

## **Chelsea Bridge Wharf Resident's Association (CBWRA) Transcription – March 2022**

### **Attendees**

Chairperson: Stephen Thompson  
Treasurer: Toby Spoerer  
Company Secretary: Catherine Thomé

---

Larisa Villa Hauser	Building representative for Burnelli
Aaron Yamoah	
Louis Kendall	Building representative for Warwick

### **On Zoom**

Kirt Bains	Building representative for Horace
Patrick Savage	Building representative for Centurion
Qin Xie	Building representative for Burnelli
Jean Dornhofer	Community Liaison
Jovdat Guliyev	Building representative for Oswald
Natalia Nyudyurbegova	Technology
Dorota Szlagowska	Database

### **Apologies**

Susan de Laslo; Vasundhara Talwar; Koray Ozdemir

### **Resident observers on zoom**

Anne Cheng, Emma Biskupski, Kim Smith and Philippe Gault.

---

Catherine

Good morning to Philippe and Anne for joining us, thank you for joining us this morning. We're just running a few minutes late as everybody joined, a lot of people are joining online today. In the room briefly, Larisa behind me and I'm Catherine if you don't know me. On the other side we have Aaron, Toby and Louis. So our Chair is with us, but not in the room, so I'll just run through quickly the action points for updates from last time. If we can try and do those quickly so we can get to the agenda, that would be great. The first outstanding on my list, but I may be out of date, was we said we'd do a list of potential savings that Rendall & Rittner had planned to work on and then we would post them on the app. So I think that Larisa has started doing this by posting ...

Larisa

Well accidentally, but not officially!

Catherine

So Stephen can you just confirm, I think Brian did send you a list of things that potentially we could have savings on, before he went on holiday, is that right?

Stephen

He did, yes. He forwarded a list of the savings that were imminent or had already been made, which I've just recirculated to all the committee members about three minutes ago. Needless to say the headline banner and I think the glory goes to Toby and Paddy for the work that they've done on the ponds, to the extent that, I'll leave Toby to go through the numbers, but by virtue of his involvement and Paddy's involvement, on behalf of the RA, they've managed to secure a solution for the ponds that is dramatically less expensive than the old Rendall & Rittner regime had quoted, which is a tangible piece of evidence that this isn't a waste of time for any of us, you know we do get tangible results that I think are something to be quite proud of in this case.

Catherine

Absolutely and we put it in the minute last time and there's been a post about it, so we'll get to the ponds later on, because there was a comment about that. Then there was the recycling ...

Larisa

Can I just say that, because somebody asked about the savings that R&R were supposed to make, as opposed to the savings that the Residents Association, are they two different things, because it would be quite useful to have a thing that Rendall & Rittner said that they were going to produce at the end of December apparently to ...

Stephen

Well all savings will be, yeah, will be delivered by Rendall & Rittner which is the managing agent that have been appointed by the relevant landlords to manage the properties. So by definition that means that they are responsible for securing solutions for maintenance issues and big ticket items. The role of the RA is effectively to police that as a sort of oversight body, to ensure our money isn't wasted-

Catherine

Yes to Larisa's point however, there is a list of R&R savings that they think they are going to be able to make savings on and then there are the successes of the RA working closely with R&R. So I think in our communication we will need to be slightly clearer.

Stephen

Agreed.

Catherine

Can I move onto the next point please? So the next point was about the recycling overflow issue, so I believe Stephen and about flattening cardboard boxes, it was overflowing, we discussed it last time and I think you discussed this with Brian, Stephen?

Stephen

I think Susan raised a very good point, I'm conscious she's not on the call today, that immediately went to Brian and they've purchased a compactor, which is about to be installed. That will be supplemented with signage that will advise people to leave sort of larger items in a particular place for somebody from Rendall & Rittner to compact them, so we don't have the overflow problem. So that has been actioned, there's a solution been acquired, it's just let's make sure, well I will make sure that the actual delivery and execution has occurred, let's hope before the next committee meeting.

Catherine  
That's wonderful news.

Stephen  
If it's not delivered I'll have something to say about it, because you know there's no excuse to take as long as that, as the next committee meeting.

Catherine  
No, no that's a great example of the RA making a difference and R&R being responsive. Excellent. Next on the action points, I noticed in my lift that there was now a list of all the flats, I don't know if that's just me, or everyone?

Toby  
Yeah that's only in Howard Core 3 at the moment, that was a test one that we did for that building, I don't think we are particularly happy with the finish of it, it just looks like a sticker on the lift at the moment, so they are getting another sample now with like a metal, brush metal finish and when that's approved, then we will roll it out.

Catherine  
It will be rolled out, that's great. And Sai, who is on the call had also asked for a map of buildings somewhere, to ease deliveries.

Toby  
We've just focused, all we've been doing is focusing on the lift signs at the moment and we'll start rolling through.

Catherine  
So in Howard 3 to roll out and then ...

