

## **Chelsea Bridge Wharf Resident's Association (CBWRA) Transcription – May 2022**

### **Attendees**

Chairperson: Stephen Thompson  
Company Secretary: Catherine Thomé

Adrian Harte  
Larisa Villar Hauser  
Louis Kendall  
Natalia Nyudyurbegova  
Susan de Laszlo

On zoom:  
Dorota Szelagowska  
Jean Dornhofer  
Kirt Bains  
Patrick Savage  
Qin Xie  
Vasundhara Talwar

### **Apologies**

Treasurer: Toby Spoerer; Jovdat Guliyev, Nathan Saiwarren

**Residents in person:** Afsaneh Koohestani

**Resident observers on zoom:** Tai Siew Kheng and Marion Flanagan

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Catherine

Welcome everybody. In terms very briefly of who's not here today, it's almost a full house, we've only got apologies from Sai, Toby and Jovdat and also just for the record two committee members are no longer members, one of them is Aaron who has moved to Bristol and the other one is Koray. I think before we go on with the formal agenda, Stephen was going to suggest that maybe Louis share some good news about some refund regarding **electricity in the Warwick building** I believe?

Louis

Yes. So we had a meeting with John and we've been pushing for this, for basically a long time. It was our kind of poster, kind of more detailed update, just to keep this brief, but Warwick and only specifically to Warwick were overcharged basically on the electricity by L&Q and EDF and we've agreed with them basically to have a **credit back of £168,000** for the electric. So we haven't shared kind of further details and we've asked kind of all sides to come and put something together, so it can be shared out and also we want to cross check it first. But we believe that it will go onto the accounts as credit, so yeah we are basically just pushing for that.

Catherine

Fantastic. So obviously when you've got the information you'll share it.

Louis

Yeah.

Stephen

So in terms of that number, it's £168,000 split between how many flats?

Louis

It's between 244 flats, so it's across the whole block, but the original way it was calculated was they had separate bills for Warwick 1, 2, 3 and a separate bill for Warwick 4, but they totalled the two together and then they divided it out, which was kind of also incorrect. So we've said it's important to make sure the credit goes back even the wrong way, so it matches the original way and then we apply the electric in the future way.

Stephen

No that's great, good on you and hopefully Warwick residents are informed ...

Susan

I just wanted to ask Louis if they did not have individual meters in Warwick?

Louis

No, sorry to be clear, this is regarding communal electrics for the building, not for individual flats. So for the lift and water and pipes.

Adrian

Any reason why it's credit and not an actual refund because we've actually been physically charged this money and it's left their accounts and where do we get ...

Louis

This is a question that we've passed back, I know from Mike before and with other people, we had agreed, or some residents had agreed directly with Jennifer Mann, of the past, to basically not pay a portion of their service charge. So there are some residents that have got almost like a debt on their service charge and so that's why they were going to do it as a credit, but it is something that we will put to them to ask for a refund, because yeah if there's money that we've overpaid, then we should get it back.

Adrian

Yeah, cash is ...

Louis

Yeah exactly.

Catherine

So when the communication comes out can we please ask for it to be clear as to why it's a credit and not a refund, if that's the case, just so, to avoid lots of questions.

Adrian

And we should be absolutely, we should be pushing for an actual refund, because a lot of people have these ?? are not here anymore.

Louis

Yeah of course.

Susan

This, could be this happening in the other buildings in the communal areas and should it be checked right through the site?

Louis

It shouldn't be, because the main cause of the electric was because EDF, L&Q had got an incorrect basically rate from EDF and all the other buildings have always paid for the electric and it's been done through the Estate, whereas L&Q have always picked up the electric before and it's the first time they have started to recharge back to residents.

Susan

Thank you.

Catherine

Thank you. So again I'm just going to run through some matters arising from the last meeting as quickly as I can. There was a discussion at the last meeting about **R&R running certain capital expenditure costs by the RA** and what that limit would be, whereby they can spend without asking the RA. Stephen has had conversations and **any expenditure over 5K** is to be discussed with the Residents Association.

Stephen

Yeah which seemed reasonable to me. There's a danger with these things that if you make it too low, you just create a bureaucracy that actually prevents even ordering milk and things like that, which doesn't help anybody. But that's what provisionally seemed reasonable. Has anybody got any?

Natalia

Can I just ask a few things? What I've noticed with that cost when I chased up Jennifer before about it, I noticed that she would spend like £1000 on the phones, it was all costs relating to the phones, but then she would have like ten of them and then she doesn't have to tell us about it.

Stephen

I get your point, we need to make it clear to RR that they don't try and hide costs by aggregating smaller amounts to stay under the £5k threshold.

Natalia

Yeah like actually speak to them and there would be visible contractor who they would pay, but then there would be ...

Stephen

It will be good to use Jennifer's practices as a benchmark to say look this is how we don't want you to do it. But I take your point we'll make it clear, that the 5K threshold must be applied in good faith avoided by you trying to get five lots of 1ks.

Natalia

Thank you.

Louis

Just to say I guess also in terms of if there's something visual that we want to change that we kind of are aware of it as well.

Stephen

Of course yeah that's already part of the, yeah good point.

Catherine

So the next point was just to make sure with the **intercom database IT** issues that we discussed last time, the information had gone with the company that went, so Stephen has firmly asked that databases in the future will all be held on site, so we have access to it.

Stephen

**It's held on site, but what I want is a legal document**, which says to the extent that it is held on site, it's held on a medium that is effectively accessible and co-owned for what it's worth by the RA. What we want to avoid is it being held on site and in the event that RR leave, then we still lose it again, which obviously would not be getting us any further forward.

Catherine

Yes. So the next matter arising, Stephen was going to raise with the **Wandsworth Resident Parking** with the borough, so that is something we are going to carry forward, because we haven't had time to address it this time.

Stephen

Yes I haven't had a chance to do it.

Catherine

And the last one was about **increasing the number of electrical vehicle charging points** in the carpark and that's a request that's been made and Berkeley Homes is liaising with the parking company to make it happen.

