car park and was done to prevent motorbike thefts.</p> <p>... We acknowledge there were some large increases, predominantly down to the volatile utility market at the time. We will review the costs/budget figures when the new contracts are in place, which are currently due in October. We are monitoring the market very closely so if there is the opportunity to lock prices in earlier based on the advice and market conditions if this is the right thing to do. There are dangers of course if the market fluctuates either way.</p> <p>...Where we can identify the culprits through our daily inspection, they are approached to remove it themselves, or recharged. We have prevented c20 examples of further dumping by approaching residents directly.</p>
<p>...Electricity tendering - CBW was lumped in with all developments which was the wrong decision and resulted in higher charges than they should have been. How many buildings are included in the Berkeley Homes tender?</p> <p>...Have you claimed the EBRS?</p> <p>...Why did we miss the Warwick meter from the main retender.</p>	<p>...We have advised that CBW was included in a Berkeley Homes group retender for the 2022 renewal rather than as suggested by the resident that it was part of the full portfolio tender. This formed a tender of c420 meters.</p> <p>... EBRS related to the period October 2022 - 31st March 2023 and was automatically applied for qualifying meters by the suppliers at source.</p> <p>...The Warwick E4 meter was included in the tender pack that was issued. It was missed off the response from the suppliers, was followed up and a new contract was entered into in January, and backdated to October. There was therefore no loss incurred.</p>
<p>...Fire stopping due to fibre installations - has this all been completed and surveyed to confirm it is complete?</p> <p>...How did we achieve an EWS1 form with wooden balconies when for another apartment we can't get one because of the wooden balconies?</p>	<p>...This has been surveyed with the majority of works completed and signed off by the contractor. A subsequent final survey has recently been carried out to validate all works have been completed and we await the outcome of that survey.</p> <p>...Balconies form part of longer term planning to replace timer balconies. EWS1 is not reliant on replacing balconies. There are many differing criteria taken into account by the fire engineers when surveying a building for an EWS1 form. The independent engineers employed by Berkeley Homes have considered and wouldn't sign it off if there were concerns about the effect of the timber balconies.</p>
<p>...Can the Sopwith Way agreement with Battersea PS be renegotiated to increase the payment as there are regular deliveries which should not be the case?</p> <p>...Should Berkeley Homes be invited to the meeting?</p> <p>...Electricity costs for the car park saw an increase of circa 5 times.</p>	<p>...We will raise the concerns with BPS regarding deliveries. The agreement is between Berkeley Homes and BPS and we are not a part of any negotiations. They have had some input from the CBWRA but once we are aware of the position and are able to share the information we will do so.</p> <p>...We can invite them to the next meeting or request specific Berkeley queries be raised in advance so that we can obtain responses for the meeting.</p> <p>...there was a larger increase due to the actual readings and allocated costs associated with the car park. In the 2022 year end accounts, there was an under budgeting resulting in an large overspend. This disparity further enhanced the increase in the 2023 budget</p>



<p>...Bulk refuse - how much revenue did R&amp;R make from issuing fines?</p> <p>...Fountains - why has it been mismanaged and when are the fountains going to be finished.</p> <p>...Ice cream van - ANPR having no effect. Is this BH fault?</p> <p>...Would you like to live at Chelsea Bridge Wharf?</p>	<p>...R&amp;R don't issue fines and we certainly don't make any money on the removal of bulk refuse. The £35k in the service charge accounts is the full cost of removing items. <i>Post-meeting note: The site team have prevented over 20 additional incidents by identifying cases and contacting residents following inspections.</i></p> <p>...They require 7-10 days of continuous dry weather to complete all outstanding works. There are no payment issues with UKFF.</p> <p>...Sometimes it's parked on Council land which we cannot effect. They are receiving parking tickets and have obtained solicitor costs to refer back to the client for consideration.</p> <p>...Whilst we appreciate there are several areas requiring attention there is visible work being carried out to make the improvements and complete projects. The site team receive a lot of positive feedback acknowledging this and the improvements being made, and we will continue to push these projects forward.</p>
<p>...The plant in the hallway to Howard core 4 needs to be replaced</p> <p>...The carpets are stained</p> <p>...the lighting is too bright and therefore using too much energy</p>	<p>...we have removed some dead plants recently and are working with the gardeners to find suitable replacements for the environment.</p> <p>...The carpet will require S20 consultation but we are prioritising the LED replacement to reduce energy consumption.</p> <p>...The lighting will be 4W LED so will be using minimal energy. There are different settings which can be considered to reduce brightness.</p>
<p>...How much are we going to spend on painting the front of the Berkeley office area and the replacement of the bollards outside the market place?</p> <p>...do we all contribute towards the car park?</p> <p>...Has the money we've saved on the ponds in water and electricity been deducted from our service charges</p>	<p>...The labour to paint this area will be covered through the existing staffing salaries so we will just be paying additional for the paint materials. The bollards form part of the Estate and therefore the Estate budget. They are not the responsibility of the Market Place.</p> <p>...Only those with parking spaces contribute towards the car park costs.</p> <p>...Where costs have not been incurred, these items will reflect in the relevant budget headings at the year end.</p>

