

# CBW RESIDENT'S MEETING

PRESENTED BY:

Richard Daver & Jenniffer Mann

17 August 2020



# AGENDA

- Introduction
- Fire Safety
- Service Charges
- Estate Management Team Structure
- General Update



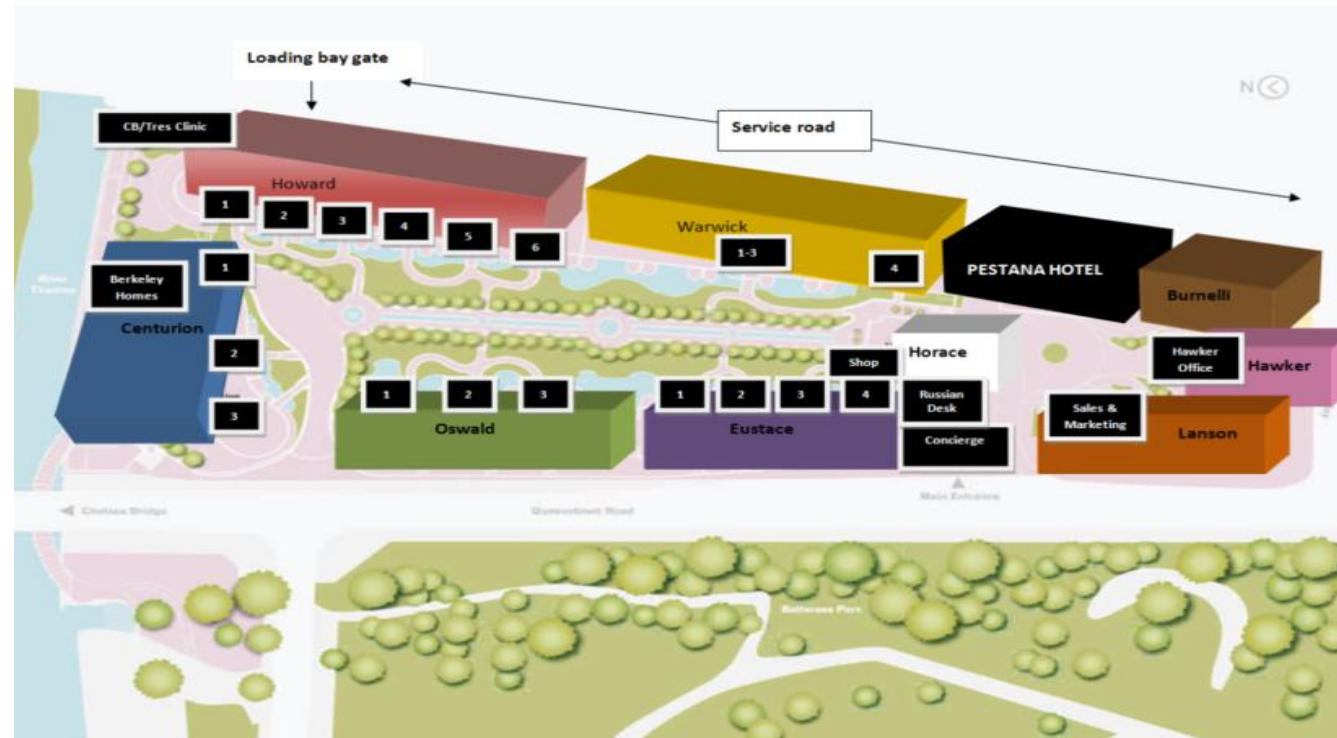


# FIRE SAFETY



# RECAP

- Lanson, Hawker, Horace, Oswald & Eustace Buildings have elements of ACM
- Hawker – very limited strips of ACM
- Oswald & Eustace – end elevations and limited areas to Queenstown Road (No ACM on Courtyard elevations)
- Howard, Centurion, Warwick & Burnelli **do not** have ACM





- Lanson, Hawker, Horace, Oswald & Eustace Buildings – **Evacuation strategy**
  - Leave building on hearing audible alarm, or if directed by site staff or fire brigade
- Howard, Centurion, Warwick & Burnelli – **Stay Put strategy**
  - Stay within apartment (unless location of fire) and await fire brigade attendance if required
- Familiarise yourself with the fire plans displayed in each building and on R&ROnline
- Waking watch strategy covered by two concierge staff at reception desk
  - primarily alarm monitoring and investigation
- Additional role (24hr) for enhanced fire safety patrols – applies to entire development (service charge cost from April 2018)





# ACM REMEDIATION

- Remediation works organised and funded by Berkeley Homes
- Application to Government ACM fund no longer required
- Covering full extent of work and cost as per Government fund prospectus
- Berkeley also remediating the High Pressure Laminate (HPL) cladding on Lanson as part of project
- Not aware to date of any works falling outside the scope of Berkeley funding



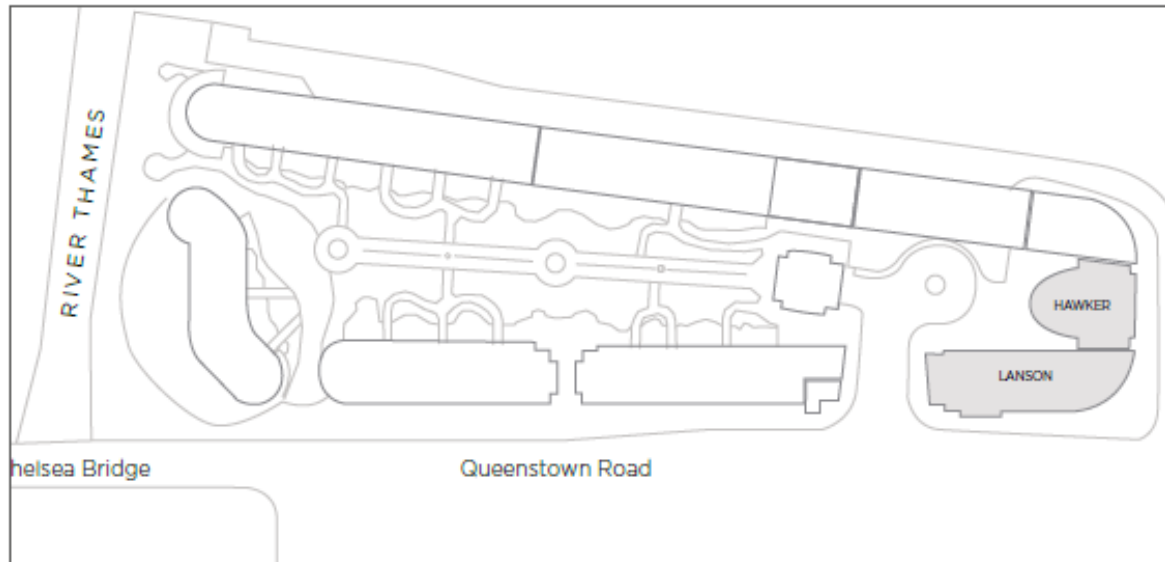


- Berkeley information leaflets issued to residents of buildings with ACM
- Scaffolding initially required for survey work and cladding measurements
- Overlapping works as multiple buildings being worked on
- Regular updates via R&ROnline
- Loss of light and noise limited as much as possible
- Periods of inactivity – particularly during cladding manufacture
- Some access to balconies and terraces required
- Project being managed directly by Berkeley team