Toby  
And I mean we've got a cost saving on that as well because R&R were quoting £100.00 or £90.00 for that sign, which we then got down to £20.00 per sign.

Catherine  
Excellent. So the map of the buildings will be a next step that's carried over. Excellent.

Stephen  
And it has been raised to the extent that it's on that list of deliverables that Toby just referenced. So it's not that R&R aren't aware of it and it is something that's going to be dealt with once we get the sort of form and style of the ones that are in the lift sorted out, because they'll just mirror that, they'll just be more of them in bigger print in the right places around the building, so that delivery people and Deliveroo etc., aren't wandering around aimlessly. And also there will be a notice about getting off motorbikes and not bringing them into the piazza, which will then be backed up with a bit more muscle by the new security CCTV system that's also in the wings.

Catherine  
Thank you. Before we, I think everything else is covered in today's agenda and we are a little bit pressed for time, because there is another meeting after we finish, which is why we

started earlier than usual. The last thing Qin has asked is, is the compactor going in all the buildings, do we know anything about the location?

Stephen

I'm afraid I don't at the moment that's a question I will ask and get answered this week.

Catherine

Thank you. Right so getting to today's agenda if I may Stephen, because I've got it in front of me, is that okay with you?

Stephen

Sure, fire away yeah, please lead the way.

Catherine

Thanks. So the first item is about building representatives, I just felt it would be helpful to just check that we have active representatives in all the buildings and check whether they are using the email address and engaging with residents. According to my list, we are missing a few building representatives for, we don't have anybody for Oswald as far as I know and if no one is speaking up, then I guess nobody is here from Oswald.

Jovdat

Sorry I am the rep for the Oswald building actually.

Catherine

Is it Jovdat?

Jovdat

Yes.

Catherine

Jovdat is for Oswald.

Jovdat

Yes.

Catherine

Do we have anyone for Hawker?

Toby

Centurion?

Catherine

Centurion, Paddy is doing Centurion.

Paddy

But I would like just a very brief word is that I've tried to make contact with some people, there's been a few issues up there, I don't get any response and I was going to talk to you later, not on this, because I don't want to delay the meeting, but I do find because I'm like 50 miles away, I do believe that, I'll keep doing it, but I don't get any response, I don't get

anybody contacting me and I'd like somebody that is mainly on site, would be much more appropriate. But I will keep doing it, but I'll have to make contact that's all.

Catherine

Great and I think there's just two more buildings I want to raise and I think then we can put a post on the app to ask for volunteers to be building reps. So next, I think Eustace, is that you Stephen or is there anyone else?

Stephen

I'm happy to be the Eustace rep, unless there is anybody else?

Catherine

Sorry, Stephen?

Stephen

I'm happy to be the Eustace rep, unless there is anyone else. Again in terms of just keeping responsibilities manageable if someone else can do it that would be great, notwithstanding that if there's only me from Eustace on here, then the solution is kind of painfully and blaringly obvious I suspect.

Catherine

Yeah okay, so we'll do a call out for that as well. And then the last one is Lanson, which I think Toby filled in for last year, are you happy to continue?

Toby

I'm happy to do it, but I mean I don't live in that building, but I'm happy to ...

Catherine

Yeah I mean again great to have somebody for now, to have you for now, but it would be great to have somebody who is actually living in that building. So yeah I can do a call out for those.

Catherine

You're in Lanson?

No, no I'm in Burnelli.

Catherine

So again we can do this later, we can do a call out for Lanson as well, great.

Paddy

Very briefly Catherine, there's a big complaint about a flat in Centurion that there's partying going on and it comes up on the app – what am I meant to do as the block manager, or the block rep, to do something about it? Who is picking that up? I mean if there's a complaint, I mean somebody complaining about something simple is one thing, but putting complaints on there, what am I meant to do?

Catherine

So that's a very helpful question actually, because maybe for the minutes and for the residents we should just clarify what the rule of a building rep is. My understanding is it's to address maintenance issues, primarily, so in your particular case, I don't think you need to do anything.

Stephen

Can I just jump in Catherine, because I think this is all related to what I think is becoming a more pressing issue in recent times regarding security and maybe a solution would be to propose to Rendall & Rittner that there is a dedicated security communication that goes to the night staff and the day staff, whoever is around that is used solely for that sort of fourth sort of emergency service type request, because none of us are equipped to do anything, other than attempt to forward it on to somebody at Rendall & Rittner who is tasked with the security of the building. So would that, does that fly with people, what do you think?

Paddy

I think that's the correct way, yeah.

Catherine

I mean of course if there's a party somewhere and they are making too much noise, people should be calling the concierge to complain and they would be doing something about it.

Paddy

They have done, it's a continuous, Flat Centurion it's a week in, week out thing and basically they should know the first people you call apart from your security, is the environmental, because they will clamp down on them very quickly in most council areas, I have had experience of that. So, but I don't have to, you know is it for me to tell them, go to your environmental, go to the management, which line, that is, it's a one off, although you see it occasionally on the app where there's parties and people behaving, misbehaving. But that's ...

