



Chelsea Bridge Wharf Residents Meeting
Held on Monday 24th September 2018 at 7.00pm
At the Pestana Hotel, Chelsea Bridge Wharf

| RENDALL & RITTNER ATTENDEES: | INITIALS | ROLE |
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| Richard Daver | RD | Managing Director |
| Karen Gray | KG | Area Director |
| Jennifer Mann | JM | Estate Manager |
| Viola Owino | VO | Assistant Property Manager |

RESIDENTS IN ATTENDANCE:

Burnelli Building – 3 Residents
Centurion Building – 1 Resident
Eustace Building – 5 Residents
Howard Building – 4 Residents
Lanson Building – 9 Residents
Oswald Building – 2 Residents
Warwick Building – 5 Residents

| AGENDA ITEMS | DETAILS |
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| Introduction | RD opened the meeting, welcomed those present and introduced the R&R team present. RD confirmed that the purpose of the meeting was to cover the agenda items not covered at the July meeting and therefore the intention was to provide a brief fire update and focus on other business. |

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| <p>Fire Safety Update</p> | <p>RD advised that on the day of the last meeting the Independent Review was issued but that the Government were yet to respond and a further update would be issued when more is known.</p> <p>Following the last meeting an NHBC claim had been submitted for Lanson Building using the apartment certificate provided to R&R at the July meeting. NHBC declined the claim on the basis that it was not the approving authority for Building Control (which in the case of CBW was undertaken by Wandsworth).</p> <p>The R&R August update letter advised leaseholders to submit their own claim (Lanson and Hawker only as these were the only buildings remaining within the warranty period.</p> <p>Some residents advised that NHBC had said that the managing agent should submit the claim if common parts affected, thereby conflicting with the advice provided by NHBC to R&R. RD requested copy communications following receipt of which he would seek clarity from NHBC.</p> <p>RD reminded those present that the July presentation including elevation drawings showing the location of ACM on the affected buildings was available on the R&ROnline portal.</p> |
| <p>Staff Structure</p> | <p>RD gave an overview of the CBW staff structure, head office support functions and recent changes.</p> |
| <p>Estate Maintenance & Areas of Focus</p> | <p>JM advised that many of the parts which control systems across the development are now obsolete due to age and not all of the systems that are installed allow R&R to source parts outside of the current supplier. This impacts the response times to repairs.</p> |
| <p>Lift replacements</p> | <p>JM advised that the lifts in some areas need to be refurbished within the next four years. Experts in the field will be engaged at the time to provide their assessment and the work will go out to tender. The lift project will be factored into the Capital Expenditure Plan, so that we can plan in advance for the work to be completed.</p> <p>Some lifts perform better than others and there are some particularly problematic lifts where works may be required sooner.</p> <p>RD advised that replacement lifts / components are likely to use generic equipment resulting in the ability to contract the maintenance with an independent supplier rather than be tied to the lift manufacturer.</p> |

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| <p>Balcony Etiquette</p> | <p>JM confirmed the site team has a process in place, which includes a weekly audit.</p> <p>Residents / owners are contacted and requested to remove items which should not be there. Should there be a need to write to the resident a third time, the landlord is to be contacted for permission to start legal proceedings.</p> <p>This is however an ongoing issue and something that the estate team keep under regular review.</p> |
| <p>Waste Management</p> | <p>JM confirmed that bin rooms are cleaned daily between 7am-9am. However, some residents do not carry their rubbish with due care and attention, causing stains and unpleasant smells in the communal spaces. There remained some concern amongst some residents and it was agreed that the estate team would review and pay particular attention to this area.</p> |
| <p>Lighting</p> | <p>JM advised that a large number of light fittings are now obsolete. R&R is looking to change out the current fittings with newer LED fittings and are in the process of sourcing quotes to do this. It was understood that there was a perception that this was just a light bulb issue and the estate team would review how longer term issues could be better communicated.</p> |
| <p>Client Interaction</p> | <p>JM confirmed that weekly meetings are held with Berkeley Homes and regular meetings also take place with Fairhold Artemis, L&Q and Genesis. Therefore all clients are consulted and their input sought on major projects / issues.</p> |
| <p>Staffing</p> | <p>JM advised that there have been several internal promotions within the team and that the staff member of the quarter award was won by Maria Santa, the cleaning supervisor.</p> |
| <p>Finances: Summary of 2017 Accounts</p> | <p>KG gave a summary of the reasons for deficits and surplus applied to respective service charge schedules following the audit of the year end 2017 accounts and the development's overall expenditure in 2017.</p> |
| <p>Service charge & Reserves</p> | <p>KG advised that the reserves had historically been kept at a low level.</p> <p>As the estate is ageing, the amount of maintenance required is increasing. The reserves need to be increased to meet the demand for works and outstanding items to limit the extent of capital contributions required in the years that works are programmed.</p> |

