



LOUIS-SEBASTIAN KENDALL & LARISA VILLAR HAUSER

We have been the Joint Chair's of the Residents' Association since March 2023. Louis has been a CBW resident since 2011 and joined the Committee in 2021. Larisa has been a CBW resident since 2010 and joined the Committee in 2022.

The key achievements that we have lead the committee on over the past year are as follows:

- RTM Sign ups (>50% achieved) and Claim notice served on freeholders
- Maintained working relationships with the managing agent and freeholders, and developed relationships with stakeholders (e.g. Garton Jones and RAs at other developments).
- Overseen a cost-saving measure for fountain pumps, which has reduced fountain energy costs by a third.
- Scrutinised service charges
- Challenged utility rates.
- Pushed for upgrades (carpets, lighting, ceiling tiles etc), whilst continuing to push R&R to address maintenance issues.
- Secured funding for the CBWRA App.
- Introduced quarterly leaseholder meetings (in person and online).
- Led a committee and held monthly meetings with minutes.
- Improved communications.

The following summarise our key objectives for the year ahead:

- Continue to build on the points achieved in 2023/24.
- Offer continuity with RTM.
- Push for progress on ongoing projects such as the ponds, general cleaning and maintenance across the estate.
- Challenge Rendall & Rittner on their future planning and financing of projects, for example, the lifts.
- Encourage the committee to organise self-funding social events to increase engagement.
- We will continue to monitor the service charge and push for savings and efficiency.