Stephen

, Berkeley are going to tell PL that we need more. I said well look can you put together with Parking Limited a proposal that actually sets out how many we want. If anybody has any views by the way as to how many charging points you would need.

Natalia

Yes we'd need quite a lot, like by Howard 1 block where I live ...

Stephen

Can I take this as an action and do a bit of research and then we know what we ... because they are going to come back with a proposal and we want to say that's either not enough, or that's fine.

Natalia

Yeah, yeah, okay I'll organise that.

Stephen

Thanks Natalia.

Catherine

Great. So let's get on with today's agenda then. The first one on the agenda was just a quick **follow up on the AGM meeting** which was on the 8<sup>th</sup> May. Some points are mentioned later in the agenda, but there were three things we wanted to raise; one was the **reserve fund** that we were going to look into.

Stephen

So just to provide some background, reserve funds are extremely, I can't emphasise how capitalised that word should be, important for development of any kind, to the extent that they are essentially your savings account and they are intended to cover any unexpected costs, which there will always be inevitably at some point. So I think a question was raised, a very good question by one of the attendees at the AGM, as to finding out more about what that is and how it's structured and I think Louis you have looked into it a little bit haven't you?

Louis

Vasundhara, Toby and myself met with John earlier in the week and we'd asked him basically for a breakdown, not only for the forward budget for the future years of how the reserves are going to be made up, but also what that money is earmarked for at the moment, because for some things, for example in Howard, they still haven't finished the electrical work and we're told there is not money available, but there is money in the reserves. So whether there is money in the reserves that could be available for it, or borrowing and ... so **we've asked basically for a detailed breakdown**, also to help us understand where there's shortfalls in the day to day expenditure.

Stephen

And what is in the reserve do we know? 3 million?

Louis

Yeah I think it's around that.

Stephen

It's not very much for a development this big.

Louis

No. The problem also ...

Natalia

It should accumulate over the years and I don't understand why it's not.

Catherine

Then there was a question about **cash call**, about whether R&R was doing something about the cash fall. Sorry I wasn't at the meeting, so I'm a bit hazy as to what that was.

Louis

So the information that we had and whether it's the correct way of doing it, that we pushed back to Rendall & Rittner and asked them for transparency as much as possible in terms of accounts and to give residents advanced warning of things that need to be done and they have

taken it in the most extreme way, to say well if we were to achieve every single task that's needed across the Estate, from ponds, all the electrical work, every single thing, all the recruitment, that there would be a deficit of 700. So they basically put it out there, but they are saying almost as a worst case scenario, not that they're actually asking for ...

Stephen

So there's not actually any actual cash call?

Louis

**No.**

Stephen

Okay so that's good to know.

Susan

When you talk about **recruitment**, R&R, it's their responsibility as a company, to make sure their company is viable, so why should we have to pay for recruitment. Are you suggesting that we have to finance their recruitment?

Louis

The answer is yes, but I think it's a wider topic I think with recruitment and staffing that we need, yeah need to address, because ...

Susan

Because this was coming up in an email recently.

Stephen

It was, there's a whole, I'm going to give a summary in terms of, I won't get too far in the long grass now. But I've been, my question with all these things, is if things aren't looking good, well why aren't they looking good Brian, it's your job to, and the answer is, I haven't got the staff, I said well why haven't you got the staff, because I've got nine vacancies that I can't fill. So why can't we fill them, because we offer and pay under market and on top of that, unlike some providers of estate management services we don't have a sickness, health insurance component built in to the salary arrangements. So there's another component and this I'll cover in a minute, in terms of the other reason why we're struggling. I'll cover it now in the interests of getting it out the way. Brian went out with them on Friday and I said look find out, take people for a drink and ask them what their problem is and in addition to what I've just described, it's this thing and I think we all need to be a bit sensitive to this, to the extent that we have to draw a line between good staff at Rendall & Rittner. We may have an axe to grind with Rendall & Rittner, that axe is not being ground with the staff that are here now and I would assume now if anybody is here now they are good staff, because Brian got rid of 12 over the last few months. And this perception I think that members of the committee go around, probably innocently talking to staff members saying how annoyed they are with Rendall & Rittner, not realising that the staff member doesn't necessarily understand things like TUPE, which means that in the event we have another agent, or when we self-manage that we will take the staff. The staff will stay, so the ethos is here is look Brian will be kept and whoever Brian thinks is good, will also be kept. I've got to spend some time with Brian next week having a talk with the staff to explain this. But that is the issue, retention and hiring. Most of our problems lead to those two points.

Susan

Sorry, I just want to say I don't understand, we are employing R&R, we pay R&R with our service charges, why do we have to start running their company so to speak? Why are you so close to it and also if we are thinking it's not working as it is, with the lack of staff, you should find another, retender for another company that can run its show okay.

Stephen

That's what we're doing.

Susan

Yeah but why, you seem to be saying, we've got to try and help R&R and they're saying we can't do this because we can't pay ... What I'm saying is maybe they need to reduce their profits a bit and start paying sick pay and do other aspects to retain staff, you can't run a business if you don't look after it and why should we engage with a business that can't run itself.

Stephen

No, you are absolutely right Susan. Just to be clear, we are not helping Rendall & Rittner in any way, what we are trying to do is get the message across to the staff on the ground that you're, if you are good and you are being kept by Brian, your job is safe, first of all. In the interim while Rendall & Rittner are here, we're trying to lobby them as the ultimate end beneficiary of service to look after their staff, to the extent that we don't lose the good ones that we've got. Now in terms of the retender obviously one of the key components of the retender would be staffing costs and everything else. But very briefly, one thing I didn't actually understand and I only found this out recently, in terms of how Rendall & Rittner are charging Berkeley. They agree to a unit price up front and that is constant, that never changes. So the amount that Berkeley pay Rendall & Rittner is not directly in any way linked to our service charge, what causes our service charge to go up is inefficient spending and to use your example with regards to staffing, repeatedly having to go out and hire staff that we've lost, because the management that Rendall & Rittner are utilising is suboptimal.