# LANSON AND HAWKER PROGRAMME

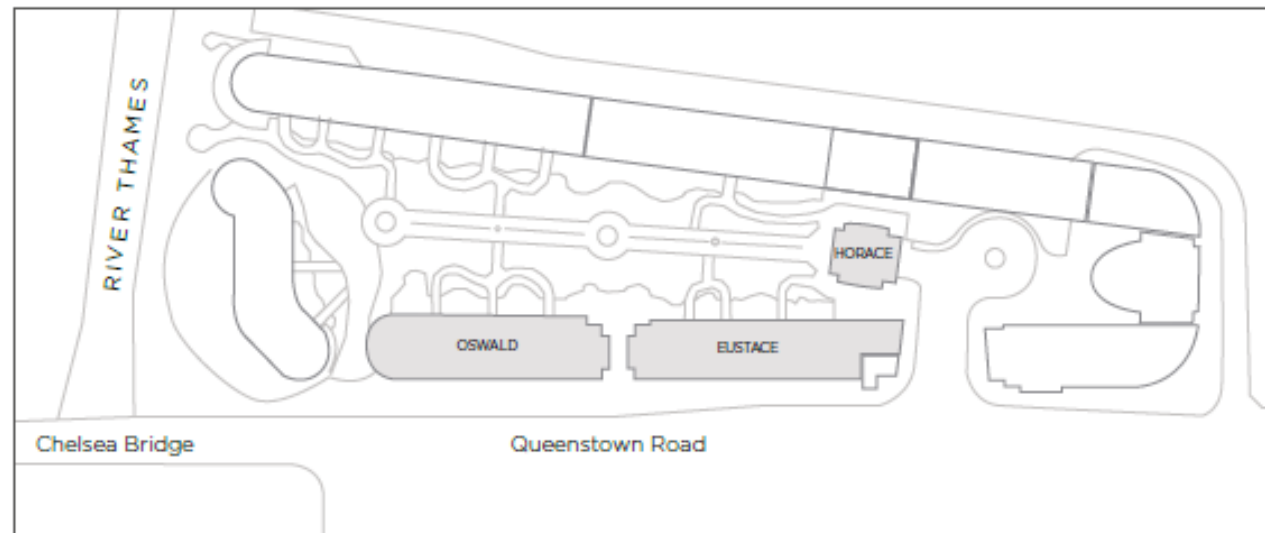
- Scaffold erection – June 2020 – October 2020
- Detailed Survey Works – June 2020 – October 2020
- Cladding Replacement – October 2020 – February 2021
- Scaffold Strike – October 2020 – February 2021





# HORACE, OSWALD & EUSTACE PROGRAMME

- Scaffold erection – July 2020 – May 2021
- Detailed Survey Works – July 2020 – May 2021
- Cladding Replacement – October 2020 – July 2021
- Scaffold Strike – November 2020 – August 2021

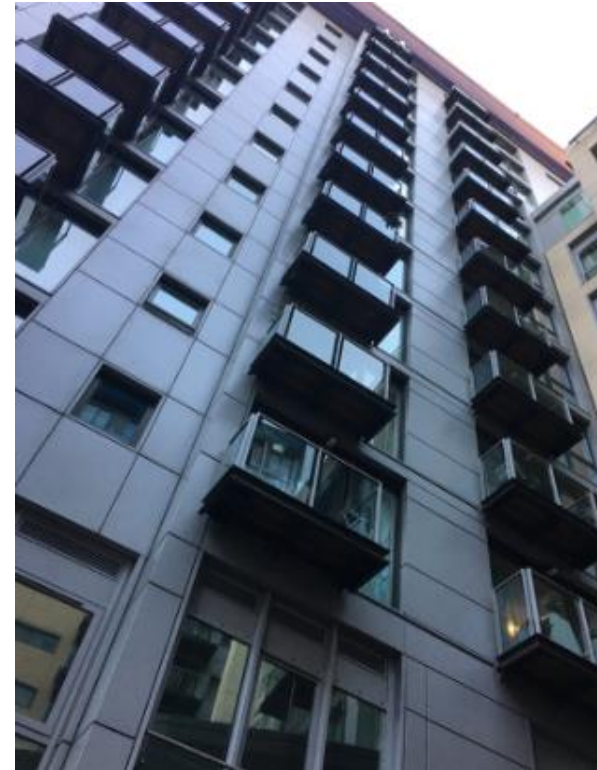




- **External Wall System** form – required by mortgage lenders to confirm fire safety of façade for buildings over 18m (estimated at 12,000 buildings)
- Not legislation but follows guidance from Ministry of Housing Communities and Local Government (MHCLG)
- Introduced in December 2019 due to mortgage lenders reluctance to lend and valuers valuing thousands of properties at £0
- Confused by MHCLG consolidated advice note issued in January 2020
- Many lenders now asking for an EWS1 for buildings under 18m, potentially brings thousands of buildings in scope
- Very limited fire engineers available – many have had PI insurance removed, reduced or restrictions applied
- Berkeley have procured EWS1 forms for Warwick, Howard, Centurion and Burnelli – available on request where a sale or remortgage
- Buildings have B1 rating – Combustible elements are present but in the view of the fire engineer ‘the fire risk is sufficiently low that no remedial works are required’
- ACM buildings – EWS1s will be procured on completion of remediation



- Currently considered safe – evidenced by EWS1 forms for non ACM buildings
- However, early phases now over 15 years old
- Leases vary between buildings – some have balconies as leaseholder responsibility, others as service charge
- Further advice being sought as part of ACM project
- Replacement project likely due to age, but not imminent
- Essential that residents comply with development regulations – no BBQs / smoking / flammable items etc.





# RENDALL & RITTNER'S INDUSTRY ROLE

- Set up round table discussions with other large agents, RICS, ARMA and IRPM
- Responded to government consultation papers
- Provided data and information for government calls to evidence
- Monthly meetings with MHCLG
- Lobbying central government on fire safety issues





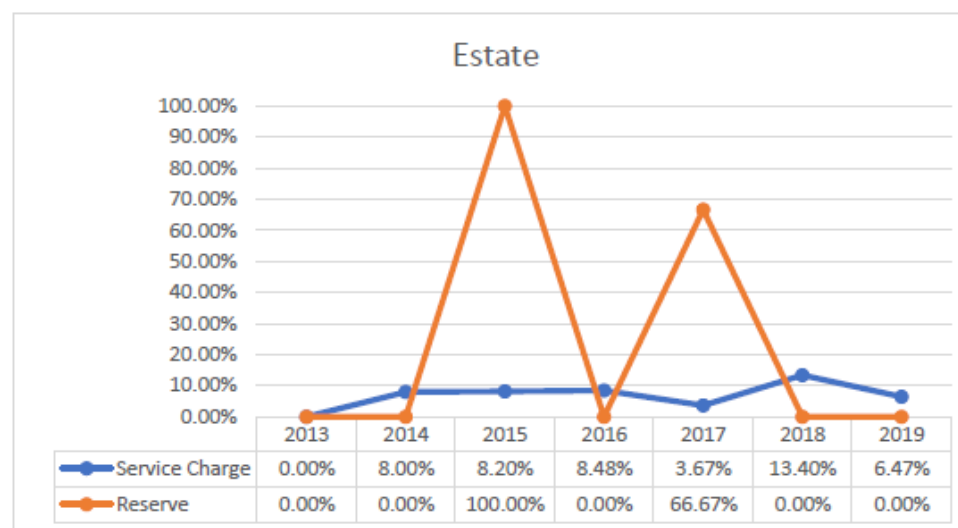
Reminder of email address to report any fire or general safety concerns:  
**[safety@rendallandrittner.co.uk](mailto:safety@rendallandrittner.co.uk)**