<p>Can we get some clarity on the timber balconies and whether they are going to be replaced, or whether residents can maintain/varnish them?</p>	<p>Balcony replacements will be part of a longer-term project. Varnishing is flammable so we would not advise this. There are several different types of leases which demise balconies to the Landlord, to the leaseholder or are silent so there are potentially different positions for different leaseholders.</p> <p>New decking will be of composite material, and suitably fire related to remove fire risk concerns. R&amp;R will liaise with the CBWRA on the message to issue to all residents.</p>
<p>...Will the balcony replacements be at the leaseholder's cost?          ...is there a long-term plan to partially restrict access for Battersea Power traffic due to the increased foot traffic?          ...Will large and small parcels be diverted to the Concierge again as there are still couriers leaving them outside apartments and the blocks?</p>	<p>...The responsibility of costs will depend on the various leases as referred to earlier.</p> <p>...The Estate is a public right of way and so it is unlikely any restrictions would be possible.</p> <p>...Diverting all parcels through the Concierge was trialed following a spate of thefts but this resulted in a significant drain on the team's time. The majority of parcels come from Amazon which is why we installed Amazon Key and are looking to increase the number of lockers so most parcels will be delivered directly to those lockers.</p>
<p>Fountains - there may be a chance we won't get 7-10 days of dry weather. Can we look at an alternative plan?</p>	<p>This may be a possibility and we are liaising with the contractor and Sika to discuss other ways of completing the project. The CBWRA have put forward some proposals for trials within the fountains which may help identify options but the main concern is to ensure the work is done correctly to ensure the 25-year warranty is fully satisfied.</p>
<p>How is the contractor being managed as we witnessed minimal work being carried out over a period of time.</p>	<p>We have identified similar concerns and this has already been flagged with the contractor and Sika. A new team was on site last time who were more productive as a result and we expect the same team to attend for the remaining works. We will also look at the communications we issue to help set expectations about the work being undertaken.</p>

Subsequent questions via chat function	
Stains in the carpet in Warwick have been there for a long time - can these be dealt with	Carpet replacements are being reviewed across all blocks, and will be considered as part of the major works required on a priority basis, based around the reserve funds available within each block.
Ceiling tiles in Warwick are unstable which have been reported. Will these be repaired before they fall on my head	Ceiling tiles are being retrofitted using available replacements cut to shape on site. Please report any specific areas of concern to the Estate and Deputy Estate Managers, copying in John Osborn.
What H&S consultancy takes place given the number of hazards across the development with the landscaping work that has been ongoing and the illegally parked skip which caught fire.	As demonstrated in the presentation, H&S is taken very seriously and monitored closely with risks tracked to completion. This includes statutory risk assessments as well as daily and weekly patrols/inspections. It is not possible to remove all risks on site, but risk mitigation is a significant part of our role. The skip referred to was not parked illegally, and was located in an area with very low risk to buildings in the event of a fire. This event has however highlighted an issue given the public nature of the location and further amendments to our process have been implemented.
How are new contracts tendered as they should include key criteria as previous contractors have been subpar. How do we know it will be different this time	All tendered contracts are issued to fully vetted contractors with the qualifications, insurances and experience to accommodate the tasks we are asking of them. We have demonstrated over the last couple of years that if a contractor does not perform, we will make a change, including contractors recommended by the CBWRA.
What remaining snagging works are there for Centurion pond?	There are some small areas of flaking paintwork which need to be rubbed down and reinstated.
There was a heat wave last month with a stretch of 20 days where the pond works could have been completed. How can this be used as an excuse?	Works were carried out during the hot weather referred to and whilst progress was slower than had been hoped, this was partially as a result of contractor labour availability.
On H&S, we have seen a number of incidents over the last year. Can you provide a monthly report to raise residents awareness of those incidents. What are the plans to improve security and avoid burglars break-ins and parcels being stolen	We will look to include any H&S incidents within our regular reporting to residents. On security, the CCTV upgrade project is nearly complete which will result in a modern system providing significant coverage across the development, including new cameras in the entrance lobbies of all blocks. The cost of security patrols is significant and the trial at the end of 2022 demonstrated that minimal issues were identified and dealt with. Improvements have been made to reduce issues with parcel deliveries, specifically targeting Amazon by installing Amazon Key and new lockers which both reduce the likelihood of their parcels being left in the hallways.