Stephen

So the next step is to get Richard Daver to pay market, so that we can actually fill the empty spaces that we've got with hires (?) and to create a culture that Chelsea Bridge Wharf, where the people that Brian wants to keep and Brian himself for that matter, the last thing we need at the moment is for Brian to get so fed up with this that he just throws in the towel and leaves, to the extent that we not only have every vacancy filled, but we have people happy that want to stay here. So it's two fold, one is pay and conditions, the other is us making it very clear in our engagements with staff, look you do realise that I'm venting about Rendall & Rittner, it's not about you, because they've got it in their minds, all we ever hear is people telling us, someone on the committee, how, excuse the vernacular, I won't say the word, how rubbish we all are and how we all should be ...

Natalia

No, we all love the staff.

Stephen

But we need to make this clear, because these guys equate RA/RR issues as a criticism of them personally which is not the case.

Susan

It's very demoralising.

Stephen

Understandably.

Natalia

But there were a couple of people who didn't want to be fired and they were fired.

Stephen

Well we can't get into the granular detail, but the point is that we can't assume and quite rightly these guys, if you're a guy working on the desk, you've got no understanding of transfer of undertakings law and somebody and I'm happy to take this on, is to explain to them guys, all this crap that goes on in the background and all this vitriol that goes on, this isn't about you guys, this isn't about your family being put in jeopardy, your mortgage being put in jeopardy, the beef to use the phrase, is with Rendall & Rittner. So that's, so we all need to be very sensitive about this. So Brian went out with them all for a drink and their biggest moan wasn't pay and conditions, it was that all we ever hear from people, including members from the RA, is how rubbish we all are, which is, as you can imagine extremely demoralising.

Jean

Very quickly, yes/no, are we paying for Rendall & Rittner's recruitment costs – yes/no?  
Susan's question?

Stephen

That's standard with any estate management contract.

Susan

Well that's extraordinary.

Catherine

And Adrian did you want to add something before we move on?

Adrian

On that, we're almost giving them false security, look after staff, fight for staff, get them better pay, get them pension insurance, but say in six months' time when we're sacking Rendall & Rittner, those staff are going to go under.

Stephen

No, that is just the point, whatever happens, the good staff that are here now are going to be kept, because you've got a thing called, it's 'Transfer of ... TUPE, so if your organisation is effectively pushed out of somewhere, but your job in some form still remains, your pay and conditions are transferred also to whoever it is who is going to be standing in and doing the job. So what we will be saying to these guys is look don't worry, our beef with Rendall & Rittner isn't going to affect you.

Adrian

But you're going to be employed by somebody else in six months.



Stephen

But I mean they don't care, all they care about is that they are looked after and they get a decent salary and they are not treated badly.

Catherine

Okay guys, I'm sorry it's 10.25, we really need to move on now.

Adrian

Why is it so rushed, why don't we just extend it to two hours, it just seems to be very, very rushed?

Catherine

We've got an agenda and we've gone slightly off. It was important so we've covered it, but now we need to move on.

Jean

I agree with Adrian, I think these meetings should be at least two hours.

Stephen

Well you are welcome to run them, I am not prepared to spend more time on a Sunday!

Catherine

So the last item on the AGM was about the **fountains**, there was a lot of discussion around the fountains. Maybe Stephen you can remind us where we stand.

Stephen

Yeah I mean Adrian and I exchanged emails on this and Adrian reminded me, because I had completely forgotten that I got a question from somebody at the AGM, trying to sort of pin me down and say give us a date when you're going to actually initiate a, and let's not call it a feasibility, let's just call it a research to the extent I would assume and I'm hoping that you want to do this and you're happy to do it, that we just get the last, pick a number, you decide, go to Rendall & Rittner and say look give us all the figures over the last few years, how much have these fountains cost. And then that I presume is one of the key things that residents will want to know in terms of how they vote. So if you're happy to take this now, I don't see, what I didn't want to do with that guy in the room is say yeah we're going to launch it next week and deliver the facts by Tuesday. I mean as you said there's no reason not to start it now, I've got no problem with that. But I think people and you've been good to standing up to ...

Adrian

Yeah I'm happy to take it on. But saying that all I could see was obstacles being thrown at it in a way, but even if the feasibility study shows x, z and z, at the end of the day ...

Catherine

Can I just check, because I remember when, we've discussed the fountains a lot in the past year, there were some committee members that said it was part of the development and that Berkeley Homes would never allow it?

Stephen

Potentially.

Catherine

Is that an issue or not?

Stephen

We don't know, but Adrian is going to make that probably ...

Catherine

You're going to follow that up.

Adrian

And if Berkeley says there's not a hope in hell, in a million years, no matter what you do or say, we aren't going to give you permission for the ... and this conversation and I never want to hear about the fountains again, let's just suck up this money, our hard earned money, out every month. In fact it's only money at the end of the day.

Dorota

Yes so a couple of issues. Yes Berkeley Homes they have a history of not agreeing to small changes, because they are very design led, for example they don't want to change the flowers etc., so number one, have a conversation about whether they would agree to changing, before we have referendums and spend money. And the same, I would like to mention, maybe we can just have a one general meeting with them, in terms of **improving certain things on the piazza**. Like there's incident from those bikes going, I confronted someone yesterday, they never one side, but we need to do something about it, before something happens on Centurion. Have you had this conversation with them?

Stephen

Better than that, I can testify as a witness last night that the security, I saw them stop two bikes, get the guy off, force him to take his bike back up and take photographs of the registration that apparently is going to go through to the authorities and they'll get fined. So it is being enforced now.

Dorota

Okay but I don't think you can get a fine unless there's ...

Stephen

Dorota would this be helpful, do you want to send me a bullet point of all the things that you think we need to consider about these matters?

Dorota

Yes I will follow, yeah.

