

**Residents Meeting Minutes**  
**Held At Chelsea Bridge Wharf Pestana Hotel,**  
**16<sup>th</sup> July 2014, 19:00**

| R&R Attendees   |  | Apologies     |
|---|--|---------------|
| Richard Daver – RD<br>Jo Watson – JW<br>Harry Fenner – HF<br>Rob Hays – RH<br>Victor Bannister – VB |  | None          |
| Circulation   |  |               |
| CBW Residents   |  |               |
| Meeting started 19:07   |  |               |
| Agenda Points   | R&R introduction to residents on roles and responsibilities  | Action & Date |
| R&R introduction  | HF - Gave introduction of all staff to residents, detailing the hierarchy structure and their involvement with Chelsea Bridge Wharf. Introducing Sonata as the new Head of Concierge.  |               |
| Agenda Points   | Projects currently in progress   | Action & Date |
| Projects (Current)  | <ul style="list-style-type: none"> <li>- Car Park expansion joints- work to be completed by Wednesday 29<sup>th</sup> July.</li> <li>- Roof Repairs to all buildings –Survey has been carried out and remedials due to be done imminantly.</li> <li>- Apartment system servicing <ul style="list-style-type: none"> <li>o A preferential rate has been given by CES to carry out the maintenance on the mega flow, air con and ventilation systems, letters to be sent out soon</li> </ul> </li> <li>- Security door project <ul style="list-style-type: none"> <li>o Not all blocks will require consultation due to value of works. The initial ballot will indicate whether there is any interest in the project before we move forward on to consultation.</li> </ul> </li> <li>- Major redecorations <ul style="list-style-type: none"> <li>o Howard, Lanson, Burnelli and Warwick. Second notices detailing costs and specifications will be sent out soon.</li> </ul> </li> <li>- Residents welcome pack <ul style="list-style-type: none"> <li>o HF states this will be uploaded onto</li> </ul> </li> </ul> |               |

|                             |  |                          |
|-----------------------------|--|--------------------------|
|                             | <p>R&amp;R online over the next week or so.</p> <ul style="list-style-type: none"> <li>- Concierge service level agreement</li> </ul>  |                          |
| <b>Agenda Points</b>        | <b>Projects planned for 2015</b>   | <b>Action &amp; Date</b> |
| <b>2015 Projects</b>        | <ul style="list-style-type: none"> <li>- Ceiling tile project- VB is currently sourcing a consultant to advise on the best systems.</li> <li>- Water feature pathways, lining and lighting system. We have had surveyors check the integrity of the concrete that supports the ponds as leaks have been occurring. The reports state the concrete is structurally sound.</li> <li>- Energy usage across the estate. A trial floor is going to be carried out in Warwick building to see if the return on investment will be lucrative.</li> </ul>  |                          |
| <b>Agenda Points</b>        | <b>Reporting to the RA</b>   | <b>Action &amp; Date</b> |
| <b>Monthly RA reporting</b> | <p><b>HF</b> explained what is reported back to the RA on a monthly basis.</p> <ul style="list-style-type: none"> <li>- Leaseholder Issues</li> <li>- Health &amp; Safety</li> <li>- Site Issues</li> <li>- Management projects</li> <li>- Balcony breaches</li> <li>- Security review</li> <li>- Concierge complaints analysis</li> <li>- Insurance claims</li> </ul>   |                          |
| <b>Agenda Points</b>        | <b>Financial Update</b>  | <b>Action &amp; Date</b> |
| <b>Finance</b>              | <p><b>JW</b> discussed the following with the residents in attendance</p> <ul style="list-style-type: none"> <li>- 2013 accounts status. There has been a slight delay on delivering the accounts, due to the late arrival of the previous agent's accounts. In addition the portfolio accountant that works on CBW has recently left us which has caused some setbacks also.</li> <li>- 2014 position and expectations</li> <li>- 2013 accounts overview</li> <li>- 2014 expenditure. There has been overspend on the estate schedule due to the amount of failings on the water features ( Pumps, filters</li> </ul> |                          |

|                  | etc)<br>-  |               |
|------------------|--|---------------|
| Agenda Points    | R&R Online   | Action & Date |
| R&R Online       | <ul style="list-style-type: none"> <li>- <b>JW</b>-R&amp;R online has been running since last year on CBW.</li> <li>- Easy way to communicate between Concierge desk and tenants as well as between staff and reporting any faults or requests quickly.</li> <li>- Tenants will be able to pass jobs on to staff members</li> <li>- Payments are now set up on R&amp;R online</li> <li>- All useful information has now been uploaded, insurance docs etc.</li> <li>- <b>JW</b>- A new postal system is being looked into at current which should enable residents to track their items more closely as well as reducing the risk of human error.</li> </ul>   |               |
| Agenda Points    | Tenants Feedback and Questions   | Action & Date |
| Tenants feedback | <p><b>Q: Someone should be here from Berkeley's?</b><br/> <b>JW:</b> As we represent the client (Berkeley's) we can liaise with any issues or questions and come back to you. As this is what you pay your service charge for and we will be happy to help.</p> <p><b>Q: Update on the Gym from previous meeting?</b><br/> <b>JW:</b> Unfortunately it has been discussed and Berkeley's cannot find any commercial operator available to take this on.</p> <p><b>Q: Clarification of what £133 means in regards to costings in boiler contract?</b><br/> <b>HF:</b> The breakdown is £19 a unit on a 2 bedroom apartment where there are on average 7 units. This will vary depending on the size of your apartment.</p> <p><b>Q: Will the piazza fence line go back to blue – the colour scheme of grey is much better?</b><br/> <b>VB:</b> The grey is just an undercoat and will be going back to blue.<br/> <b>HF:</b> Next time it is due to be painted we will look at the possibility of a vote on the colour.</p> <p><b>Q: Update on Pet licences from previous meeting?</b><br/> <b>HF:</b> The pet licences are still in place and you will need one if you have a pet, E&amp;M have stated that the one cost is now for the life of the pet. Not yearly.</p> |               |

|  |  |  |
|--|--|--|
|  | <p><b>Q: Outstanding service charge – intimidation from R&amp;R’s lawyers.</b><br/> <b>JW:</b> Explained the process and that there are plenty of reminders to pay your S/C before you get to this stage. R&amp;R are happy to speak about your private matters privately should you wish. The leaseholder was not happy with the tone of the lawyer’s letters.</p> <p><b>Q: Security cameras in P2 and the cleanliness of the car park levels</b><br/> <b>JW:</b> explained that this falls under PPL and we will discuss with PPL directly. It was mentioned that they are contracted to Berkeley’s, however please raise any issues with the R&amp;R management team.</p> <p><b>Q: Car Parking – Damaged gate in car park – why did it take so long to repair?</b><br/> <b>JW:</b> explained that as this was an insurance claim and that the works cannot be done without the authorisation of the insurers.</p> <p><b>Q: We would like to thank you for all your hard work and it has been noticed.</b></p> <p><b>Q: Monthly Residential update – why are they not on R&amp;R website?</b><br/> <b>JW:</b> There is private information that mentions leaseholder’s details and complaints. Naturally we cannot divulge this information due to data protection. Only the RA Directors and management can have this information. We will look into providing a report which has the private information deleted for or residents.</p> <p><b>Q: Stair case floor numbers for fire fighting in Burnelli?</b><br/> <b>RH:</b> This has been completed on all floors.</p> |  |
|--|--|--|

Meeting ended 21:25