Stephen

Maybe we have a very short Q&A section next to the Conduct page on the app that you know essentially sets out all that stuff and provides emails and numbers, perhaps.

Natalia

I'm happy to do like a procedure for it, because if it's continuous especially, now council are kind of clear on their procedure. There is an online form which complainants or local representative can fill in and then within half an hour the council will call you from the noise, noise officers will call you, they will ask if the noise is still happening and you say yes, then they come to you. Then they will knock on the door of the person and warn them and if it continues then they will just send a letter to the apartment.

Catherine

Natalia, I'm really sorry we're just on Item 1 of the agenda, we've got a lot to get through.

Stephen

Just to jump in again very briefly there, I think Natalia's suggestion was great, the idea of her giving the benefit of her experience, essentially giving people who do have a problem with noise nuisance a list of what steps they should take, that would be great as well I think.

Catherine

Absolutely, I've noted it as a next step. Thank you. Last point on this agenda item, I think Qin had requested, it might be helpful for residents to very concisely describe what the RA is and does, what RTM is and does and what R&R role is. Would you like to do that Stephen?

Stephen

I'll put a summary together, yeah I'll put a summary together of that, summarising what each body does and what its purpose and function is. In fact essentially it's been done, I've just for various reasons, but not consolidated and put it on the app, so I think Qin has raised a good point. We just assume people know, but why would you.

Larisa

Yeah, sorry, Larisa here again, just actually something I was thinking very much about this, this week as well, is also to say what the committee is, because at the moment people think the RA and the committee are the same thing and they're just not.

Catherine

Yeah, so that would be clarified explaining RA versus R&R. Great.

Larisa

No, no RA versus the committee. So the RA is everybody who is on the app and everybody who has paid £10.00 and the committee is people who are volunteering their time.

Stephen

Yeah it's the executive body of the RA, yeah.

Larisa

People always question these questions, what is the RA doing about, well you know you are the RA.

Catherine

Yes thank you Larisa, that's a good point.

Aaron

Can I just say one thing, in that explanation can we also just explain how people join, in the interests of clarity

Stephen

Yeah good point Aaron. I'll do it, I'll submit it to everybody for review this week, any comments come in and we'll try and get it posted for next week on the app.

Catherine

Okay, great. Thank you. Next on the agenda we've got just an update on action points. Perhaps it's a good time now to discuss the lifts update, which I think Louis and Toby have been working very hard on, mostly Louis. I'll hand over to Louis.

Louis

Hi it's Louis, so just a few points in terms of we contacted firstly the actual lift companies and the lift companies are very concerned that although we are a big development and it's still a big project, that Rendall & Rittner have more than 700 lifts across London and are the biggest lift like proprietor and so they're very concerned about coming and working with us directly at this point while we are still with Rendall & Rittner, without their consent. So, because they might lose other contracts and I think our kind of digging without actual justification is that there's a lot of money that goes round the back door with different accounts and it's hard to prove and even from like detailed accounts etc., we will never find the answers. But it's basically in terms of retrospective discounts that are applied at company level between the different companies to reward on the back of scale of business, etc.. So in a call with different contractors and lift companies they were quoting roughly about 40,000 a year or less for maintenance. At the moment we are paying just over 80,000 plus the phone lines and everything else and from a refurbishment programme the numbers we're getting and this is without any detailed survey, or understudy of a detailed specs report of what we want as residents, but also what is needed, kind of behind the scenes on the survey, is between kind of 50 to 60,000 and upwards to 80,000 if we want a TV in the lift, or other items as well. So I think as a ball park and when we were going round one company this week, which I'll share the name, but maybe not in the minutes, was, they were saying, everything was basically 50% off when we were talking in numbers and this is without us negotiating or anything else. The one thing that was highlighted was the need, from several companies, to use a consultant in the same way that Ilex is our consultant at the moment and this is so that they can cross check every cost. They can build a spec of what's needed, because most of the time lift companies will over spec on purpose, because they know that we don't know what we need particularly from a safety angle and all the other things that go behind, but can also work on the service element, which is if a Otis part is needed that that part is available from another company, they can go to that other company and find a quicker solution, or compare costs on those more consumable parts. So there's one company called Hemsworth, which we're waiting for them to give a date to come out and meet. They were in the middle tier, not the biggest company of consultants and not the smallest, so they're managing football stadiums and other things. So where we saw with Cornerstone, removing Cornerstone and using Ashley, it's a big enough site that he can be dedicated to and give it the full attention because he can approve, but it's also not so small scale that we are giving a project to someone that has only ever managed one lift before and you don't gain anything for that. So it's about getting those companies to quote and putting their proposals forward.

Catherine

Yeah thank you Louis for the email you circulated which was very detailed, which some of us have read, much appreciated. So what is the next step on this then, because isn't the tender due to go out?