Stephen

One of the things that we've achieved and it's a small one, but Natalia's sort of point about the motorcyclists on the fountains. There are now two security patrolling, that did the job and came up to me afterwards and apologised, said we got him off before he ... So that's one small victory for what it's worth.

Natalia

Yes just briefly with regards, I think we need to understand one thing, which is the bottom line, the fountains have to stay, that's abiding for development, we cannot put flower pots in there.

Catherine

Well we're going to ask Berkeley Homes if we can.

Stephen

It's up to what Adrian finds out really.

Natalia

Yeah I think before we ask them, we have to present, say okay this is past five years, this is how much money you spent on them.

Stephen

Exactly.

Stephen

That's exactly what Adrian's action is, to put together a practical step by step guidance.

Natalia

Before we ask, because of course they are going to say no, straightaway.

Stephen

It's not going to be a simple case of Adrian saying can you get rid of the fountains, no we can't, goodbye. It's going to be ...

Natalia

Yeah if you need any help Adrian, I can offer.

Adrian

Well we've got a lot of people going in there, oh I don't really want the fountains gone what we want is to come and change the fountains. So I don't think we need to go in there saying, we need to put forward an option, I'm not saying fill out and leave the top on ...

Natalia

Yes

Catherine

So we'll research, perfect.

Larisa

Just quickly, just a point when talking to Berkeley Homes I was thinking it might be worth just coming at it from the point of view of okay, how much resident support would impact your decision. So if 60% of the residents are going we really don't want them, or 70% of the residents are going, they have to go, you know what is their point where they go actually do you know what if that many residents are upset about it, then with the other information you are presenting that might be a better way than going oh can we, or can't we.

Adrian

Exactly which is why I really wanted to get a feeling of, you know asking the question on the app, generally a simple question, people in favour of the fountains staying, or not, or maybe.

Larisa

Yeah the app is not the way to do it. The right way to do this is to email leaseholders, not ask tenants.

Natalia

It's not for fountains to go, no, it's new fountains that require minimal maintenance.

Catherine

We already asked the residents in this survey that happened last year.

Adrian

We did.

Natalia

Did Berkeley Homes act on it – no, it doesn't matter ...

Catherine

No, because somebody needs to lead on the project.

Stephen

They don't know about it.

Adrian

The simplest, the other way to maybe get a ? with them is, ask them to contribute to a new, a completely new fountain system.

Stephen

That's a great idea, something more modern.

Natalia

Yes that's what I'm saying.

Adrian

Move out this piece of shit that's there, put in an ultramodern, all singing, all dancing, fit for purpose, still fizzes water up in the air, so everybody is happy, makes a stupid noise, that doesn't cost us 30 grand ...

Natalia

Exactly.

Catherine

So do we have now a working ...

Stephen

You guys are going to own this.

Catherine

Natalia and Adrian, perfect.

Adrian

I've not problem with the water, it's not the fountains themselves, it's the cost.

Stephen

The expense.

Natalia

It's the maintaining them.

Stephen

The maintenance.

Catherine

So let's move please to number 2 on the agenda, which was about the **retender process** and where we are, Stephen please?

Stephen

Just a very brief summary. As you know we've had a bit of an issue with somebody on the app, but notwithstanding we explained at length, in great detail, what the law was and why we are doing what we're doing and for whatever reason they didn't feel able to accept that. So we explained this to Roger, explained what the issue was. I think being fair to the individual concerned, they seemed wedded to a conversation that took place in October with Roger funnily enough, regarding what the options were in October. And in October the law allowed a right to manage mechanism that would actually be practically workable, i.e., you apply for right to manage, you get the estate, which basically means all the common areas, the outside, the gardens and everything else and the buildings, which obviously speaks for itself. In January there was a High Court case that was decided on the basis of removing uncertainty with regards to whether or not a right to manage claim included estates and buildings and the court decided that yeah there is uncertainty, the way to deal with it is that we're going to say now that the right to manage claim can't include the estate, which effectively makes it completely unworkable, to have somebody managing the gardens, somebody managing the doorways, somebody manages the common areas. It's effectively been kyboshed by the High Court. So that's the right to manage situation. But in terms of us getting to a similar place, Roger actually had seen a settlement agreement that we'd shown him that was something between Fairhold Artemis and the RA in 2012, realised that there was an angle where with Fairhold Artemis we can force a contractual right, to force a retender that will enable us to have it as a condition of whoever takes on that tender that we as the RA have the autonomy to make the decisions about maintenance. It's what we are doing now to be honest, but just having legal muscle for what we're doing now, rather than essentially to be being told by Rendall & Rittner and Berkeley, well we're working with you because we're nice guys. I mean clearly that isn't the case, they are working with us because they can see the direction of travel and they want to try and keep the contract. So that's the background. In terms of where we are now at, we have got four tender packs in, two were disproportionately expensive. I mean you'll get all these figures in a matrix. But I think two came in at like I think 250 quid a unit or something. It's a shame Toby isn't here, he's closer to it than me. The two that came in cheaper were Rendall & Rittner, surprise, surprise and another.

Stephen

I think it's Centre ... whoever it is anyway, there's one contender at the moment that is substantially cheaper than Rendall & Rittner. But the question will be obviously look how are you cheaper, how do you treat your staff, what's your pay structures and all this kind of stuff and these will be questions that people will ask. But that's the back story and where we are at with retender. One final thing and I've been banging on about this for three years, the prize that will remove all these discussions about retender and estate managers on side, is to be able as existing leaseholders, because at the moment the law has already changed for new leaseholders as of last year. New leaseholders don't have to pay service, um ground rent. They don't have to pay ground rent anymore and they have a very easy mechanism whereby they can acquire their freeholds. That changed with regards to ...

Natalia

It's not applying to us.