# SERVICE CHARGE UPDATE



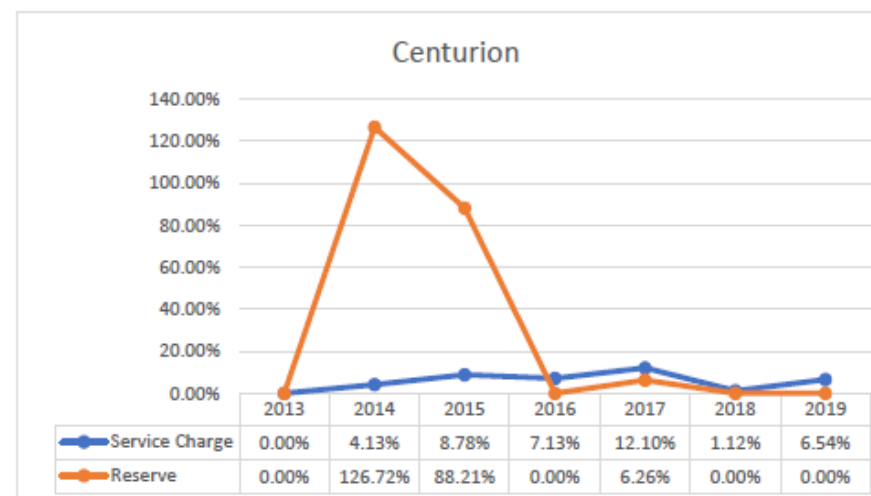
	Service Charge	Amount Increase (£)	Amount Increase (%)	Reserves	Amount Increase (£)	Amount Increase (%)
2013	£ 600,770.07		0.00%	£ 48,934.20		0.00%
2014	£ 648,809.59	£ 48,039.52	8.00%	£ 48,934.20	£ -	0.00%
2015	£ 701,994.00	£ 53,184.41	8.20%	£ 97,868.00	£ 48,933.80	100.00%
2016	£ 761,511.00	£ 59,517.00	8.48%	£ 97,868.00	£ -	0.00%
2017	£ 789,460.00	£ 27,949.00	3.67%	£ 163,114.00	£ 65,246.00	66.67%
2018	£ 895,209.00	£ 105,749.00	13.40%	£ 163,114.00	£ -	0.00%
2019	£ 953,124.00	£ 57,915.00	6.47%	£ 163,114.00	£ -	0.00%





# CENTURION RESIDENTIAL

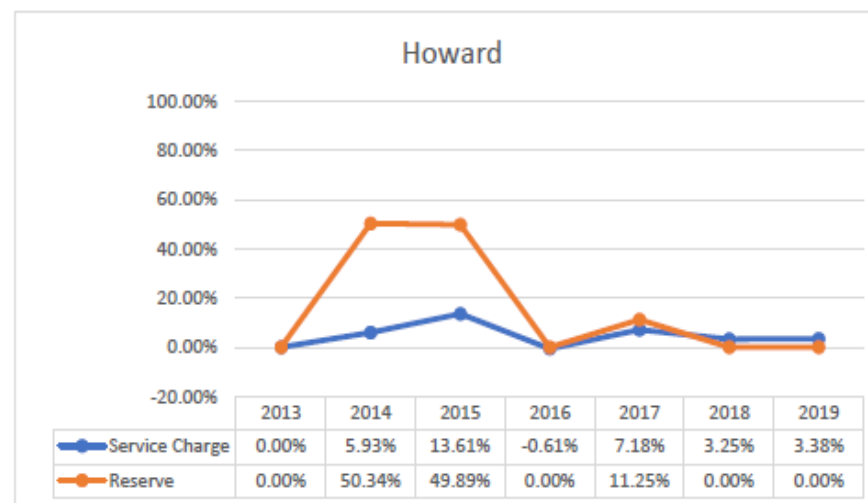
	Service Charge			Reserves		
		Amount Increase (£)	Amount Increase (%)		Amount Increase (£)	Amount Increase (%)
2013	£	251,683.00	0.00%	£	18,716.00	0.00%
2014	£	262,076.00	£ 10,393.00 4.13%	£	42,433.00	£ 23,717.00 126.72%
2015	£	285,080.00	£ 23,004.00 8.78%	£	79,865.00	£ 37,432.00 88.21%
2016	£	305,398.00	£ 20,318.00 7.13%	£	79,865.00	£ - 0.00%
2017	£	342,346.00	£ 36,948.00 12.10%	£	84,865.00	£ 5,000.00 6.26%
2018	£	346,167.00	£ 3,821.00 1.12%	£	84,865.00	£ - 0.00%
2019	£	368,817.00	£ 22,650.00 6.54%	£	84,865.00	£ - 0.00%





# HOWARD RESIDENTIAL

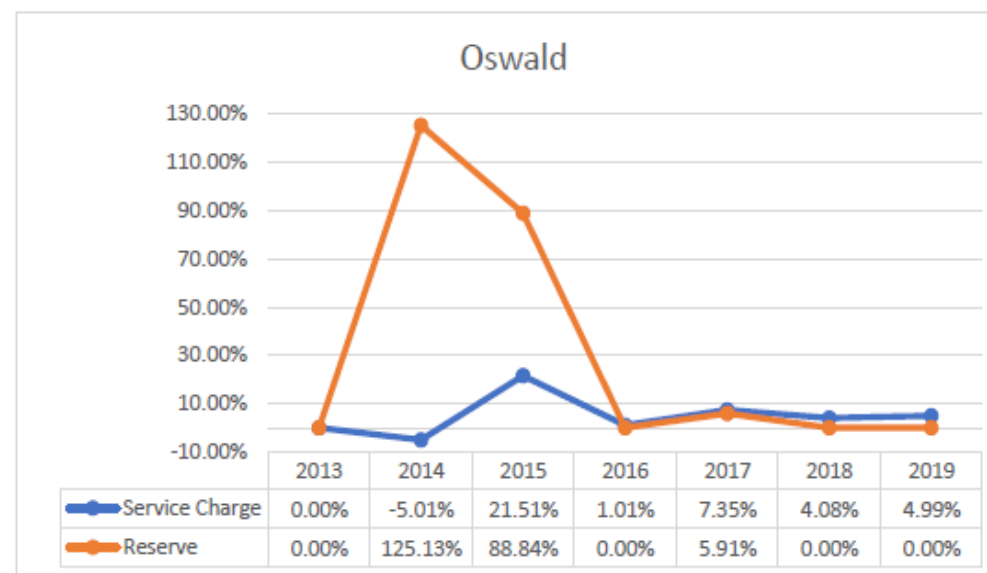
	Service Charge			Reserves		
		Amount Increase (£)	Amount Increase (%)		Amount Increase (£)	Amount Increase (%)
2013	£	408,507.00	0.00%	£	39,461.00	0.00%
2014	£	432,739.00	£ 24,232.00 5.93%	£	59,326.00	£ 19,865.00 50.34%
2015	£	491,618.00	£ 58,879.00 13.61%	£	88,922.00	£ 29,596.00 49.89%
2016	£	488,604.00	-£ 3,014.00 -0.61%	£	88,922.00	£ - 0.00%
2017	£	523,679.00	£ 35,075.00 7.18%	£	98,922.00	£ 10,000.00 11.25%
2018	£	540,677.00	£ 16,998.00 3.25%	£	98,922.00	£ - 0.00%
2019	£	558,967.00	£ 18,290.00 3.38%	£	98,922.00	£ - 0.00%