Louis

The tender is coming and I think Stephen had raised the point following, we had a brief conversation on it and I think as a first step was to push to Rendall & Rittner the request to engage directly with other lift consultants. And Toby and myself raised this with John, who is the senior property manager, actually a few weeks before, to say that yes they are tendering

out, but we want to tender out also for the consultant, not just ask one consultant for their tender. So I think that's the first step to ask them to engage, but also you know following the right to manage, we can see also to go direct.

Catherine

Thank you that sounds great.

Louis

One last thing just on the maintenance contract that was highlighted from this company, was particularly that we are in a maintenance contract with Otis, which is for five years and also from the consultants that we spoke to as well was, we signed a contract for five years, it becomes very, either legally expensive or difficult to get out of that contract. But also from a renewal it will automatically renew on that date for another five years. So we asked immediately to Rendall & Rittner, although we are waiting a response, to not renew, and either to have a renew on a rolling basis or something, because we don't want to find that they've signed in May for another five years or something that we've not negotiated price, we are not happy with and I think that's an important step.

Catherine

Very good point.

Stephen

It raises the issue I feel Louis that first thing on Monday morning to get a clear written record that we don't want anybody at Rendall & Rittner entering into any contract without consultation with the RA.

Catherine

Are you happy to do that Louis, yeah? Great, thank you. Next on the agenda, I'm conscious that we've got 20 minutes left. I think Stephen you were going to give a quick update on the accounting audit, which Shaw Wallace, Hitesh was doing.

Stephen

Yes. A) it's been initiated, b) he's waiting on some approval from the landlords with regards to data that Rendall & Rittner have to get landlords agreement to disclose. There's no reason for that to go on too long, but with all these things there is a certain amount of delaying, stalling with any of the parties that we deal with. The key thing is to get something tangible really by April, on the basis that that's when Berkeley are reviewing their arrangements with Rendall & Rittner. Currently Berkeley are not participating in the retender process, pending their annual assessment of Rendall & Rittner. If there are problems with what Rendall & Rittner have done with our money historically even crossed the line into incompetence, then it's useful for us to say well look Berkeley you may be happy with them, but history shows that they haven't been that great in terms of delivery competence. So that's one of the factors that are influencing the timeline, but it's been (breaking up) ... It's happening, it's just a matter of getting ...

Catherine

You are breaking up a little bit Stephen. So in summary we're waiting for the R&R landlord to get consent from residents to disclose information, that's what I'd understood?

Stephen

Consent from the landlords. So Rendall & Rittner need consent from the landlords to release certain information.

Catherine

Okay, great. So very good. Alright, next you've had a conversation with Bob Ayling, who heads up the Grosvenor Waterside Residents Company Ltd. It's actually not a residents association, it's a company limited. So over to you again Stephen. So just to remind everybody Grosvenor are self-managed and that's a model that we hopefully want to adopt one day, so we were trying to get learnings from them and Bob Ayling was not available to join us today, but know that Stephen had a conversation with him a couple of weeks ago and he was going to fill us in on it.

Stephen

Yes I had an hour's chat with Bob and their Company Secretary who is a former partner at Clifford Chance. In short he said do it, the best thing they ever did, things improved massively. They'd had similar problems, funnily enough, I think it was with Rendall & Rittner in the past and just as an example they've saved 500 grand per year by running it themselves. What they did highlight was that the key requirements for it to work are an active committee of people that have some skillsets that can be applied to doing the job and a very good estate manager

Jean

What's the downside, what did they find was the downside?

Catherine

Yes Jean, go ahead.

Jean

I'm sorry, Stephen what did they find was the downside to having this arrangement?

Stephen

The downside is that the committee have to be engaged So I was able to assure them that we don't have that problem, at Chelsea Bridge Wharf. But that really was the major downside, i.e. you know with any sort of benefit there has to come some burden and they were just keen to point out that things don't run themselves. But also you can have the most useful committee in the world, if you've got a poor estate manager, or no estate manager then you're in a very bad place.

Jean

I think as a follow up, I think we need to be very clear and maybe we could get a list from them in terms of what exactly the committee will be taking on.

Stephen

Well exactly what we're doing now Jean. I mean it's essentially feeding instructions to the estate manager as the client, rather than the instructions at the moment nominally coming from the landlords, whereby the RA has some input with regards to review and a certain amount of oversight. So it's not that there would be anything more onerous than what we're

doing, but by definition our role in the equation would be stronger, because instead of being a potential employer, which we are to Brian at the moment, you disintermediate the Rendall & Rittner component. So you have a direct line of communication with the estate manager who is working for you guys as the committee, rather than technically working for Berkeley, Fairhold Artemis Estate Management, whoever it might be.

Jean

Okay if that's all there is I just want us to go into this with our eyes open. Thank you.

Stephen

Agreed.

Catherine

Paddy would like to say something, go ahead.

