

Residents Meeting Minutes
Held At Chelsea Bridge Wharf Pestana Hotel,
11th October 2016 19:00

R&R Attendees		Apologies
Richard Daver - Managing Director– RD Harry Fenner –Team Leader – HF Margarita Goulandri – Senior Property Manager - MG Mike Keam – Estate Manager - MK Barry Maguire – Project Manager -BM Mark Smith –Facilities Manager		Sonata Akhtar – Front Of House Manager- SA
Circulation		
CBW Residents		
Meeting started 19:10		
Agenda Points	R&R introduction to residents on roles and responsibilities	Action & Date
R&R introduction	<ul style="list-style-type: none"> HF Introduced himself and provided an introduction for the new staff: Margarita Goulandri has joined R&R as Senior Property Manager overseeing CBW and Vista. HF provided the residents the staff’s specialist backgrounds detailing the hierarchy structure and involvement with Chelsea Bridge Wharf, as well as R&R’s Head Office support (Finance team, online support, Credit Control, HR etc.) 	
Agenda Points	Projects completed or in progress	Action & Date
Projects (Current)	HF- Informed residents of projects currently underway or completed, those being: <ul style="list-style-type: none"> LED Lighting Car Park- £110,000 total cost, £86,000 paid by Berkeley Homes. RIO 13 months. £9,300 per month to £2600 per month running cost. 80% funded by Berkeley. Sopwith Way Road way upgrade – Funded by Berkeley Homes New entrance matting to all cores have been installed. Wooden bridges have been replaced with new composite material. Low maintenance requirement 25 year guarantee. New LED coloured lighting being installed to all buildings. LED lighting replacements have been installed in all buildings stairwells. RIO 22 months K rendering and re spraying of windows to 	

	<p>estate office building has been completed</p> <ul style="list-style-type: none"> • New light posts have been installed to the Lanson/Hawker/Burnelli area. 	
Agenda Points	Projects planned for 2016/17	Action & Date
2016 Projects	<p>HF- Advised of forecasted projects:</p> <ul style="list-style-type: none"> • Lanson carpets to be replaced • Hawker painting and Carpets to take place • Security Door/Access Control/Intercom works <p>HF- Gave a breakdown of the process that had been undertaken to date, along with a breakdown of costings on a flat by flat basis.</p> <ul style="list-style-type: none"> • Sky Q installation to all buildings, 8 buildings completed, Lanson and Hawker to follow in November 2016 • Ceiling tile and LED lighting works to all buildings 2017 • Horace building painting and carpets to take place 2017 • Water Features Pathways, Lighting and lining 2018 • Lift refurbishments 2020 	
Agenda Points	Financial Update	Action & Date
	<p>HF provided the following information in respect of the financial status:</p> <p><u>2015 year end accounts position:</u> HF- We finished the 2015 year with a: Circa 6% deficit in respect of Fairhold Artemis blocks Circa 3% Surplus in respect of Berkeley Homes Circa 1% Deficit in respect of the Estate</p> <p><u>HF- 2016 is currently in the following position:</u></p> <p>Berkeley Homes – Headed towards a slight deficit. June was at a – 2% Surplus – Sep – 3% Deficit – Dec estimated- 5% Deficit</p> <p>Fairhold, Genesis and L&Q currently in surplus. June was at a – 7% Surplus – September 5% Surplus- Dec estimated 5% Surplus.</p> <p><u>Service charge increases explained</u></p> <p>HF- demonstrated that service charges have increased over the past 3 years, but that it was due to additional</p>	

	<p>staff and increased reserves (Element of catch up to played due to the modest reserve collections by previous agents). Contracts were actually shown as lower today then what they were five years ago due to R&R bulk procurement initiatives.</p> <p>Budgets currently being prepared for 2017.</p>	
Agenda Points	Tenants Feedback and Questions	Action & Date
	<p>Q. What measures are being taken for noise pollution in the development in the summer months? HF- All complaints have been passed to Wandsworth Council, but very little support has been forthcoming to date. It has been found that the majority of noise issues are related to residents of CBW. As such R&R plan to implement security cover between May 2017- August 2017 in order to diminish the issue.</p> <p>A resident brought to the attention of all present that they the felt the depots located in the arches of Sopwith Way were installed without any consultation from Berkeley Homes or Rendall and Rittner. HF- Confirmed that the depots within the arches were outside of R&R's management remit.</p> <p>A resident raised the point that cleaning standards in the Lanson building seemed to have dropped over the weekend periods. R&R Advised they would investigate the issue and act accordingly. However, it was confirmed the same member of staff and service timings have been provided consistently since 2013 until now. R&R to check why standards have lapsed.</p> <p>HF – Made comment that the Water Feature outside the Hotel had been dismantled due to a large crack that had formed. Reports are currently being reviewed by insurers, but we have full intentions of reclaiming costs from the installers, who we believe and the reports suggest did not install the unit to designers specification.</p> <p>Meeting ended 21:05</p>	