# OSWALD RESIDENTIAL

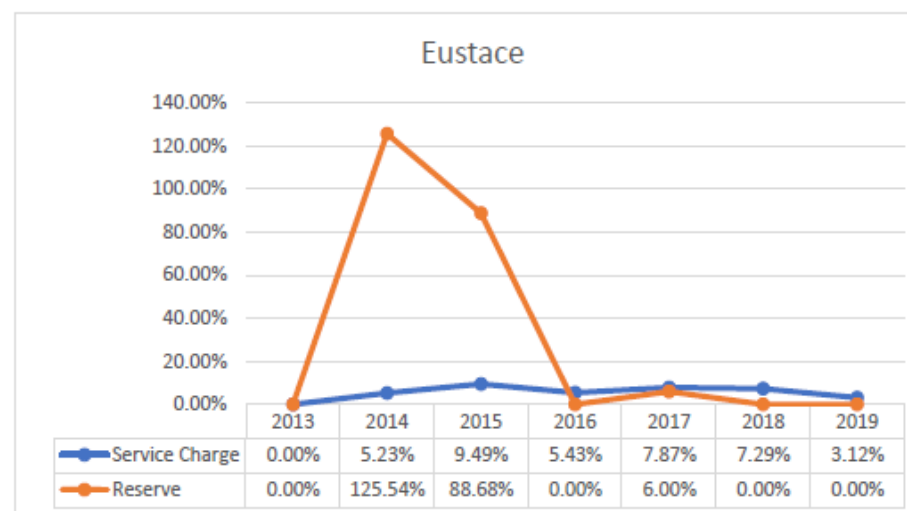
	Service Charge			Reserves		
	Amount	Amount Increase (£)	Amount Increase (%)	Amount	Amount Increase (£)	Amount Increase (%)
2013	£ 300,751.00		0.00%	£ 19,898.00		0.00%
2014	£ 285,683.00	-£ 15,068.00	-5.01%	£ 44,796.00	£ 24,898.00	125.13%
2015	£ 347,127.00	£ 61,444.00	21.51%	£ 84,593.00	£ 39,797.00	88.84%
2016	£ 350,625.00	£ 3,498.00	1.01%	£ 84,593.00	-	0.00%
2017	£ 376,398.00	£ 25,773.00	7.35%	£ 89,593.00	£ 5,000.00	5.91%
2018	£ 391,748.00	£ 15,350.00	4.08%	£ 89,593.00	-	0.00%
2019	£ 411,313.00	£ 19,565.00	4.99%	£ 89,593.00	-	0.00%





# EUSTACE RESIDENTIAL

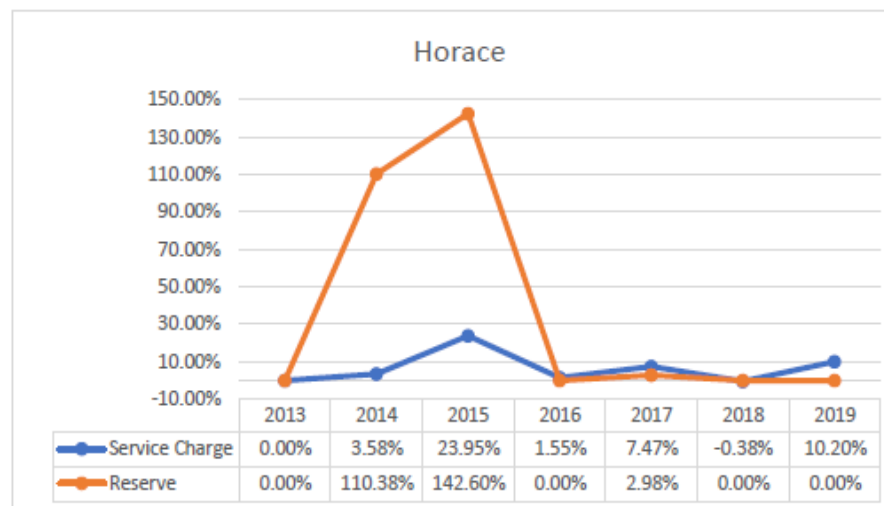
	Service Charge			Reserves		
		Amount Increase (£)	Amount Increase (%)		Amount Increase (£)	Amount Increase (%)
2013	£ 333,446.00		0.00%	£ 19,573.00		0.00%
2014	£ 350,889.00	£ 17,443.00	5.23%	£ 44,145.00	£ 24,572.00	125.54%
2015	£ 384,198.00	£ 33,309.00	9.49%	£ 83,291.00	£ 39,146.00	88.68%
2016	£ 405,054.00	£ 20,856.00	5.43%	£ 83,291.00	-	0.00%
2017	£ 436,940.00	£ 31,886.00	7.87%	£ 88,291.00	£ 5,000.00	6.00%
2018	£ 468,794.00	£ 31,854.00	7.29%	£ 88,291.00	-	0.00%
2019	£ 483,402.00	£ 14,608.00	3.12%	£ 88,291.00	-	0.00%