Paddy

Excuse me, I just want to say something brief, I think one thing here Stephen and to the rest of the committee, is a word used a lot in my industry, called sustainability and I think we should do a sustainability test as well at some time, because there's a lot of us here, kindred spirits, we've all got the same objectives, but what if, and that's one thing I'd be concerned about in the future, it could go from RTM back to management again. But that's something down the road, for the time being, it's just something we should keep in the back of our minds, as the people we have, you know are we always going to have them.

Stephen

Agreed.

Paddy

That's all, okay.

Stephen

Yeah we want to build a structure don't we that actually has the ability to function regardless of the identify of the individuals on the committee at any one time.

Paddy

Exactly. That's it. Okay, thank you.

Stephen

Good point, Paddy.

Catherine

So next is a quick update if any on Sopwith Way, Louis over to you again.

Louis

So just very briefly, so Berkeley and Rendall & Rittner met with Battersea Power Station. They are aware of the project, Battersea rejected the barrier proposal that we put forward as a first draft, because they will have to remove the bollards that are under the railway that are what they call, like vehicle impact resistant and they were saying that the barrier that we put

forward, if a lorry was to drive straight through the barrier, it would just take the barrier out. So what has happened was it was pushed back to the contractor that was proposed to come up with an alternative solution. They've come back with a quote, but it was around 67,000 and the, Berkeley and Rendall & Rittner are putting that back to Battersea Power Station within the next month and asking them basically for the difference at least between the first quote and the new quote going forward and hopefully also cover the rest. And not, to be confirmed, but how Brian had put it to me, was that apart from the link between the barrier and the management office concierge, which was the most minimal cost of just like a couple of thousand pounds, they were actually going to try and push for Battersea Power Station to pick up the whole cost of that. So at the moment it's that we haven't shared in terms of the details of spec and everything else, because we're waiting to see their feedback first and then push it back to the Residents Association to agree.

Catherine

So are we looking at bollards, rather than a barrier?

Louis

No a barrier, but the barrier that has, is more structured and supported, that basically would stop like an impact from a vehicle. But also I think our concern was to make sure that it doesn't look like we're entering a prison thing, so there needs to be a balance between the two.

Catherine

Yes, thank you. Was there any update, moving onto insurance? Stephen I think this is something with Fairhold Artemis?

Paddy

Well the good news is that eventually we got the paperwork required, which my contact is in insurance, he's an underwriter, he is involved a lot with Marsh, who do all the Berkeley Homes, so he's presented all that paperwork on Friday when we got it across to Marsh. It was too late in the day to get a response, but he's got the necessary paperwork and if he needs anymore info, we'll ask. He thinks he's got enough and hopefully they will now quote us, they insure the other buildings for Berkeley Homes in all their other properties, so hopefully we'll get something from them. I said can we also go to two others at least. He did say to me that there are a limited amount of companies, I was amazed, he said it's not like car insurance where there's hundreds of insurance companies, it's a very limited industry, availability. I'm not saying there's one or two, but there doesn't seem to be a massive amount that you can compete with, they'll be the top three and that will be it. So his name is Duncan, he will, Duncan will present these, once they come back, then he will look at that, present it to us and he will check with the others. So hopefully by this time on the next meeting we'll be able to say right we can proceed with, Stephen will have already proceeded to discuss this matter. But we're getting somewhere at last. It took a long time but we got there. Okay?

Catherine

That's great news.

Stephen

Just to pick up on that point we were waiting for a long time.

Catherine

It's been over a year I think, it's been a really long time.

Stephen

Yeah, it has and essentially the reason for that is the thorn in our side in terms of the most difficult landlord are the estate management, the Fairhold Artemis people, who are obstructive and passive aggressive. They refused to engage with us initially, on the basis that we weren't a recognised RA, we were able to evidence eventually after multiple emails that we were and that's why they've finally stopped stalling. But this is what I was referring to earlier on in terms of the retender discussions with these guys, you know it's that sort of corporate cloak of respectability where you'll get holding emails and people pretending to be helpful, but the subtext is, we don't like what you're doing and we're going to drag our heels as much as possible and there's not much that we can do about, but just keep plugging on.

Catherine

Thanks Stephen. So next on the agenda was, I'm going to jump one and go to the AGM, which is due to be on the 8<sup>th</sup> May and you've booked a room at the Pestana Hotel. I just wondered what we need to do to get ready for this AGM?

Stephen

I assume it will be just, I mean my suggestion, this is one person's vote, that we essentially sit up on the podium as the committee and present to the residents in person in the context of them being the audience as you would get at any corporate AGM and answer questions accordingly.

Catherine

So presumably we need to add the time for the AGM?

Stephen

We do definitely, yeah. That needs to be done as of this week I suppose.

Catherine

And who is going to work on the agenda for this meeting?

Stephen

All of us.