Stephen

It's going to be and the announcement from the Government is that it's going to be within the session at 2024. So as soon as that law change comes in, there will be a, and if anybody has got any questions about this now, feel free to ask. But just very briefly, the way that works is that you have a very easy path to acquire it and the cost of your freehold is based on some form of multiple of what your current ground rent currently is. So for me as a one-bedroom flat owner in Eustace that works about 15k. It will be different depending on whatever your ground rents are and not everybody will want to do it, but as long as there's a majority, we will then acquire the freehold and then we will be the ones then deciding who does the estate management.

Natalia

This is why if RA had funds we could acquire ... We could have done as arranged, if we had big amount of funds we could have acquired other freeholds and then we could have bought the majority of the freehold. Let's say because if there is not enough people out of this 1200.

Stephen

Oh I see what you mean, that's an interesting idea.

Natalia

A lot of other buildings done it.

Stephen

I suspect most people, I mean this is conjecture, I suspect most people when the numbers are explained to them in three to four years' time, it's a no-brainer. To go to the bank and find 15k if you need to get a loan and to save, and if you never pay ground rent ever again and you have complete autonomy as to how your building is run and who manages it. But as you say an interesting idea about having a fund that, but then we'd become the landlord for the people who didn't want to ... Okay, that's a good idea though.

Susan

I would just like to say I happened to read the FT yesterday and there was an article saying to people don't buy a flat because you'll get, you are a leaseholder and you have so many disadvantages and at the opening of Parliament this year, that issue has been dropped from the agenda. So when you say it's coming up in 2024, we've got to wait quite a long time, if it has been dropped.

Paddy

Yeah just a question Stephen when you talk about the cost, the cheapest or the most competitive of these companies, management companies, are we referring to their charges per unit?

Stephen

Yes.

Paddy

You know is that what you said, but isn't that a little bit dangerous from the point of view, because it's a well known fact that people will buy their way in and go in cheap and then when they get in, they rip you to shreds. Now the thing I'm, if whoever is the cheapest, I mean is there any way that we can go and check them out, because let's talk to two or three other developments that have had these people, because going back Rendall & Rittner, we took them on to kick out Consort. You know we could even do the same again by just looking at the bottom line.

Stephen

Yeah I think all these things Paddy, I think we would actually want to be involved in the negotiation of the contract to the extent that you would have provisions with regards to fair market price rises, being a multiple of ... pricing, all these things to prevent basically being fleeced as soon as they get in and hire us, but get us for a cheap price. Yeah all that's taken into account.

Paddy

So all we've got to do is ask whoever you know these cheapest ones which buildings, give us a list of five buildings you'll do and I'll do it, I'll go and check with the Residents Association who had it before.

Stephen

That would be key Paddy and much appreciated, yeah definitely.

Paddy

Because I'd like to hear what, experience is best!

Stephen

It is and you've got a lot of that in estate management things, so I defer to you entirely!

Jean

Paddy, we should also get copies of the reports of the expenses that they send out to their residents.

Paddy

Yeah, alright, Jean

Susan

Again I want to ask about feasibility and people voting on it, because Stephen, if you come to a decision and say E&M is the one for us, you have obviously got to present it to the owners of the flats.

Stephen

Yeah and I won't, just to be clear, I won't be making that decision. I will be summarising with the committee what the tender packs are, in a matrix. I'm happy to make what we think as a recommendation, it maybe that we don't think, we all think individually.

Susan

And then you present it to the owners.

Stephen

Exactly.

Catherine

Yeah actually that was my question as well, is when do we get to that vote time, because we promised at the AGM that there would be a **vote for the retender?**

Stephen

I reckon it would be probably October/November time. But again don't hold me to that because circumstances ...

Natalia

I'm happy to keep like even Rendall & Rittner but all these estate agents, managing agents, we have to have a new contractual agreement with us.

Stephen

Exactly.

Natalia

It's not going to be same structure as before.

Stephen

Exactly this is the problem we are dealing with now, because of the structure. I agree with you.

Natalia

Okay.

Catherine

So if that's okay we are going to move to the next point which was about the **accounting audit**, there has been quite a lot of discussion by email, I think a lot of us will have seen it. So Roger Southam made a proposal, we've had some back and forth by email because he's not a qualified accountant, whether that's okay or not. Toby's point and he's not here, is that to actually pinpoint and find certain inconsistencies he would be absolutely fine, but I'll leave it over to you please, Stephen.

Stephen

Very briefly with the accounting audit you've got two choices, you've either got a very, very forensic detailed audit that takes years, goes back six years line by line and costs in the region of 50/60k. The potential prize for that is that they discover much more than 60ks worth of mischarges over a six year period and they get it back. The downside is and it's again like all



things to do with buildings, there's a lot of sharks in the water, is that you get charged 60k and you were told oh yeah you could have saved 10k after the last six years. So one of our key things was to watch what was happening with the very detailed forensic audit that Battersea Power Station were doing. I don't know where we're at, because Toby's monitoring how it's going. What was proposed by the committee, by the majority of the committee at a meeting about nine/ten months ago, was that we would prefer to go for a less comprehensive, sort of low hanging fruit assessment from somebody who understands how these accounts work, with a view to identifying big line items and then if there's, if you get a flavour that there are things wrong from that, maybe dig deeper. And the committee decided I think at the time, it was about three-quarters in favour. To be honest I wasn't, my personal view was that the potential benefit versus the costs were probably going to balance each other out and I'd be more inclined to focus on the future, rather than what those guys did five years ago. But it's open to you guys, that's just my view. So that was how I voted originally, I voted I think no.

Catherine

Well just for the record, there was a committee vote at the time. There was a committee vote whether to do a full forensic audit, which was going to cost upwards I think of £40,000, we had the quotes, I can't remember the company's name and the committee voted to instead do a partial audit and that's for the record again when we got involved, was it Shaw Wallace, who was involved?

Stephen

Shaw Wallace, yeah. We instructed Shaw Wallace, I think it was decided mutually that they probably weren't best equipped to do the job.

Natalia

Did you pay them any money?

Stephen

No we didn't pay any money.

Catherine

Shaw Wallace, our accountants.