# HORACE RESIDENTIAL

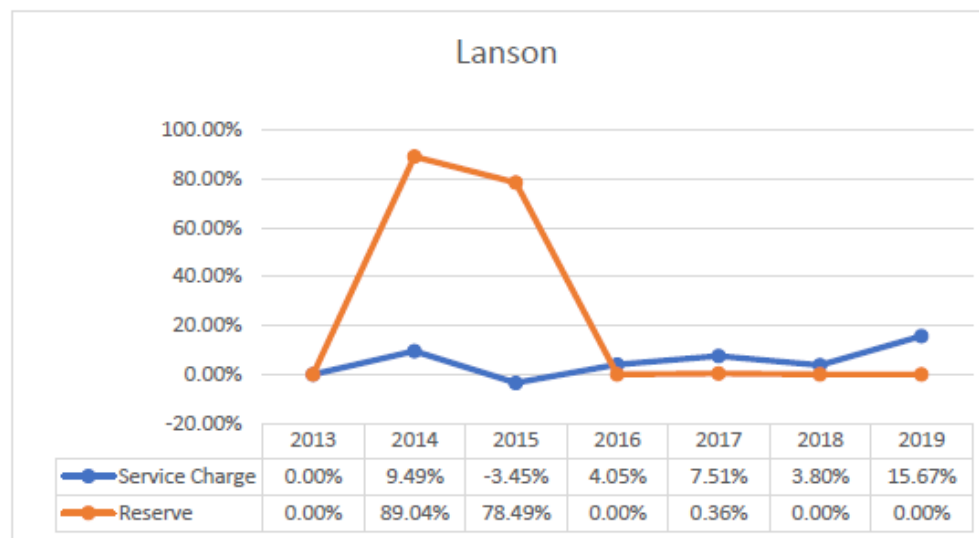
	Service Charge			Reserves		
	Amount	Amount Increase (£)	Amount Increase (%)	Amount	Amount Increase (£)	Amount Increase (%)
2013	£ 65,360.00		0.00%	£ 4,530.00		0.00%
2014	£ 67,701.00	£ 2,341.00	3.58%	£ 9,530.00	£ 5,000.00	110.38%
2015	£ 83,917.00	£ 16,216.00	23.95%	£ 23,120.00	£ 13,590.00	142.60%
2016	£ 85,219.00	£ 1,302.00	1.55%	£ 23,120.00	-	0.00%
2017	£ 91,584.00	£ 6,365.00	7.47%	£ 23,808.00	£ 688.00	2.98%
2018	£ 91,237.00	-£ 347.00	-0.38%	£ 23,808.00	-	0.00%
2019	£ 100,541.00	£ 9,304.00	10.20%	£ 23,808.00	-	0.00%





# LANSON RESIDENTIAL

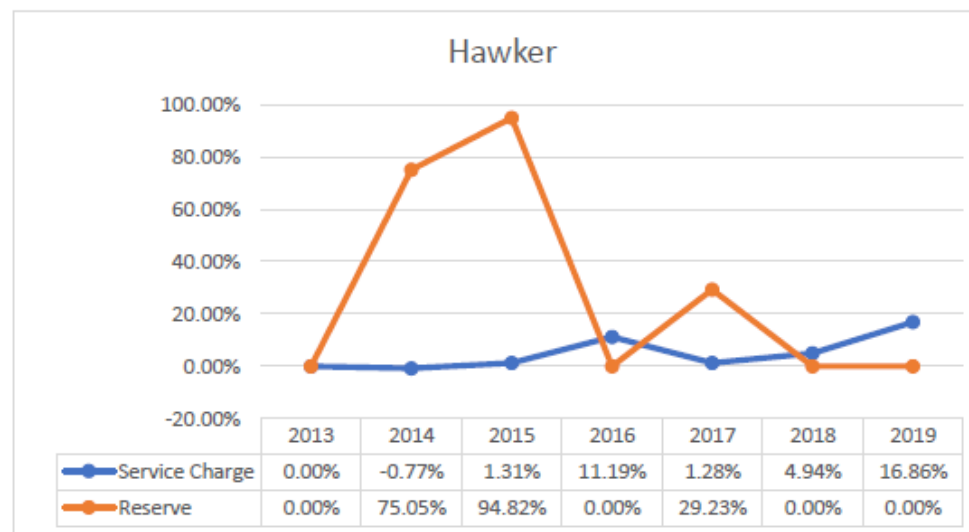
	Service Charge	Amount Increase (£)	Amount Increase (%)	Reserves	Amount Increase (£)	Amount Increase (%)
2013	£ 263,884.30		0.00%	£ 18,273.32		0.00%
2014	£ 288,930.51	£ 25,046.20	9.49%	£ 34,544.09	£ 16,270.77	89.04%
2015	£ 278,967.16	-£ 9,963.35	-3.45%	£ 61,657.95	£ 27,113.86	78.49%
2016	£ 290,252.75	£ 11,285.59	4.05%	£ 61,657.95	-	0.00%
2017	£ 312,049.00	£ 21,796.25	7.51%	£ 61,882.57	£ 224.62	0.36%
2018	£ 323,897.70	£ 11,848.70	3.80%	£ 61,882.57	-	0.00%
2019	£ 374,646.55	£ 50,748.85	15.67%	£ 61,882.57	-	0.00%





# HAWKER RESIDENTIAL

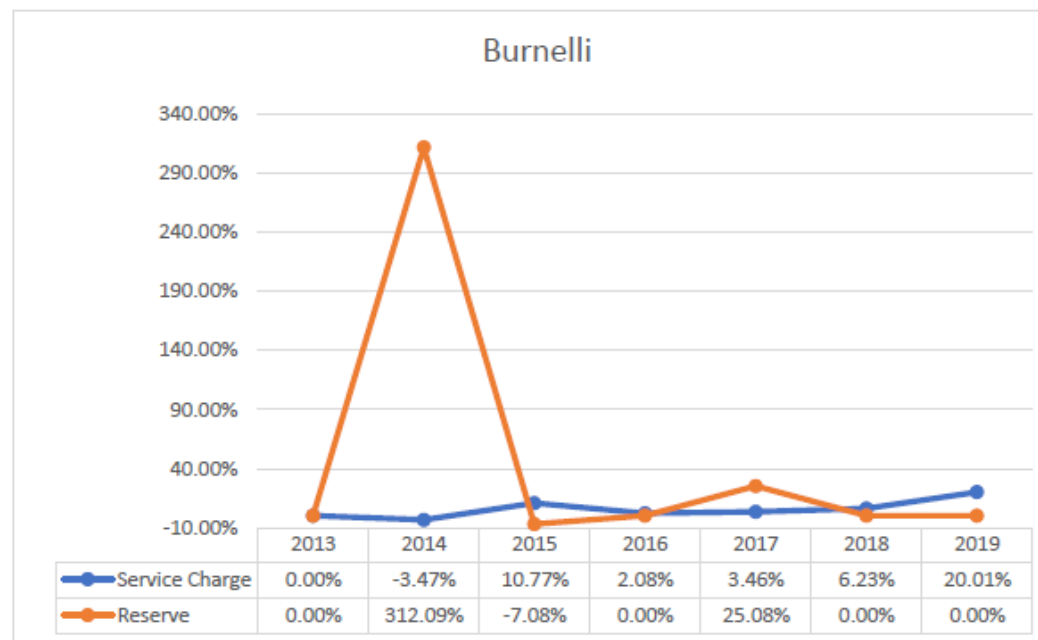
	Service Charge			Reserves		
	Amount	Amount Increase (£)	Amount Increase (%)	Amount	Amount Increase (£)	Amount Increase (%)
2013	£ 79,605.66		0.00%	£ 7,343.55		0.00%
2014	£ 78,994.37	-£ 611.30	-0.77%	£ 12,854.95	£ 5,511.40	75.05%
2015	£ 80,025.57	£ 1,031.20	1.31%	£ 25,044.03	£ 12,189.08	94.82%
2016	£ 88,980.48	£ 8,954.91	11.19%	£ 25,044.03	-	0.00%
2017	£ 90,120.69	£ 1,140.20	1.28%	£ 32,365.65	£ 7,321.61	29.23%
2018	£ 94,568.65	£ 4,447.97	4.94%	£ 32,365.65	-	0.00%
2019	£ 110,510.21	£ 15,941.55	16.86%	£ 32,365.65	-	0.00%