Catherine

Aaron says he's happy to get it going, which is great. Thank you. Alright it's going to be a work in progress, but I realise that in April there's a lot of holidays, there's Easter, people are going to be away and if we don't get the ball rolling, we might not be ready. In terms of advertising it, are we just going to advertise it on the app, or are we going to do a little poster?

Stephen

I think from Louis's input and Vasundhara's input previously the posters add an extra piece of muscle to them.

Catherine

Great, Louis has agreed to work on the poster, fantastic. Great. Next on the agenda, actually it was Koray, who unfortunately couldn't attend this morning, who wanted to find out if there was anything we could do about the scaffolding removal delays. There were further messages put on the app from, for more delays and he was asking is there anything we can do, anything we can do legally?

Stephen

The answer I'm afraid is no. I forwarded you the email Catherine that was the thread that I've been exchanging with Simon Challen on the subject, which you know shows the background, shows the context, shows the communications that Berkeley have published. I was a little bit put out in the sense that we've been in a dialogue with them, to the extent that we were commenting on the communications that went out at Christmas and they sent them to me as a courtesy before they posted them this month, notwithstanding they didn't incorporate any of my comments, which were very short in fact. I just thought they shared a certain lack of empathy, they were very overly business like, didn't emphasise the point that Berkeley are genuinely frustrated by it as we are, probably not quite so much to the extent that they don't have to look at it every day and that they were sorry. But they were unable to incorporate those two pieces into the equation. I keep making this slightly twee point, the only thing worse than scaffolding if you've got cladding, is not scaffolding, i.e. that means that nothing's being done and/or the residents are having to pay for it. What people probably still won't completely appreciate is what Charlie and John Blackmore did in securing Berkeley's agreement to pay for this and manage it, is massive in terms of saving the residents very, very large bills. And actually picking up on Jean's point in terms of Grosvenor, what's the downside, they didn't have that relationship and weren't able to get that nailed down before they went self-managed and as a result of that, those guys are currently on the hook for 20,000 a pop each in some cases. So you know I hate the scaffolding as I say repeatedly more than anybody, but I think I need to perhaps be a bit clearer in explaining to people what a good place we're in relatively, even though it's bloody annoying that the scaffolding is now not going to go down. I think it's all going to be gone now by sort of end of July. But I wish that wasn't the case, but we're lucky that's been up in the first place in some respects.

Catherine

Lucky not to be paying for it. Paddy did you want to add something?

Paddy

Is it too late in the day, I'm prepared to do it, I can ask some big scaffolding companies, I'll photograph it, send it to them and ask them how quickly could they get it down and just say ...?

Stephen

Yeah let's, that would be great Paddy. I mean I'm taking what we've been told on face value.

Paddy

Yeah it depends on who you talk to. I'm doing scaffolding at the moment in two buildings in Brighton and you call 20, I'm busy for the next six months, I'm busy for the next five years and the next five, yeah when do you want it up mate, next week. Now they're smaller, much smaller than that, but scaffolding is scaffolding, you start at the top, you bring it down, the same guys, the same insurance and honestly, obviously we wouldn't be able to pay a bill or

anything, but we could say look we've got somebody to take it down and they can be there in three weeks' time. And you're right there is a massive shortage of scaffolders in the UK, but it depends, there's hotspots and London is obviously a hotspot, but I could try it, we've nothing to lose.

Stephen

Let's give it a go Paddy, it can't hurt and it would be useful again to show that we have our own channels and not to pull the wool over our eyes potentially.

Paddy

Yeah if there's a company, I'll check it out just to see, this week. I've got a couple of days I'll be able to just ring around and call people, email people. Okay, thank you.

Stephen

Cheers, Paddy.

Catherine

Thank you, Paddy. And we're almost at AOB, but actually Dorota has joined just on time, to maybe, do we have any update on the next Residents Newsletter, which we said at the last meeting?

Dorota

No I'm sorry everybody, I have been completely paralysed by you know the latest events. I know it's not an excuse, but it has taken a toll on my mental health, the fear for my family, who is on the East also with the latest bombings. So I will do it this week. And my question is do you want me to insert anything more apart from the plan that we circulated on the app in January, in terms of changing the management structure, how it's going to happen, do you want me to add anything else to it or? I think that's the most important thing, right?

Catherine

Dorota, I'm going to let the chair answer, but I think originally we just agreed if you could just draft something and then it will be reviewed and I'm really sorry to hear about, I didn't realise you were so personally affected and I'm sure the committee joins me. The newsletter is not a priority.

Dorota

No, no, no, but I think it's because the last one was in December, I think we really should aim once a month minimum, there's like a, you know it's very important to have some consistency, at least once a month and it's way overdue.

Aaron

I was just going to say ...

Catherine

Louis is happy to help, sorry, not Louis, Aaron.

Dorota

Hi there.

Aaron

I'm happy to help or take it off your hands or whatever can be of ...

Dorota  
Okay brilliant, yes.

Aaron  
I'll just draft something and I'll email it around.

