



Chelsea Bridge Wharf Residents Meeting
Held on Wednesday 25th September 2019 at 6:30pm
Pestana Hotel, Chelsea Bridge Wharf

RENDALL & RITTNER ATTENDEES:	INITIALS	ROLE
Richard Daver	RD	Managing Director
Karen Gray	KG	Regional Director
Martin Hellenas	MH	Area Director
Jennifer Mann	JM	Estate Manager

RESIDENTS IN ATTENDANCE:

- Burnelli Building – 2 Residents
- Centurion Building – 2 Residents
- Eustace Building – 3 Residents
- Howard Building – 4 Residents
- Lanson Building – 9 Residents
- Oswald Building – 1 Resident
- Warwick Building – 3 Residents
- Horace Building – 2 Resident

AGENDA ITEMS	DETAILS
Introduction	RD opened the meeting, welcomed those present and introduced the R&R team in attendance. RD gave a brief overview of the agenda for the evening.
Staff Structure	RD gave a summary of the CBW staff structure, head office support functions and recent changes. RD also mentioned that there had been some positive, minor changes to the structure, which will be announced once confirmed.

<p>Fire Safety Update</p>	<p>RD started with a brief recap of buildings affected by ACM cladding and the control measures in place. A reminder was given regarding the simultaneous evacuation fire strategy for the 5 ACM cladding buildings, namely, Lanson, Hawker, Horace, Oswald and Eustace. The remaining buildings operate a Stay Put policy.</p> <p>In line with the explanatory notes issued with the budget, the Waking Watch allocation was reduced to one per shift, with an additional member of the concierge added. This is in keeping with the enhanced fire strategy and applies across the development. The change came into effect in April 2018.</p> <p>RD moved on to advise that since Grenfell, there has been a proliferation of advice notes from the MHCLG. A total of 22 advice notes and 34 announcements have been issued, however the lack of parity with each release continues to cause industry wide confusion. RD confirmed that he is in continuous dialogue with the government as there is still a degree of reticence to replace cladding before the government's position has been finalised.</p> <p>RD went on to explain the government ACM Cladding Remediation Fund for private buildings, announced in May of this year. The fund will only cover the costs of remediation work to parts of each building that have ACM cladding. It will also cover the remediation of any associated parts. For example, if the ACM is bonded to insulation when removed, the cost of replacement insulation will be included. The fund will not cover any other issues behind the cladding such as, missing fire breaks or anything else that has deteriorated over time. The government have put aside a total allocation of £200,000,000, for private sector buildings of 18 meters or more in height. RD confirmed that all ACM buildings at Chelsea Bridge Wharf, meet the height requirement.</p> <p>Whilst recognised that the fund is not sufficient, the government have indicated to RD that though the fund is not open ended, the fund is expandable should demand necessitate.</p> <p>RD further mentioned that part of the requirement to access the fund, is the need for each individual leaseholder to fill in a State Aid Declaration form. Should a leaseholder fail to complete the form or not meet the criteria, their individual proportion of the funds will be withheld and recoverable under the service charge. RD fully appreciates that the task of getting each leaseholder to complete the form is going to be difficult, particularly given that a large proportion are not UK based. This is further exacerbated when considering the window for applications to be submitted is very small. All applications are to be</p>
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sent by December 2019, although no exact date has been provided yet, one of the requirements of application to the fund is the intention to pursue anyone with a legal obligation. The paradox is that Berkeley Homes as the landlord cannot pursue themselves and as a managing agent, Rendall and Rittner cannot pursue Berkeley Homes. Further, it needs to be considered that the works were building regulations compliant at the time and were signed off by the Local Authority Building Control. With regards to remediation work, Berkeley Homes have stated that costs are to be met either through the service charge or through the remediation fund.

In order to facilitate the plan for remediation, a project team will be appointed. The team will consist of varying experts including a Project Planner, Architect, Façade Engineer, Quantity Surveyor and Principal Contractor. The Quantity Surveyor will provide budget figures to submit the application for the fund. Rendall and Rittner will act as liaison and facilitate the statutory consultation process.