Louis

I think there's two sides, if you have a forensic accountant they are going to be drawing comparisons across other estates and they will also be using the benchmark of maybe bad practice, if they're checking our accounts against five others and they're managed by Rendall & Rittner, by other companies, if there is an inflated cost, or there is bad expenditure within our accounts, it's probably likely to also be in their accounts as well. So you're almost benchmarking bad practice against bad practice. But I think the benefit of, whether it's Roger, or from a kind of, or whether it's someone else, is that there was a guy that volunteered, who was speaking with Toby, who was a resident or was an owner, leaseholder of the estate, who has an accounting background and I think it's, and he was offering his services just basically I think free of charge to investigate. I think the balance of having someone from an accounting background that can look at the accounts, but also Roger from the management and experience perspective, you think are more likely to pull out these anomalies and my personal view is that it's a more rounded approach, to actually kind of pull

out something. Then if we then realise from that that there's significant errors within a particular area to then kind of push forward with that. But otherwise ...

Natalia

No just quickly to this point, they have to have, the way they will produce their report it has to be legally binding, can they do that, like can Roger do that?

Stephen

Yeah, yeah. I mean these are the options, we'll do a vote this week, these are the options, first of all do you want to do it all, that is question number 1. Secondly, if you do want to do it, are you comfortable with the costs and if you ticked it, you are comfortable with the costs and you want to do it, who do you want to do it. My view for what it was worth when we looked at this originally was I just think it's naval gazing into the past, but if we are going to do it, I'll go with the flow. I went with the majority, because there was a lot of concern about old school charges with Rendall & Rittner. I would say, I'm not that keen to do it, but if we are going to do it, I think the approach could be the one, I'd go for Louis' approach where you'd have someone like Roger, who does have a unique skillset. You know Roger can be a little bit slick, but at the same time, he has a unique experience in estate management, in disputes with landlords, plus from both sides of the fence, understanding the accounts of these places, whereas if you go to an accountant, it's quite a niche thing to look at these estate accounts.

Paddy

Stephen I think it's worth recalling that Shaw Wallace, the reason that they couldn't get any further is they needed certain information. They wanted to get a lot of information from Fairhold Artemis, who quite blankly refused to give them the information. So you can't, unless you can get a breakdown of the actual contributions, which is the big thing, that there's a lot of money applied into the accounts incorrectly that's one of the main areas that you can

Stephen

To address that point Paddy, Fairhold Artemis were playing the recognition card.

Paddy

Yes exactly, yeah.

Stephen

Erroneous, to cut a long story short, we are addressing that again afresh, I've circulated an email with regards to Berkeley. But Roger and I don't know the answer to this, when I explained the issue to Roger, he says that and this is where he does have some useful insight, he says that BS basically, you don't, there is some provision under the Landlord and Tenant Act that you can ...And Roger knows this kind of stuff, whereas maybe Shaw Wallace don't, that was the issue I think.

Paddy

No. He's the best guy yeah, okay.

Kirt

Sure thanks. So I was not in favour of it first time round. I'm still not in favour, I am probably less so now. So the reason I was not in favour originally was because I think if you're only doing the helicopter view, you are never going to be able to pick out things that are actually actionable and deliver any return on that view. We are just going to be told the

costs are quite high, basically I'm pretty sure, but they are going to fall within what is legitimate and that's the difference, whether it's legitimate, but inflated, or not legitimate and we can pursue them for it. I don't think that helicopter view is going to really give us anything in that regard. The one thing that it would have been useful for is to make them aware that we are scrutinising the costs. So on a forward basis that might have assisted us. So this is why I'm less in favour now, the committee are taking a much more proactive view of the expenditure for the estate, so I think we've already got to a place where they know that we are scrutinising everything. We are focusing on the costs and we are much more in control of them going forwards, so I don't ...

Stephen

Louis and Toby are all over them like a rash when it comes to costs now.

Qin

I wonder if we should re-vote given that Shaw Wallace are no longer able to go ahead with this, because at the time we voted, we didn't have this retendering process in place and I don't know what the ultimate goal was, whether or not we were thinking of you know being able to reclaim some of that money back, in which case one of the advice at the time, was that even if we would be able to reclaim some elements back, that the amount that we would be able to get back, would actually be less than what we would have to pay, to find that amount of money. So I'm just asking committee members whether or not we think a) we should re-vote on that process, given that now that we are taking a much more active role and secondly because of costs.

Stephen

I think the answer is yes to that Qin and that's what we are going to do this week. I think we've all got our views, but maybe just Catherine will circulate the email and you guys decide basically.

Louis

One last thing, I think where we've been working with Brian, John etc., we are understanding and seeing the details of the accounts a little bit more. I think Rendall & Rittner's speciality as we've seen at individual apartment level, their speciality is about making the accounts as unclear as possible, I think where they are so unclear that it's going to be very difficult, whether it's an accountant, whether it's someone else, to try and work out and even get the information out of Rendall & Rittner, because I'm sure it's kind of hidden even through back ways that I don't see how we are going to achieve much.

Adrian

Just one thing, I think the quick one is on that, I think is what we just need to do is get someone who is going to challenge R&R, ask them to produce expenditure of our service charges that we've paid since they've taken over and ask them for a detailed breakdown of where our service charge has gone. I don't care about any other figures, whatever they do ...

Louis

They've done that and I think it's where each account interlinks with each other. So where they've provided it, it's that you don't then see, because it's such a top line figure and they are saying well we have given the information that we need to give and they are giving basically the bare minimum legally of what they have to ...

Adrian

I think if you've got someone in there with authority and who has got ...

Stephen

Recognition.

Adrian

Recognition, exactly, to push them and you know because if it was the tax man that is looking for that.

Stephen

You've got to find it, yeah.

Louis

They have a legal obligation so it's the difference between engaging out of ...

Stephen

We'll have the recognition thing sorted in the next six weeks and then we can push it.

Louis

Yeah.

