

## Chelsea Bridge Wharf Residents' Association Committee Meeting

### October 29 2023 - Minutes

#### Committee Attendees (in person)

Joint Chair: Louis Kendall

Joint Chair: Larisa Villar Hauser

Secretary: Katherine Greenway

#### Committee Attendees (on Teams)

Jean Dornhorfer

Vasundhara Talwar

#### Apologies:

Karin Paynter

Kirt Baines

Toby Spoerer

Catherine Thomé

#### Agenda Items Discussed

##### 1. Update following formal complaint made by Resident Against RA Committee Member

- A formal complaint was raised by Resident A against Committee Member A on the 1<sup>st</sup> October.
- The RA has followed the necessary steps as per the constitution.
- The RA committee agreed that all RA committee members and RA members will be reminded of the code of conduct expected as highlighted in the constitution.
- A written response has been provided to Resident A and Committee Member A.

##### 2. RTM update

Urang with the RA have continued to work through the list of all leaseholders.

- All residents who 'pre-registered' interest for RTM, have also been issued RTM sign up forms.
- A further 270 forms have been printed this week to target anyone that we don't have contact details for, and these will be posted through people's doors in the coming week.
- More volunteers are needed to help with the distribution and follow up in person. VT & KG offered to support.
- It was mentioned that for some leaseholders we only have an international address. We will contact these as statutory, but we will not rely on the sign up of these leaseholders at this stage, as we are confident, we can achieve 50% sign up without these leaseholders.
- We hope by Saturday 4<sup>th</sup> November all leaseholders that have not yet signed up, and with an address registered at CBW will have been contacted.

##### 3. R&R level of service

Following discussion on poor and potentially falling levels of maintenance and progress on projects (e.g. fountains and ponds).

- It was proposed that a new email is issued above the existing contact that the RA is making and this email is to be written (JD, KG and LSK to draft) and sent to R&R and BH from the RA covering the existing points raised by residents.
- It was also suggested and agreed, that a more formal approach would be taken. The email would primarily address the immediate issues that need resolving prior to RTM.

##### 4. R&R tracker

No update has been provided to the RA from R&R.

R&R are sending some updates on Fridays with little information. An update will be requested in the above email

## 5. Leaseholder forum

Following the request from leaseholders that an 'In person meeting' was given with the RA, Larisa and Louis hosted a meeting on Wednesday 4<sup>th</sup> October.

- 11 Residents plus Larisa, Louis & Toby attended, most of the leaseholder were from Warwick building.
- RTM and fountains was a major point of discussion.
- The RA noted that a much greater engagement had been made historically when online meetings have been held, so going forward the RA will hold two online and two in-person meetings (totalling 4 per year).
- The RA (post RTM) will also ensure that additional meetings both in person and online will be available with the management company.

## 6. CBW Christmas tree

RA suggested the piazza tree goes up Thursday 30<sup>th</sup> November and comes down on Monday 8 January. R&R have said they are doing the same tree as last year, which cost £2,500.

- The RA has asked R&R to confirm the cost and dates, which is yet to be received.
- Discussion on costs and care to be taken on how leaseholder money is spent. R&R to be put on notice to stick to budget.
- The RA agreed to not fund or propose additional spending and asked R&R to release any community budget allocated back into the service.

## 7. Communications and emails

Many RTM emails coming through to [info@cbwra.com](mailto:info@cbwra.com). It was also noted that 90% of emails received are coming from one or two individuals.

- Since March we've had over 240 emails from one person alone, of which 8 emails were received in the last week totalling 2,500 words. Since March we've had over 240 emails from one person alone, of which 8 emails were received in the last week totalling 2,500 words. It was noted that dealing with such a volume of emails is unsustainable and further, these emails are potentially harassing, intimidating and bullying in nature, contrary to the RA's Code of Conduct.
- It was noted that it's a big job for one person, deemed by some as potentially harassing, and labouring points that have been covered and reaching an offensive tone.
- It was agreed by the committee that an Email would be sent saying that the RA will no longer be responding and will point the individual in the direction of RA communications.
- VT also volunteered to post updates, in addition to those already issued through various emails and channels.

## 8. AOB and date of next meeting

- Food drive:** JD to do this in January rather than pre-Christmas.
- App:** Natalia researched other suppliers and found none less expensive than current provider. She offered to update the graphics to improve the visuals.

Date of next meeting: 10am, Sunday, November 26, 2023.