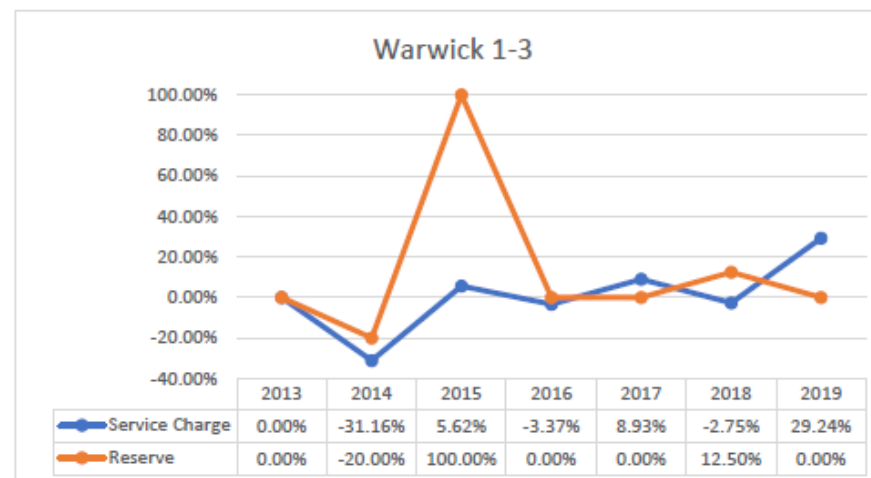
# BURNELLI RESIDENTIAL

	Service Charge	Amount Increase (£)	Amount Increase (%)	Reserves	Amount Increase (£)	Amount Increase (%)
2013	£ 145,533.03		0.00%	£ 10,261.13		0.00%
2014	£ 140,479.13	-£ 5,053.91	-3.47%	£ 42,284.96	£ 32,023.83	312.09%
2015	£ 155,612.27	£ 15,133.14	10.77%	£ 39,291.01	-£ 2,993.94	-7.08%
2016	£ 158,848.76	£ 3,236.49	2.08%	£ 39,291.01	£ -	0.00%
2017	£ 164,339.31	£ 5,490.55	3.46%	£ 49,146.78	£ 9,855.77	25.08%
2018	£ 174,573.64	£ 10,234.33	6.23%	£ 49,146.78	£ -	0.00%
2019	£ 209,503.24	£ 34,929.60	20.01%	£ 49,146.78	£ -	0.00%



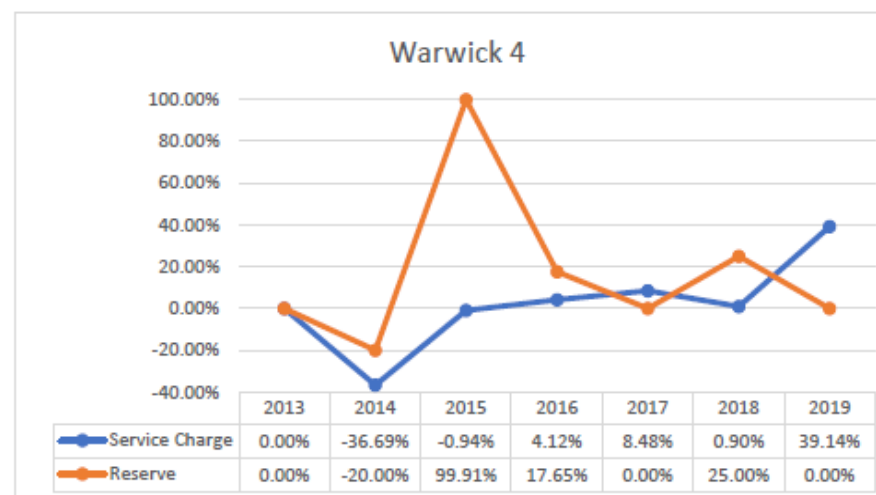


	Service Charge			Reserves		
		Amount Increase (£)	Amount Increase (%)		Amount Increase (£)	Amount Increase (%)
2013	£	334,796.00	0.00%	£	25,000.00	0.00%
2014	£	230,490.00	-£ 104,306.00 -31.16%	£	20,000.00	-£ 5,000.00 -20.00%
2015	£	243,447.00	£ 12,957.00 5.62%	£	40,000.00	£ 20,000.00 100.00%
2016	£	235,244.00	-£ 8,203.00 -3.37%	£	40,000.00	£ - 0.00%
2017	£	256,247.00	£ 21,003.00 8.93%	£	40,000.00	£ - 0.00%
2018	£	249,211.00	-£ 7,036.00 -2.75%	£	45,000.00	£ 5,000.00 12.50%
2019	£	322,068.00	£ 72,857.00 29.24%	£	45,000.00	£ - 0.00%





	Service Charge			Reserves		
		Amount Increase (£)	Amount Increase (%)		Amount Increase (£)	Amount Increase (%)
2013	£	159,957.00	0.00%	£	10,630.00	0.00%
2014	£	101,265.00	-£ 58,692.00 -36.69%	£	8,504.00	-£ 2,126.00 -20.00%
2015	£	100,314.00	-£ 951.00 -0.94%	£	17,000.00	£ 8,496.00 99.91%
2016	£	104,451.00	£ 4,137.00 4.12%	£	20,000.00	£ 3,000.00 17.65%
2017	£	113,309.00	£ 8,858.00 8.48%	£	20,000.00	£ - 0.00%
2018	£	114,328.00	£ 1,019.00 0.90%	£	25,000.00	£ 5,000.00 25.00%
2019	£	159,075.00	£ 44,747.00 39.14%	£	25,000.00	£ - 0.00%