Adrian

I think the rules on that is if it's coming down to who does this you know, if we had Shaw Wallace on the case, they're gone, you are pushing for Roger to do it, which I'm not a fan of, because I don't believe, you will need an accountant background if the figures are so complex and hidden and not transparent, then you are going to need an eagle-eyed accountant or something, to look at that. Why don't you go to the market and I'm going to do that, there must be accountant firms out there who specialise in this.

Stephen

Okay, you're getting yourself another action here!

Adrian

Yeah to say look guys this is our issue, do you provide this service, give us a quote.

Natalia

I tried that before.

Adrian

For £200.00 an hour, you know because I just think 300 quid an hour to Roger, is insane.

Stephen

I hear you.

Adrian

But I know that's a cost thing, but I think why not and then we can always say at least we went to market, we find the best and this might be the best option.

Dorota

My twopence, I'm not very good with finances, so many opinions, I appreciate them all, I'm a bit of a fence sitter. Although £6000 might feel like a lot of money, if we have this money, if you divide it by 1126 it's £5.30, I bet if you went to all of the leaseholders and say listen, we're going to look, we are going to be a bit of investigating, it might not come to much, but it will cost you 5 quid, I believe most people want to do it. It's 5 quid, okay.

Stephen

We'll send out the email and everybody is bringing these views with them, these views will obviously determine what your response to Catherine's email is and then we'll just report back.

Stephen

So the Company Secretary is responsible for the auditing of votes, so if we just send out an email this week, attaching Roger's letter again.

Adrian

She didn't have any involvement in the Koray vote did she?

Stephen

She did yeah.

Adrian

Oh really.

Stephen

She did, yeah

Catherine

Sorry I didn't hear what the question was?

Adrian

You couldn't have put the vote for Koray.

Catherine

Yes.

Stephen

Yes she did, that's the rule.

Catherine

I have all the votes for that. So okay, yes so I'll take the next step to circulate Roger's proposal and put it to a vote at the committee.

Catherine

Next, you will be pleased Jean, it's over to you, because we've got the big **community lunch** next week and you still need some help I believe.

Jean

That's correct. First off, a big thanks to Larisa, Dorota, Susan and Toby who have worked literally every day for the past two and a half weeks, towards furthering this. The big Jubilee Lunch is on, this coming up Sunday at 12 – 2.30pm. We've got gourmet burgers, we've got a vintage ice cream stand and a professional make-up artist for the children's face painting and we have as of Friday night, we have 70 adults and 7 children, who are signed up to attend. So we have a very nice response. The lunch presents an opportunity for the RA to publicise what it's done and I'll leave that to whoever wants to pick up the bone and roll with it. But it is a missed opportunity if we don't get some good words out there about the RA. If you, I've just scanned the list of people who have RSVP'd, there are several committee members who have not RSVP'd and to put it very bluntly, if you haven't RSVP'd, you will not eat, because you will not have a voucher and because we are not giving out vouchers on the day, nor are we accepting cash and that is for security purposes and also to provide enough food for the people who have RSVP'd. So I think I've said that plainly enough. Then finally thank you Susan, we do need help. The four people that I've mentioned have worked tirelessly, we need other people and specifically no one is manning the drinks booth between 12 and 1 and no one is manning the drinks booth between 2 and ...

Stephen

I'm doing 12 to 1. So you've got me from 12 to 1, Jean and Adrian 2 to 3.

Jean

Who is doing it from 1 to 2?

Stephen

Me Well whatever the first slot is I'll do and Adrian says he'll do the same.

Jean

Okay then we have 2 to 2.30 who is doing that?

Stephen

That must be Adrian

(Laughing.)

Adrian

What's your time?

Stephen

I'm doing the first slot.

Jean

Alright, so Stephen is 12 to 1, Adrian is 1 to 2, who is doing 2 to 2.30?

Adrian

I thought you were doing the second slot?

Stephen

I can do the second slot, I tell you what, I'll do whatever slot you want me to do!

Jean

Look there are three slots, this is very easy and not at all funny. The third slot is from 2 to 2.30.

Stephen

You have got a further third slot Jean?

Jean

As I've said three times, Stephen yes I do. 2 to 2.30 who is doing it?

Larisa

Oh I'm happy to do that.

Jean

Thank you. We need people to run the kids game and to help clean up and yeah.

Catherine

Dorota just put her hand up, does that mean you are happy to help Dorota?

Dorota

Yeah I will help with all the clearing up, but we also need someone to put up gazebos and help us put the furniture, if we decide to use them, if the weather is a little bit you know, it might rain, or if it's going to be windy, we might, we have some gazebos and it's quite heavy. We have a trolley, you know sandbags, so it ideally it would be to have a couple of guys.

Catherine

So Louis has volunteered his help for the set up and so has Stephen. And Adrian as well is happy to help with the set up.

Dorota

Thank you.

Jean

Okay great. So it remains if we are going to have some kids activities, someone needs to step up.

Dorota

Okay Dorota, thank you very much. Thank you.

Catherine

Great and I'm really sorry to miss the lunch, it sounds like it's going to be fantastic.

Catherine

It's 11am and I have got something I need to get to, but if we can just run through the remaining items in the next 20 minutes that would be great.

Stephen

We can do 5 on email.

Louis

5 on email is fine.

Catherine

So item 5 which will be on email was an update on Sopwith Way, the barrier that we want to put down the road, insurance and the ponds and I think we know the ponds has just been delayed because of the rain.

Stephen

Well I told them this week, forget the ponds this week, get the fountains done for next weekend.

Catherine

So next on the agenda, Qin had requested that we discuss **R&R's poor maintenance and communications** if I'm not mistaken. Qin, over to you.