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| <p>Financial Position in 2018</p> | <p>KG gave update on the mid year position for 2018 was looking financially.</p> <p>Actual vs Budget (to 30th of June,2018)</p> <table data-bbox="424 398 762 806"> <tr> <td>Estate</td> <td>-4.27%</td> </tr> <tr> <td>Hawker</td> <td>9.93%</td> </tr> <tr> <td>Lanson</td> <td>5.62%</td> </tr> <tr> <td>Centurion</td> <td>4.86%</td> </tr> <tr> <td>Howard</td> <td>6.71%</td> </tr> <tr> <td>Eustace</td> <td>4.84%</td> </tr> <tr> <td>Horace</td> <td>7.35%</td> </tr> <tr> <td>Burnelli</td> <td>6.83%</td> </tr> <tr> <td>Oswald</td> <td>3.11%</td> </tr> </table> <p>It was noted that Warwick was missing from this list due to it having a March year end and therefore only one quarter's expenditure to review</p> | Estate | -4.27% | Hawker | 9.93% | Lanson | 5.62% | Centurion | 4.86% | Howard | 6.71% | Eustace | 4.84% | Horace | 7.35% | Burnelli | 6.83% | Oswald | 3.11% |
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| <p>Completed Projects</p> | <p>KG confirmed the following had been completed in the year to date;</p> <ul data-bbox="459 1025 1011 1308" style="list-style-type: none"> • Repainting of the Piazza Fountains • Upgrading to the management suite • The turning circle expansion joint • Repainting of the walls to Queenstown Rd. • Repainting of the Bin rooms • Repainting of the Riverside walls • Cleaning CD1/2 & Piazza Level tiles | | | | | | | | | | | | | | | | | | |
| <p>Projects In Progress</p> | <ul data-bbox="459 1370 1219 1550" style="list-style-type: none"> • Staff welfare & improvements to the parcel collection room. • Carpet replacement to Hawker/Lanson & Burnelli • Repainting the blue gates • Resurfacing of resin pathways | | | | | | | | | | | | | | | | | | |
| <p>Future major projects</p> | <ul data-bbox="459 1608 938 1787" style="list-style-type: none"> • Replacement of pond linings • Intercom upgrade • LED Lighting & Ceiling Replacement • Replacement of pond lighting | | | | | | | | | | | | | | | | | | |

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| <p>Residents Questions and Feedback (not covered in the agenda items)</p> | <p>Why did it take so long for Burnelli’s intercom panel to be replaced? Many of the parts which govern system across the development are now obsolete due to age. As per the update that was put on R&R online, the manufacturers needed to source a part that would be compatible. The subsequent replacement part has been working without fault since installation.</p> <p>What is being done about the number of light failures across the development? A large number of light fittings are now obsolete. We are looking to change out the current fittings with newer LED fittings and are in the process of sourcing quotes to do this. Whilst we are mindful that aesthetically we will have different types of lights on the estate, the advantages are cheaper fittings, with a longer shelf life that consume less electricity. In terms of a larger scale project to replace all the lights and ceiling tiles across the estate, this needs to be factored into the Capital Expenditure plan as it will be an expensive undertaking. It is our recommendation that the lights and ceiling tiles are completed as one project so that we do not spend unnecessary money on two separate projects where there is a significant element of overlap.</p> <p>What is being done about people dragging their rubbish across the carpets and dumping in the bin rooms? The bin rooms are all cleaned daily between 7am-9am. We have found that some residents do not carry their rubbish with due care and attention, causing stains and unpleasant smells in the communal spaces. In addition to this, rubbish is often discarded on the bin room floor when it can be disposed of in one of the empty bins. To try and combat this, we will increase the communication sent to residents although we do recognise that ultimately, it is a collective effort to overcome this issue.</p> <p>How can residents remove their bulk waste? Unfortunately, there is no storage space for bulk waste items at CBW. Whilst there used to be an area in the car park for this, the restrictions placed on the car park to enforce enhanced health and safety measures, has meant this practice had to be stopped. The Red Cross and YMCA both offer collection services for bulk items which are more cost effective in most instances than using the local authority.</p> <p>What are you doing to standardise replacement parts across the development? There are several areas to be taken into consideration. Firstly, not all of the systems that have been installed onto the development, allow us to source parts outside of the current supplier. A good example of this is the lifts. The lifts for the most part are made by Otis and so we are restricted by how these parts are both obtained and replaced. Once the lifts are upgraded we will use generic parts that can be easily acquired. Another area for consideration is maintaining the standard of aesthetics on what is</p> |
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| | <p>considered a premium development. Standardising can sometimes mean compromising on quality, so our aim is to achieve sourcing good quality parts that can be easily obtained in future at reasonable cost.</p> <p>Why are we paying the insurance for the sculpture that was in the roundabout in 2018 when it doesn't exist anymore?</p> <p>The sculpture had previously been insured for a premium of £171 (which equates to the average 15p per leaseholder per annum). The insurer has been requested to refund for the period when the sculpture was removed. It will not continue to be insured.</p> <p>What services are offered exclusively to residents in the Warwick Building to make our service charges more expensive than other buildings?</p> <p>Contribution is not only calculated per square footage, but other elements affect this amount such as the overall contribution to the estate, your buildings contribution to staff wages and all other incidentals.</p> <p>Since R&R's appointment in April, costs should have reduced as Warwick residents are no longer paying the L&Q management fee. There are also other factors which can make each block different, for example, a smaller block may have 1 lift but the costs are the same for a larger block also with one lift, but the costs for the latter are lower.</p> |
| <p>AOB</p> | <p>Residents Community Group- KG encouraged resident's involvement in future upcoming community activities.</p> <p>Residents Association – Charlie Garton Jones spoke out the requirement for a Residents Association and advised that a minimum of 4 officers were required to form the RA committee.</p> <p>The following residents put themselves forward for the committee roles;</p> <ul style="list-style-type: none"> • Emma Biskupski • Paul Pennant • Zelda Akyildiz • Dorota Szlagowska |
| | <p>There being no further business, the meeting ended at 9.00 pm</p> |