As the costs will exceed the consultation threshold of £250 per leaseholder, there is a requirement as per the Landlord and Tenant Act, to consult with leaseholders. Therefore, in addition to sending out the State Aid Declaration forms, Rendall and Rittner will also issue a formal Notice of Intention to all affected leaseholders, which constitutes stage 1 of the section 20 consultation process. This process will also provide opportunity to pick up if there is anything over and above the ACM such as the high pressure laminate on Lanson (if deemed by the Façade Engineer to be required) or anything found behind the cladding when removed. As dictated by the Landlord and Tenant act, residents will have the opportunity to reply formally with any observations they may have.

Application for the fund opened last week and RD will submit the application for Lanson and Hawker on behalf of Berkeley Homes and Estates and Management who act on behalf of Fairhold Artemis, will submit their application for Oswald, Eustace and Horace.

RD then moved on to discuss the other matters arising from government guidance.

In line with the MHCLG guidance note (21) issued in response to the Barking fire, it is recognised that timber decking on the early stages of the development is approximately 15 years old and reaching the end of its natural lifespan. The recommendation is that over a period of time it should be replaced. As part of the ACM project, the façade engineer will be asked to provide advice on the

timber balconies. Firstly, if they need to be replaced or have remedial works undertaken and secondly, if they do require replacement, if it applies to balconies in all buildings, or only those with an allocation of ACM cladding. The project will move forward based on the advice provided. The question arises over who will fund this work and the lease will determine which balconies are demised to the leaseholder and those retained by the landlord and will form part of the service charge.

Research is currently underway on balcony decking, to find acceptable alternative materials. Presently, aluminium is the only material deemed appropriate. Indicative costs have been sourced and as an example, to supply and install on Lanson building, budget costs are in the region of £180,000.

RD went on to comment that whilst the majority of residents are compliant, it is essential that all residents conform to development regulations. Some residents are still leaving combustible items on balconies in addition to smoking on balconies and discarding lit cigarette butts.

RD then moved on to talk about non-ACM external wall systems covered by MHCLG advice note (14) issued in December 2018. The advice note relates to the make-up of external wall systems on buildings over 18 meters, which tends to be anything over 5 floors.

Over the past few months, mortgage lender valuer's have latched on to this advice note and are asking for either test certificates or prior certification. The challenge arises when older buildings do not have current up-to-date, building regulations compliant test certificates. Consequently, mortgage lenders are withdrawing offers. This is a national problem and not particular to Chelsea Bridge Wharf. As the valuers are guided by their PI insurers, they will not sign off anything that has not been tested and deemed fully compliant. Rendall and Rittner form part of a group that are lobbying MCHLG alongside ARMA, RICS and two other large managing agents to try and get clarity on advice note 14.

Rendall and Rittner are currently drafting their own advice note for resident's which will be published on R&R online and R&R's website. This will be ready within the next week. The advice note will provide further information on what the issue is and what Rendall and Rittner are doing about it.

RD then referred back to the government consultation on the reform of building safety that has arisen from The Hackitt Report, issued in advance of the Grenfell enquiry. Rendall and Rittner have reviewed the full 192-page report and RD has responded directly to the government consultation on what is practicable and

achievable. This is an indication of how much R&R are at the forefront of what is taking place and driving change.

To conclude on this section, RD reminded all present that if they had any concerns about health and safety, they could report their queries directly to the health and safety team via the email address safety@rendallandrittner.com

RD then opened the floor to questions

Q: How many applications have to be made?

A: There are two forms of application. Firstly, the application to the fund and secondly the application to make sure that each individual leaseholder is eligible to their proportion of that fund.

Q: Is the application for each leaseholder a form of means testing?

A: eligibility is not means tested, although there is a state aid limit of €200,000. The guidance notes, which we will send, will provide further detail.

Q: Why do they consider this funding a state aid?

A: Because the government are the state who are funding ACM buildings for private leaseholders, who otherwise have to pay from their service charge.

Q: Are you going to post this information on Rendall and Rittner's site?

A: It will be sent in hard copy and posted on the portal so it can be downloaded. For non-UK resident's the easiest way will be via the portal, although they will be issued a hard copy also.

Q: Are you dedicating a member of staff to this?

A: Not at the moment. We will need to gauge the element of guidance required and the response rate and decide from there.

Q: Are Berkeley Homes contributing any funds to this?

A: No, the ACM fund is there for leaseholders who would otherwise have an obligation to meet the cost of remediation works through the service charge.

Q: How much do we think we would get of the government funding?

A: It's not a proportion of the fund. The amount is what has been set aside, although there is room for it to increase if required.