Comms to residents aren't working given the number of issues listed here ( <i>Resident Reminder slide</i> ). Can we work with you to come up with a better strategy as the portal isn't reaching the majority.	We have over 2200 registered users of our portal being leaseholders, tenants and letting agents. Whilst we appreciate it still requires people to take action on notifications, we would welcome any suggestions from residents about alternative options.
Did you send out budgets for 2021,2022 & 2023 for Eustace please? If not why not?	They would have been issued at the time the relevant budget was issued. We will review what is located on the portal and update it accordingly but if any leaseholder requires any specific documents, please make contact with John Osborn or Georgia Goodall.
Will you share the protocol of how CCTV data is stored, used and deleted with residents?	Data is stored on secure servers on site and automatically deleted after 30 days. Any requests for recordings, specifically by the Police need to be made via a DPA form submitted to Rendall and Rittner's Data protection team.
When will you share the building insurance certificates on the portal as you used to do years ago?	Insurance documents will be reviewed on the portal and updated accordingly. If any leaseholder requires any specific document and cannot locate it please contact John Osborn or Georgia Goodall.
For bulk tendering, will you share how many developments are included in the Berkeley Homes tender	420 meters were included in the Berkeley Homes tender in 2022.
Can you confirm the meter replacements are not for the apartment meters.	This is correct, the meter replacement refers only to the communal meters.
How are you managing ongoing works to install fibre broadband? Do contractors have to notify concierge?	All contractors involved in such works must be notified to the Concierge team before arrival so we can track any damage or required fire stopping works which we will instruct, and recharge the resident.

Are you able to give us a breakdown of what you've recharged to appropriate leaseholders (for refuse collections)	The site team have prevented over 20 additional incidents by identifying cases of varying sizes and contacting residents following inspections. We envisage this has prevented additional costs in excess of £4,000
There is talk about major structural issues in the piazza and that BH are doing a report. We need an update on the urgently and who will cover the costs.	We believe this relates to inspections into the raised paving stones in certain areas along the Piazza caused by the tree roots, but suggestions of major structural issues are unhelpful. We are looking at the varying options available and awaiting specialist input so once we have more concrete information we will advise Leaseholders.
We need an alternative plan for the fountains as its not realistic to wait for 7-10 days of dry weather in the UK. Maybe use covers?	We have arranged further conversations with the SIKA representative on their return from annual leave w/c 7th August with a view to agreeing suitable back-up plans. We will update residents as soon as further information is available. We reiterate our commitment to complete these works as soon as possible.
We should be using warm lights, not cool lights in the buildings	There are options within the installed lights to adjust the look so we will review the options and consider a block by block vote to decide the preference.
Can you raise the increased footfall with Battersea Power Station as they may pay some money for cleaning as well as the access to Sopwith Way.	We are in contact with Battersea Power Station but would not expect them to agree to additional costs based on these discussions. We will however raise this matter again.
Are there issues with the overgrowing trees and roots in the main gardens causing problems into the P2/car park and other grounds	As referred to above, the roots are causing some ingress onto the Piazza paved areas, but there is no suggestion or evidence to suggest this is causing an issue to the slab to the car park.
Please do something about the dog fouling in the Piazza as some residents don't clear up after their dogs, and the smell of pee is really bad and dogs barking day and night.	We will remind residents by way of this communication and future updates to clean up after their pets. As this is a public right of way, this may be caused by non-residents with whom we have no contact with. We can consider signage, however we are conscious of the effect these may have on the aesthetics of the development.

**Thank you  
for your support**