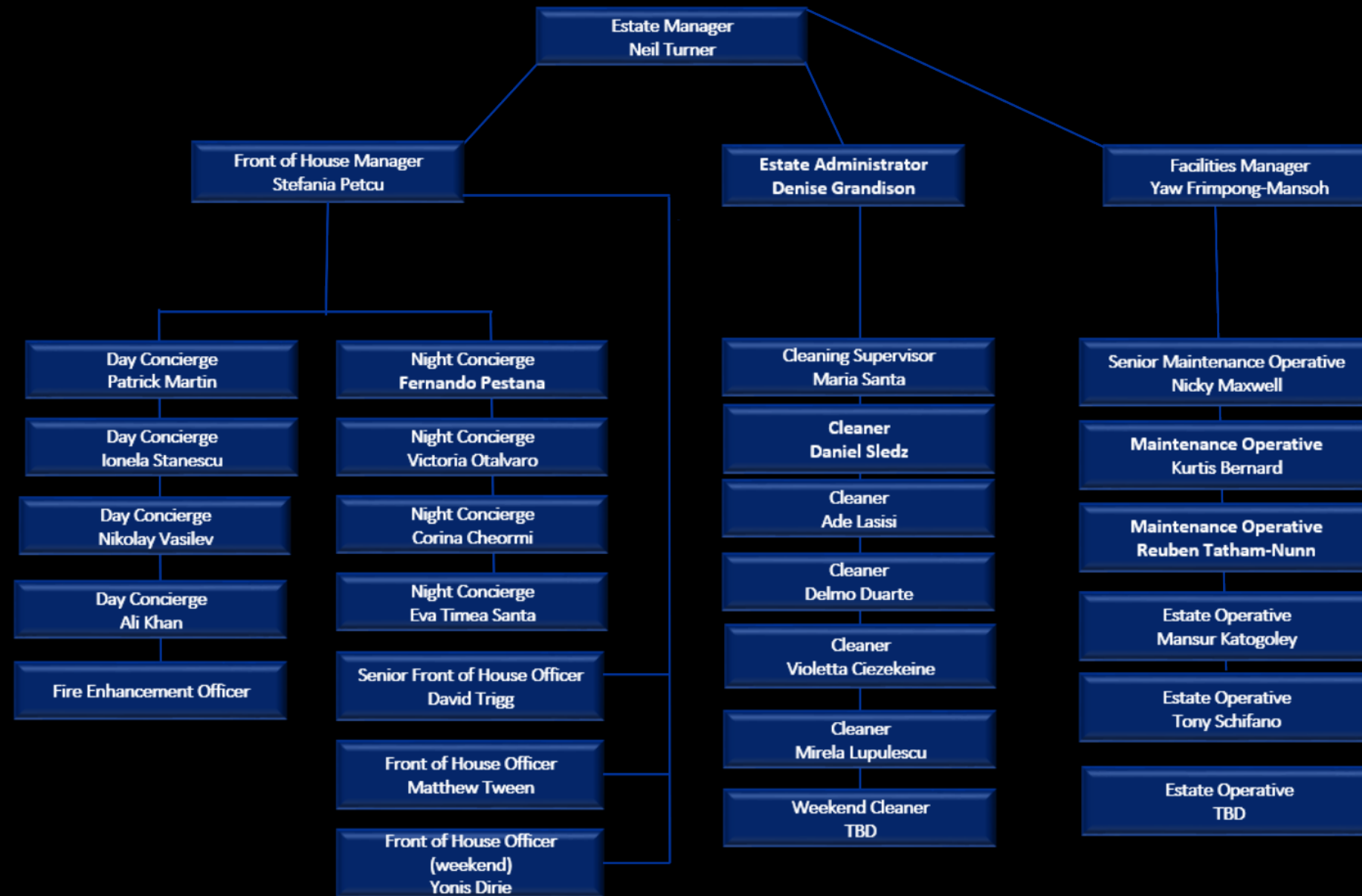


A photograph of a modern, multi-story residential building with a curved facade and numerous balconies, situated along a waterfront. The building is reflected in the water in the foreground. The sky is blue with some clouds. The text "Chelsea Bridge Wharf" is overlaid in white on the building.

# Chelsea Bridge Wharf



# Chelsea Bridge Wharf- Team Structure








# Head Office Organisational Structure





# Team Achievements

- 500 Reported defects since January 2020
- 63.5% Handled by onsite team
- By end of July received 20,358 packages
- 11,000 Key transactions
- 2019 saw 29,043 packages for the same period





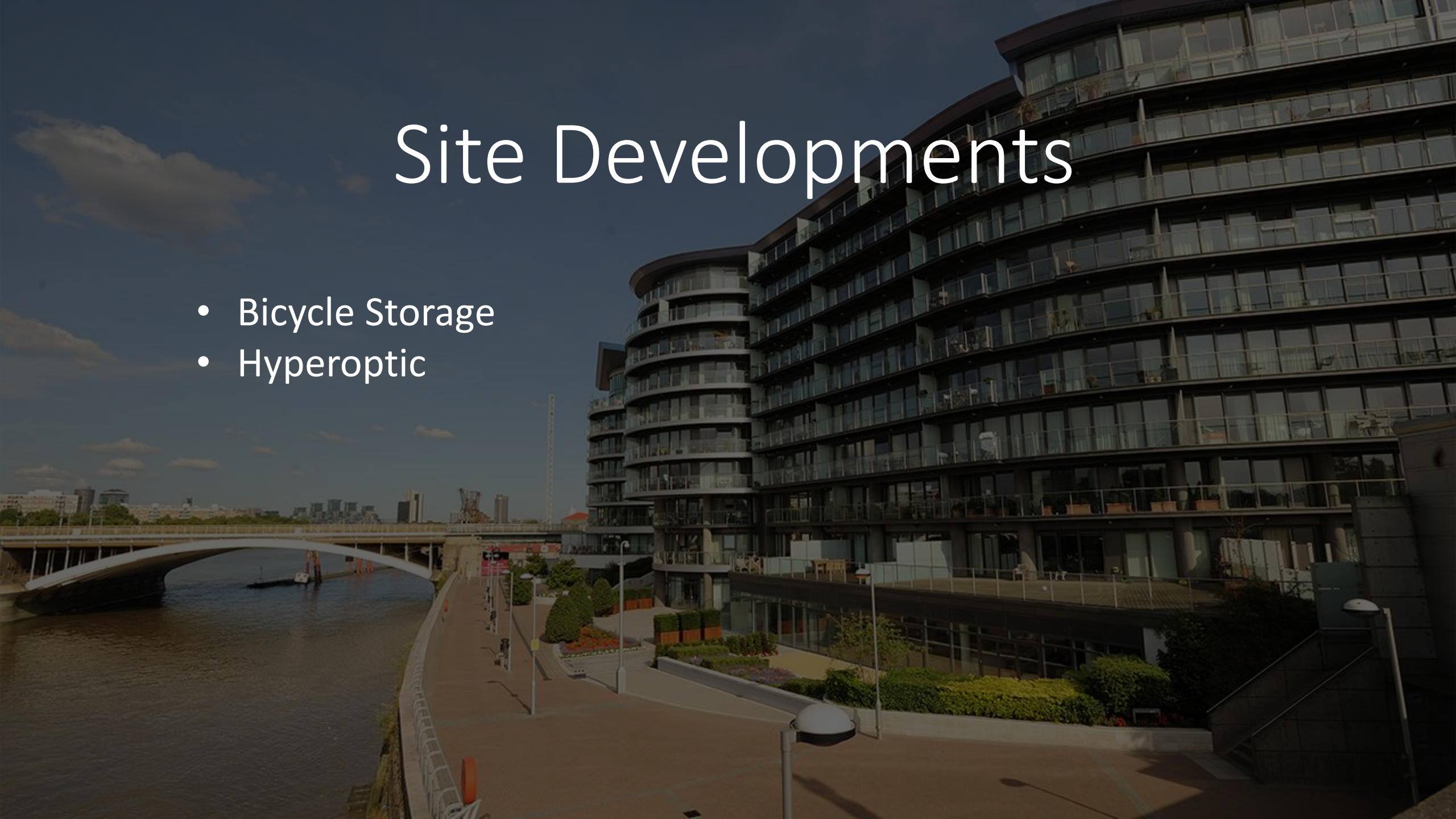
# Completed Works

- Re-painted Riverside walls
- Re-varnished planters
- Stripped and re-painted blue gates
- Biennial tree pruning
- Repairs to the water fountain
- In the latter half of 2019, nearly 1000kg of clothing was recycled via our on site recycling bins and over £5000 raised.



# Site Developments

- Bicycle Storage
- Hyperoptic





The background image shows a modern, curved building with multiple floors of windows and balconies. In the foreground, a balcony with a glass railing and a small table is visible. In the background, a river flows, and a city skyline is visible under a cloudy sky.