Q: Is it possible therefore that we could be fully funded with the caveats that

have been discussed?

A: Yes, for ACM remediation only.

Q: Why are Fairhold Artemis not using R&R to submit the application on their behalf to the fund, like Berkeley Homes are for Lanson and Hawker?

A: Because Fairhold Artemis wish to control the application process and have asked their agent, Estates and Management, to act on their behalf. However R&R will be assisting the process.

Q: Regarding the balcony replacement, can this work be done at the same time as the cladding?

A: Yes, we have a standalone budget cost to replace the balconies but it would make budgetary sense to tie the works in together if we already have the scaffolding in place for the cladding remedial works.

Q: Can't we just advise residents to get on with replacing their balconies?

A: No, the difficulty is that we have to make sure that whatever materials are approved, are compliant. That is where the façade engineer will come in.

Q: Are all the balconies made in timber?

A: The decking is timber on all flats that have balconies.

Q: Does Advice note 14 affect CBW?

A: It affects every building over 18 meters unless it is a new build and has all of the certification in place.

Q: If we resolve the ACM problem, do we still have an issue with the Non-ACM external wall system?

A: Yes, as they are two distinct issues.

Q: Are Berkeley Homes going to help with any of this?

A: Berkeley Homes, are applying pressure to the MHCLG to get clarity on advice note 14.

Q: Can you say anything about the HPL situation in Lanson?

A: Not much presently. Lanson does have HPL, or High Pressure Laminate as it is also known. The type of laminate is called Trespa Meteon. What we will be asking the design team and façade engineer, is whether it needs to be replaced.

Q: What do the other buildings have on their façade systems that are not

	<p>rendered?</p> <p>A: As an example, Warwick, Howard and Centurion are solid sheet aluminium. ACM is two sheets of aluminium with a combustible infill.</p>
<p>Finance</p>	<p>RD moved on to give an accounts summary based on the December 2018 year end accounts but noting that in line with most housing association buildings, Warwick has a March year-end. The estate costs are included within the percentage total for each building.</p> <ul style="list-style-type: none"> • Centurion (2.81%) • Howard (2.74%) • Oswald (1.62%) • Eustace (6.05%) • Horace 3.66% • Lanson 0.41% • Hawker 1.37% • Burnelli (0.40%) • Warwick (March 19) 2.38% <p>Figures in brackets represent overspends.</p> <p>RD then gave a 6-month summary of the December 2019 budget and relayed that Warwick is not included because their March year-end only allows for a 3-month review and therefore not enough information yet available to provide a meaningful summary.</p> <p>2019 Year to date (6 months to June 2019), all showing positive variances, but with some invoices not yet received and reflected:</p> <ul style="list-style-type: none"> • Estate 4.39% • Centurion 5.87% • Howard 8.82% • Oswald 8.13% • Eustace 7.86% • Horace 12.82% • Lanson 7.95% • Hawker 6.56% • Burnelli 3.70% <p>*Warwick excluded as only 3 month position*</p> <p>There are two main reasons for the increase of service charge across all</p>

buildings.

- 20% increase due to VAT on staff wages
- Increase on buildings insurance following revaluations

A covering letter was sent out with the accounts and budget giving a breakdown. Open forum makes it difficult to address budgets as they pertain to individual buildings that have different strategies, however, the resident surgeries are a good opportunity to address particular queries that arise after residents review the budget. R&R recognise that service charge demands can be a little confusing due to all the line items but as R&R is regulated by RICS, those monies once received need to go directly into the pots they are allocated to.

RD then moved onto the 2020 budget and gave a brief overview of works to be undertaken from the estate and block reserve funds.

Estate Reserves

- Pond Works
- CCTV
- Fountains
- Welfare unit/Post room

Block Reserves

- Entry phone system
- Upgrading the lighting and ceiling tiles
- Internal decorations

Q: Will there be a breakdown of the budget to explain the increases?

A: An explanation (covering letter) was issued with both the accounts and budget. We also offer the resident surgeries to facilitate one-to-one discussions.

Q: In terms of the works to be done, who makes the decision? I think it would make sense to fill in the fountains on the Piazza and get rid of them, as they cost a lot of money to maintain.

A: We would make not a decision like that in isolation and would need to consult with the resident's group. We do encourage a representative group to meet with us to discuss matters like this and many residents wish to retain the water features.