Catherine  
Lovely, thank you Aaron, brilliant.

Stephen  
And to pick up on your point Dorota in terms of the key message I think it's and I'll be a contributor on this, a little bit of an explanatory note about the retendering, what we're doing and why we're doing it essentially and how we're doing it.

Catherine  
Okay.

Dorota  
So shall I work based on what we already circulated on the app, or do you want to draft something else for us? It's up to you.

Stephen  
I'll put something together that is perhaps a little bit sort of more user friendly in terms of the wider audience

Dorota  
Okay.

Catherine  
Great thank you. I'm conscious that it's five past eleven and we're going to be thrown out of the room soon. Just a couple of AOBs, any other business. One was mentioning the acoustic cameras, which I think is great news.

Stephen  
Yeah I mean thanks to Jean, maybe, Jean have you been able to see the recent emails, because maybe this is down to your efforts and the communication I think that you put together, but we finally squeezed some response from the local authority, to put acoustic cameras in. Do you want to take that Jean?

Jean  
Please go ahead Stephen, thank you.

Stephen  
So Jean and I have been communicating and making ourselves I'd like to say a bit of a bloody nuisance, because that's the only way you can get things done with local authorities and police it seems these days, to the extent that we were trying to highlight the dangers and the dangerous sort of conduct that we witness daily almost on Queenstown Road, most worse at weekends and during the summer months. And the local authority have agreed to put acoustic cameras in, in April. They will be there for six months and their job will be then to

compile the evidence of loud engine sounds and all that kind of stuff, which is synonymous with dangerous driving. It will be the vital ingredient then to get the speed cameras. So I think thanks to Jean's communication and the pair of us being a pain in the bum, to the police and the local authority, we've got some traction and it's a good example then of dare I say the words, 'people power,' without cringing, but in this case I think it is.

Catherine

Great. I see Kirt you had your hand up, sorry I didn't see it, did you want to come in?

Kirt

Fine, no problem. So something that is quite important with regards to the scaffolding, what we don't want is the scaffolding comes down and then people start cleaning all their balconies after the glass has been done. So I'm thinking it probably makes sense to ask them to do a full clean down of the buildings, because people are already upset about the state of the windows and if the windows get cleaned and then the people above clean their balconies, it's going to be a disaster.

Catherine

Louis do you want to add?

Louis

Could we ask Berkeley to clean the balconies as a kind of after the builders have done their job and taken the scaffolding down, that they could almost as a fair trade off with the delays that a cleaning company comes to clean and then they do the windows.

Stephen

What do we think the timeline should be?

Louis

Well as soon as the top levels comes down, which we'll start at the top, immediately the cleaning teams could follow – no?

Stephen

That makes sense doesn't it.

Louis

It's a person physically not ...

Catherine

So who's going to ask, (laughs), who's going to ask Berkeley Homes, I guess you've got the relationship Stephen I'm afraid?

Stephen

Yeah we've already done this to the extent, we've made it very clear to Brian that a) we want there to be in tandem with the removals to be a thorough external window cleaning and you know letting people know that the stuff is coming down and if they want to clean their balconies, we can't force people to clean their balconies, but to try and echo what Louis said where there is a definite nexus between as the scaffolding comes down, the window cleaners go in, which should be the prompt for then people to do their own sort of internal cleaning of the balconies and that sort of stuff. And also I think another good point was raised by Natalia

and one of the other residents that we should also just remind Rendall & Rittner that there is a third part to this, whereby any sort of structural survey that you would expect to be done on the back of the scaffolding coming down, should be taken into account, just to make sure that the effect of having steel poles and planks stuck on something for what seems like forever, but is probably about two years, hasn't affected the structure of the building. And also I think there's a collateral point as well that people have raised, whereby we just add to the shopping list for Rendall & Rittner, look while the scaffolding is up there, can we just sit down and think is there anything else that we need to do, that would benefit from the scaffolding being there, before it comes down. So I suppose it's a two tiered discussion, one is as the scaffolding comes down let's use that as the trigger to make the place look decent again with windows and all of that kind of stuff, but secondly I would be livid if we find out we've got issues that we need scaffolding within six weeks of it going down and somebody has to put them up again. So all these things have been realised and it's really the next big thing on the shopping list.

Catherine

Thank you Stephen. Sorry Paddy did you want to add?

Paddy

Just very briefly, just thinking that quickly through Stephen, you are quite right, they've done that before as well. It's the roof that needs checking and any air con and Sky stuff, or any electronics on the roof, it's a great time to do it. The other thing is do we know the name of the company that, the scaffolding company, because I'll phone them rather than ... Who is it?

Louis

DWG.

Paddy

DWG, right. Well I'll get onto them, because thinking it through, if we can't even threaten them with anybody else, because it's the property of DWG, so then I would have a problem immediately. So nobody else can touch that, it's their property, the scaffolding, but it's to try to get to ... Has anybody spoken to DWG at all, Catherine, do you know? Has anybody made direct contact? No. Well I'll make direct contact. One final thing, I understood in my flat in Centurion that the balconies are owned by a separate company than the window cleaning. Is that correct, or incorrect?