# CAPITAL EXPENDITURE WORKS

- Internal Redecoration
- Ceiling tiles and Light Replacement
- Pond Re-lining
- Intercom System Replacement



Covid-19

- Regular Briefing Notes
- Business Continuity Plan

Stage 1- Normal Operational Phase

Stage 2- Extra Care Phase

Stage 3- Special Measure Phase

Stage 4- Business Critical Phase



A photograph of a modern, multi-story apartment building at dusk. The building features a mix of dark and light-colored panels, with many windows and balconies. Some balconies have glass railings, and some windows are illuminated from within, showing warm yellow light. The sky is a pale, hazy blue. The overall mood is calm and contemporary.

Thank you for your support





## **I have been living in the development**

“I have been living in the development for over 3 years now and I have been very happy with the Concierge services. I would like to mention Lonela and Paddy, very helpful members of staff at a very difficult time. I remember both Lonela and Paddy were very good in tracking a delivery that I was expecting at a certain time and it was very important to me.

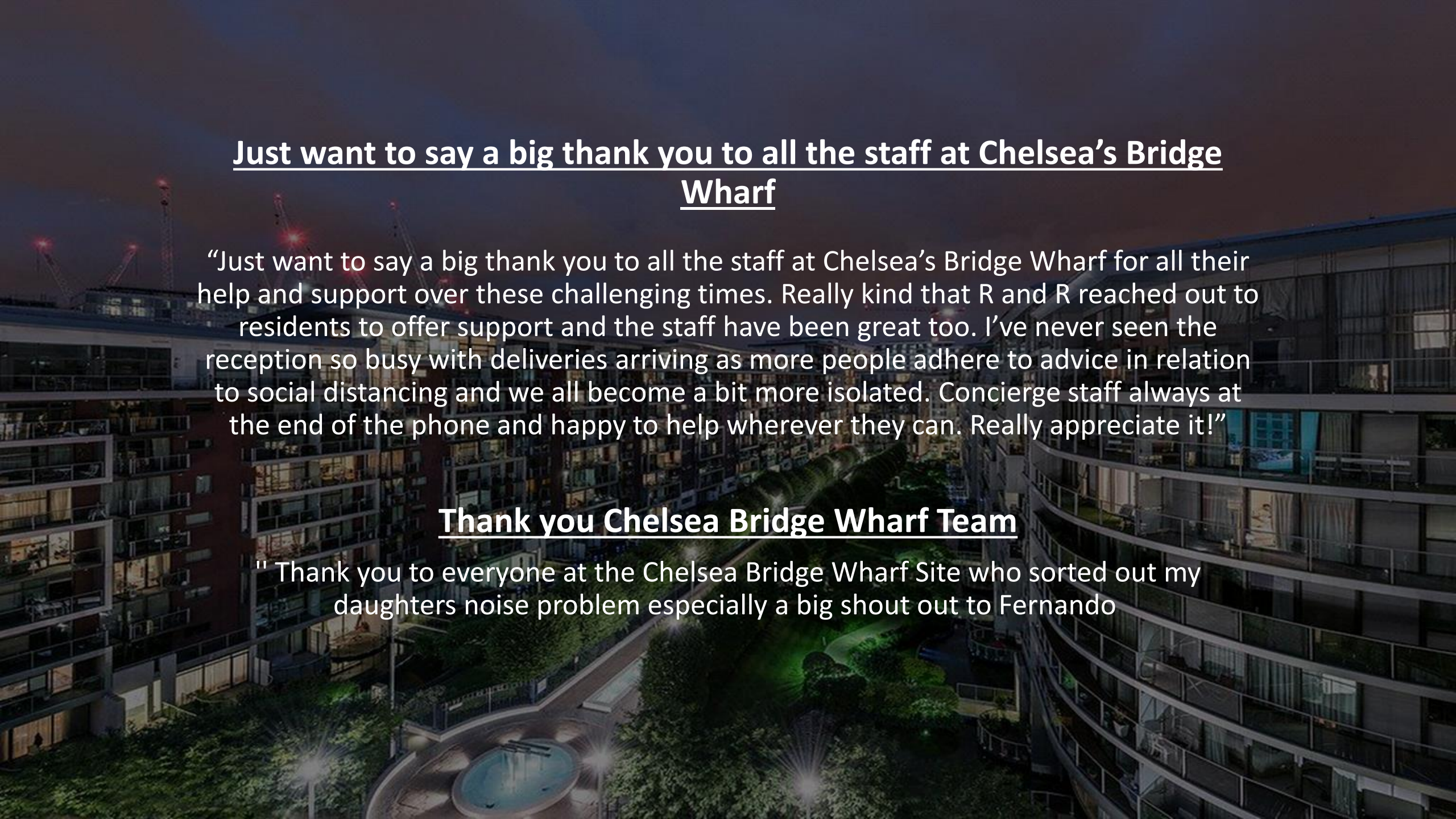
Thank you”

## **Move to Chelsea Bridge Wharf, I have recently moved into Chelsea**

“I have recently moved into Chelsea Bridge Wharf and I have received such a delightfully friendly and efficient introduction from all the staff at the Management suite. It has made such a difference to me and nothing has been too much trouble for them to organise.

Thank you for giving me such a nice welcome.”





## Just want to say a big thank you to all the staff at Chelsea's Bridge Wharf

"Just want to say a big thank you to all the staff at Chelsea's Bridge Wharf for all their help and support over these challenging times. Really kind that R and R reached out to residents to offer support and the staff have been great too. I've never seen the reception so busy with deliveries arriving as more people adhere to advice in relation to social distancing and we all become a bit more isolated. Concierge staff always at the end of the phone and happy to help wherever they can. Really appreciate it!"

### Thank you Chelsea Bridge Wharf Team

" Thank you to everyone at the Chelsea Bridge Wharf Site who sorted out my daughters noise problem especially a big shout out to Fernando



## **I have moved into the Howard Building**

- I have moved into the Howard building and wanted to drop you an email with some feedback on Ciaran and Aaron. They were so kind and helped me move in a sofa which i couldn't have done on my own and it is definitely not in their job description!

They were more than helpful and I am so grateful for their help as it really made moving in so nice and welcoming.

You must have a great team and I am really enjoying living in Chelsea Bridge Wharf development so far. Just wanted you to be aware that they went the extra mile when they didn't have to.

## **Just to say a huge thank you**

- Just to say a huge thank you to you and all the team for being so supportive to the residents. Especially for making yourself available at weekends. It is a very upsetting and worrying time for us all so to have the support of the team is very reassuring. We all look forward to the time that this is behind us but we are sure it will be a long haul. Hope you and your family are well. Have a good weekend hopefully it will not be too busy and your help will only be sort if totally necessary. We will certainly contact you if we need to it is comforting to know we can.

Thanks again stay safe take care, our regards to all the team.



A photograph of a modern, multi-story apartment complex at dusk. The building features curved balconies with glass railings and numerous windows, some of which are illuminated from within. In the foreground, there is a well-maintained green lawn, a paved walkway, and some landscaping with small trees and shrubs. The sky is a deep blue, and the overall scene is lit with a soft, ambient light from the building and streetlights.

# Summary

[CustomerFeedback@rendallandrittner.co.uk](mailto:CustomerFeedback@rendallandrittner.co.uk)