<p>Resident Survey</p>	<p>RD gave an apology for not publishing results of the survey undertaken almost a year ago. This was due to the very low response rate as we would typically look for a 20% response rate for a survey to be representative.</p> <p>In summary: Only 75 lessees responded = 6.8% 25% of those responses were from Warwick Building 6 buildings had 7 or fewer responses</p> <p>Nonetheless, there were some key messages:</p> <ul style="list-style-type: none"> • High scoring <ul style="list-style-type: none"> ○ Concierge ○ Parcel handling service ○ Landscaping ○ Cleaning • Low scoring <ul style="list-style-type: none"> ○ Service charge ○ Car parking ○ TV system ○ Lifts ○ Door entry ○ R&R communication <p>In response to the concerns about communication, resident surgeries have been put in place. R&R recognise that more can be done and this is being considered.</p> <p>Q: How did you send residents the survey? A: It went out via R&R online.</p> <p>Q: How many people sign up to the portal? A: With both owners and tenants included, we have around 3,000 people, bearing in mind many apartments are occupied by two or more people.</p>
<p>Estate Focus Health and Safety</p>	<p>JM advised that there has been a heavy focus on auditing during 2019. In-depth audits have been undertaken by Berkeley Homes, in addition to an internal R&R audit. Whilst the Berkeley Homes audit score is yet to be received, early feedback indicates that the estate team have done very well. The team are also very pleased to receive a platinum rating on the internal audit. A definitive indication of how well health and safety is being managed by the on site team.</p>