Toby

Some our owned by the freeholder still, but I don't think that's the case in all buildings.

Paddy

Yeah I think in Centurion they lease the balcony contracts to somebody else. But it's not an issue for there, but it might be worth checking on the other two, just as a matter of interest. Okay I'll ring them rather than shop around for others, I'll ring DWG and report back.

Catherine

So Paddy and Stephen, Kirt just put in the chat, that it would be great if we can get moving on the discussions if we can, because I think Horace is meant to come down very soon.

Stephen

Yeah the discussions have already started, but on the back of this, I think we just need to check in writing again, just with bullet points that what we've just said is acknowledged and taken into account. It's a lot easier for people to claim that things weren't discussed if it's not there in a bullet point on an email somewhere.

Catherine

Great. I think it's time to wrap up. I'd like to propose that we have the next meeting on Sunday 24<sup>th</sup> April, which is after Easter and also before the Bank Holiday weekend and before the AGM. I haven't had a chance to check this with the Chair but ...

Stephen

It sounds good to me, Catherine. You lead and I will follow, that's the dynamic.

Paddy

What time Catherine?

Catherine

11 O'clock hopefully if the room is available, we'll go back to 11 O'clock, today was because there's another meeting about to start.

Paddy

I know, okay thank you.

Catherine

And I'll confirm of course with everyone. Right if there is nothing else, thank you very much. Sorry one more item?

Aaron

So with Warwick building we're looking into replacing the carpets and the paint in the corridors, it's supposed to be replaced every seven years by the freeholder, at least that's what it says in the leases when you basically purchase and they've not done so. So I'm going to be chasing, doing some chasing up with them and it would be good to know if it's the same with the other buildings, because if we're doing some work and it can be coordinated it would be cheaper.

Toby

All the leases are different, it's not, I know it's not in Lanson and Howard building.

Louis

I'm in Warwick as well but one part of Warwick is seven years and the other part is five years. But the one point that Brian and John have raised off this was that the work ... particularly for Warwick ... is more and they were saying they wanted to understand how much money was needed for the lifts, which is the biggest project and yes they are aware that we're already past the timeline, but what they didn't want to do is then end up sending Section 20 notices out to say we are doing the lift this year and we are also doing the corridor and the ceiling. So it's a good point and I think we need to push, but it's, that they need to meet that, but I think most ...

Toby

If they've breached the lease, is there not an argument to get them to pay for it then or?

Aaron

I mean I'll read through my lease and see where the costs fall as well.

Toby

It will be down to the leaseholder, but the problem is with Warwick that it's just like nothing ...

Catherine

Okay so you'll ...

Aaron

I'll look into it then.

Catherine

Aaron will look into it. Qin noted also that on the app there were a lot of questions about window cleaning that doesn't seem to have been done recently. I would agree with that, does anybody have a different view?

Stephen

I've responded on an email and copied Larisa that sets out how our stall. Just to be clear on that the RA specifically instructed Jennifer Mann not to spend money on window cleaning that had scaffolding in front of it. So if the scaffolding has come down, then window cleaning should commence. But what worries me is from what I've seen from a resident is that there's a line item on the service charge bill for 24k for window cleaning. Well the whole purpose of the engagement with Jennifer was that, don't waste money on windows that have got steel and planks stuck in front of them, we want it all done very promptly and very well as soon as it comes down. I mean we didn't know at the time how long that was going to take, but that's the back story with the window cleaning.

Toby

Can I just jump in there. That message on the app was a draft budget that Andy put on there and I don't think they did spend any money on window cleaning on those buildings last year where the scaffolding is.

Stephen

Oh good, okay. So this is going forward?

Toby

Yep.

Stephen

I mean we may want to and I don't know if anybody has any contacts in the window cleaning world, but again you know any numbers we seem to get from Rendall & Rittner always seem larger than they need to be. So I don't know if we can, anybody can see if we can get some alternative specialist window cleaners that can be more competitive than what we've got. I'm just putting it out there.

Toby

Me and Louis are happy to do that.

Stephen  
Thanks, cheers Toby.

Larisa  
Just, sorry, Larisa here, just really I don't seem to know how often the cleaners ...

Toby  
It's three times a year they do window cleaning.

Catherine  
Only three times a year!

Toby  
That's all we pay for, three times a year they are meant to do the exterior of the building one time a year, which I've never seen.

Catherine  
Alright, thank you very much everyone, I realise it's now quarter past eleven and you have better things to do with your Sunday I'm sure.

Stephen  
Cheers, guys. Sorry about the quality of the line and lack of video connection.

Catherine  
Thank you very much everyone, have a lovely Sunday, see you next time.

(Goodbyes.)

END OF MEETING