

Louis has been a CBW resident since 2011 and joined the Committee in 2021. He has worked on projects relating to service charge, maintenance and Sopwith Way. As building rep., he fought R&R to win Warwick residents a credit for overcharged electricity.

Larisa has been a CBW resident since 2010 and joined the Committee in 2022. She has worked to improve communication and transparency.

To date, the Committee has worked with R&R to improve service whilst petitioning Berkely Homes (BH) for an alternative agent. This approach has led to better oversight for leaseholders and securing recognition of the RA by freeholders.

Going forward, Louis and Larisa would lead the Committee in taking a more robust approach, using all available levers.

The following summarise our key objectives.

Management

- Challenge freeholders on current management.
- Engage with onsite management to improve standards and benchmark against industry best service levels.
- Ensure that KPIs set by the RA & freeholders are implemented.

Service charge

- Challenge historical and current service charges.
- Request long-term capex figures to plan future costs.

Parcels

- Push for an improved, low cost, secure, parcel management system.

Lifts

- Instruct external consultants to advise on lifts to mitigate downtime, reduce maintenance lead times and extend life expectancy whilst managing costs. (The RA has estimates for refurbishment at -£1.3m less than R&R estimates).

Safety & Security

- Maintain engagement with local police and councils.
- Review CCTV upgrade with managing agent, taking a long-term view.
- Review onsite security personnel.
- Sopwith Way barrier so that only CBW residents have 24-hour access.

Energy & Resources

- Push for energy measures to be further expedited to reduce energy costs.
- Examine ways to be more environmentally friendly.

Please watch our video for more details.