<p>Works Completed in 2019</p>	<p>JM explained that in amongst all the reactive works taking place on a daily basis, the team have completed a number of projects</p> <ul style="list-style-type: none"> • Fire reinstatement works to Oswald Core 3 • Upgrade to LED lights in the corridors of Warwick Cores 1-3 • Repainting of stairwell in Centurion following significant leak • Installation of new timers on piazza lights • Installation of new expansion joints in the car park • Repainting of walls to Queenstown Road, blue gates, riverside wall and brown columns outside of Marketplace. • Re-varnishing of the wooden areas outside of Lanson and Hawker • Deep cleaning of the tiles on Piazza/CP1/CP2 • Cleaning of the ponds • Remedial work to the attenuation tank • Re-bonding of resin pathways • Extensive replanting and resurfacing of landscaped areas • Full irrigation survey and recommissioning • Roof tops on all buildings cleared of vegetation and cleaned <p>Q: Who is responsible for paying for the tree going into the turning circle? A: The tree will be paid for by Berkeley Homes but maintenance of the turning circle comes from the service charge.</p> <p>Q: Is the resurfacing of the resin pathways the parts that lead to the decking? A: Yes, it's all the footpath areas beyond the blue gates. This work is taking place at the moment.</p> <p>Q: There was a question online about the wellbeing of the aquatic wildlife and the ducks when the ponds were emptied? A: The ducks will naturally migrate to the nearest water source, in this instance Eustace/Oswald. Any fish that may have found themselves in the pond have not been put there by the estate team, although there are none that the team are aware of. The works conducted this year, are no different to what has occurred in previous years.</p> <p>Q: Who decided that the ponds need to be cleared out? A: We will always obtain specialist advice on the upkeep of the ponds. If we don't clear out the ponds after a period of time, the bindweed clogs up the pumps and pipe work and causes problems.</p>
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<p>Future Projects</p>	<p>JM then went on to talk about future projects for the estate</p> <ul style="list-style-type: none"> • LED lighting and tile replacement in all buildings • Replacement lining and pond lighting • Entry phone upgrade • Staff welfare suite upgrade • Improved parcel storage/post room • Carpet replacement in Hawker and Lanson <p>Q: Does entry phone upgrade include the line to the concierge desk.</p> <p>A: Yes, it does. Part of the upgrade will include upgrading the wiring, although the work required across the estate will need to be completed in phases. The work was considered as part of our budget projection for this year but with the unexpected VAT on wages element in the service charge, we could not put that additional strain on the budget.</p> <p>Q: My handset does not work properly and I was told that it would cost £450 to replace, is that correct?</p> <p>A: The handsets are demised to the property and replacements of a video handset do cost in that region. We are aware that some handsets have not been replaced since the original was installed and this will impact on sound quality.</p> <p>Q: Are you suggesting that the new system will be hugely expensive?</p> <p>A: It is a costly project. With this in mind, we will need to increase the reserves.</p> <p>Q: Why can't we have an Instagram or Facebook page where people can post their opinions on all these works?</p> <p>A: We prefer to work with a representative group of residents who act on behalf of the residents. It's very difficult trying to focus opinions when working with a large group.</p> <p>Q: The last time we met, there were some volunteer residents for this, what happened?</p> <p>A: Information for the group was posted onto the portal but the group has met with challenges as they realise it's a labour-intensive undertaking. They welcome assistance from interested parties.</p> <p>Q: Is it possible for us to put a camera (a 16 camera DVR) on the outside of each building and in the communal areas?</p> <p>A: In the current environment, we would not advise screwing any fixtures into the cladding. We would also need to engage with a consultant and gain their advice.</p>
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	<p>Q: What are we doing about all the rubbish that is being dumped on the corridors in Warwick.</p> <p>A: The cleaners are very diligent about checking the corridors several times a day and will also open up any bags found to try and identify the culprits. Where this has worked we have contacted residents directly.</p> <p>Q: Do they watch the cameras through the night at the concierge desk?</p> <p>A: No, the CCTV system is passive and not monitored.</p> <p>Q: Can we have a security guard throughout the year and not just the summer time?</p> <p>A: A cost exercise was previously undertaken with residents to have a full-time security guard. The resident's decided against this.</p> <p>Q: Why can't the night team patrol the estate?</p> <p>A: The concierge team have a specific role they undertake on site. Whilst they do conduct a patrol in the evenings, they should not be regarded as a security presence.</p> <p>Q: Can we remove the benches on the piazza by Centurion as people use them at night to make a lot of noise?</p> <p>A: Unfortunately, we cannot remove the benches. This area is a public thoroughfare and therefore subject to increased footfall, particularly during the summer months.</p> <p>Q: What are you able to do about cars which park overnight on the turning circle. Can you clamp or tow them?</p> <p>A: Unfortunately, the law prohibits the use of towing or clamps. Legally, the only form of action we can take is to ticket vehicles.</p> <p>Q: I have been to buy a car park space and I have been told they are no longer for sale. We can only purchase a right to park, is that correct?</p> <p>A: You would need to refer to Berkeley Homes as we do not manage car park sales.</p> <p>Q: Is it possible for us to us to have more frequent meetings? If we had meetings quarterly, we could have dedicated themes and they would not need to be so long.</p> <p>A: That is a good idea and definitely something we can further explore.</p>
<p>Residents Community Group</p>	<p>JM provided some facts relating to community engagement at Chelsea Bridge Wharf since 2017:</p> <ul style="list-style-type: none"> • Developed, promoted and managed 46 events since October 2017

	<ul style="list-style-type: none"> • Sourced sponsorship of circa £12,800 for events - as result, many of the events have been held at no cost the development • R&R have attended and managed all events • Community Engagement Team is responsible for the promotion and communication of all events; this includes assisting with the developments Facebook page and designing of all posters and promotional material (46 bespoke posters and over 347 postings have gone out) • Developed bespoke community engagement plan for Chelsea Bridge Wharf • Improved relations with 14 local businesses in order to support the developments Community Engagement Plan. As a result, we have negotiated various discounts and special offers for residents at Chelsea Bridge Wharf • Over £2,450 donated to various charities e.g. Thrive, Battersea Cats and Dogs Home, Breast Cancer Awareness and Great Ormond Street Hospital • Over 25 onsite team involved in community events, from setting up to manning stalls and promoting • Circa 1400 residents have attended community events <p>Events hosted to date in 2019</p> <ul style="list-style-type: none"> • Monthly Residents Drinks • Various Arts & Crafts Sessions - Chinese New Year, Recycled Arts and Crafts Colouring Competition • Easter Egg Hunt • Fitness in the Park • Various Recycling Initiatives introduced – Battery Recycling, White Rose Clothing Bins and Book Recycling (community library/book swap) • Photography Exhibit • Newly launched Community Walk (September 2019) <p>There are at least 9 events planned for the remainder of the year and we are always looking for resident volunteers to assist in planning and participation at events. A number of residents currently take part and want to increase the numbers.</p>
	<p>The Resident’s meeting concluded at 9pm.</p>