Qin

Yeah so as some you know I travel quite a lot for work, so every time I'm back there seems to be something broken and recently it's really culminated in a lot of things broken for Burnelli building at least. I don't know if that's the same across other buildings. I managed to get Brian to fix most of them this week, even though he was complaining about the fact that he didn't have enough staff, so it seems that things can be done if you complain. But what I would like to ask committee members to do is collect a list of poor maintenance, especially safety issues that we could potentially use during the retendering process, that we could use to pressurise R&R. I don't think anything more needs to be said, but my other point was, which I think was also relating to number 7, about **committee membership**. As some of you know I said on email that I wasn't happy with the way that Koray has been removed. I thought that we should have given him a chance to, vote his own way out, if he was happy to work with committee members or not, if he was happy to contribute or not. I know that he's being extremely disruptive, but at the same time I felt that there was a lack of due process.

Stephen

Qin and I chatted about this, we are obviously coming at this from a different angle. I mean my narrative would be we had a committee member, who was very upset about the scaffolding as we all are. I as a lawyer of 25 years standing, explained that as far as I could see, there isn't any legal action we could have brought against the contractors, because a) we don't have the contract with them, it's between Berkeley and the contractors and b) the only other angle would be negligence and we wouldn't have a cat in hell's chance of proving a negligence claim against them and also Berkeley would just say look it's going to be done by September anyway. So by the time you even got any legal proceedings off the grounds, the issue will kind of resolve itself, where they've been disingenuous is they've strung us along. Yeah if somebody had said to me two years ago, this is going to take two years, I would have probably moved out, if I could have rented it. But what they've done is obviously incrementally every six/seven months, said oh another six months, another seven months. So anyway there was an action for an individual to look into it with the caveat I was happy to be proved wrong, rather than actually deliver on that action, the individual then launched a



campaign against myself and the committee, with regards to our purported inactivity, with regards to scaffolding. Notwithstanding the fact I speak to Berkeley every month, I spend half an hour of my Thursday morning, basically saying look stop taking the mick, this is causing so much anger, so much resentment, mental health suffering, all that kind of stuff. I do what I can, but we ended up then with a little bit of a sort of private campaign going on the app, with regards to the Chair and the committee being in some way at fault. I then asked the individual to repeatedly, can you just tell us what your solution is and I think this raises the question in terms of the rule of thumb for committee practice going forward, if we are going to raise issues, it needs to be raised in the context of I've got a problem with this, here's my tentative suggestion of a solution as to what we should do. It doesn't help anybody just to jump onto the committee and use it as a sounding board for all your frustrations and moans and groans, without coming up with any solution. So to cut a long story short anyway, I did call this guy out on this and say can you just deliver what it is you said you're going to deliver. It resulted then in a question about my integrity, the committee's integrity and most, this is what made me livid, what most annoyed me, was he then proceeded to go on the app and insinuate that the advice that Roger Southam had provided, which was a very important thing, this retender thing in the law, the residents had been mislead for a long time, by another individual about what their rights are and we'd got to a place where, it may not have been what people wanted to read, but they'd got the facts I'd hope as clear in their mind as they can be, for something that is quite complicated. This individual then insinuated that the advice received was in some way tainted, because there was probably a vested interest, the insinuation being that the committee in some way were corrupt and paying Roger. So a vote was tendered and just to clear this up as well for people who were sort of looking at the constitution, the constitution is a framework, there is also what you call implied terms there, in the sense that none of us, if the majority agree, have to work with anybody they don't want to. That is not expressly written in the constitution, similarly the background story to this, it was interesting that Koray quoted, it was another Mike O'Driscoll falsehood on the app, that there's no mechanism within the constitution to remove the Chair. Again it's an implied term, if the majority of you guys don't want me, you just tell me to go way. So these erroneous suggestions that are low on fact, but big on emotion, don't really advance anybody's case. We were going to talk about it as an agenda item, we started the vote, the vote came in very quickly and there was already a majority within a couple of hours that people didn't want to work with Koray. So that's the background. But I take Qin's point you know ...

Stephen

On that final point in context, there are 1000 flats in Chelsea Bridge Wharf, there are 900 people on the app, this concern about optics relates to, I checked on the app, three people, who by the way are the same three people that blindly lied, like every ridiculous lie and conspiracy theory on the app and just in terms of my interactions with committee members and residents, I've had five times as many messages of support, with regards to Koray and with regards to the other individual, you can add another three or four times on top of that. So the optics are good as far as I can see Qin.

Qin

That's fine then.

Catherine

I've been wanting to just say something for the record, very quickly. There was a vote done by email, by all committee members were asked to vote, it was not a secret ballot, it was a committee member vote.

Stephen  
It wasn't run by me.

Catherine  
And I collated all the answers because people have a right to vote anonymously if they wish, so it was for the record 11 voted for Koray to no longer be on the committee, nobody specifically voted for him to remain on the committee and 5 members for various reasons abstained from the vote.

Jean  
Sorry for the record, this is Jean, it's incorrect.

Adrian  
Adrian speaking. Just, my feeling was we should ask and discuss with the committee, were we in favour of having a vote and if we all agreed, then a vote would have happened.

Stephen  
But we asked that, the reason that ..

Adrian  
This is all in email, it all happened very, very quickly and I think if the optics of the Residents Association and where the ? would be for this, if they raise a grievance, if they disagree, if they have an opinion, if they seem to you know challenge things, or ask awkward questions that the committee doesn't like, or the Chair doesn't like, or other residents don't like, it's just eliminate them.

Stephen  
Question, you've sat on the committee now, you've chatted to us, do you really think that any question of dissent is something that is, people are disappeared and thrown out of a helicopter somewhere over the Atlantic.

Stephen  
The objection to Koray wasn't that he was a dissent, dissent is good, we are all dissenting today that is what healthy debate is about.

Susan  
It's the manner of doing it.

Adrian  
Well I don't know, we have to be very careful what we say.

Stephen  
No you've got to be careful you don't lie and in particularly misleading residents and Koray basically, he's lied, I hate to use the, you know he's lied on the app for some personal agenda reason. I understand he was frustrated with the scaffolding, but he decided to vent essentially at the committee and at me, when all we're trying to do was help them.

Adrian

As Qin said I think it should have been done with you know like a three strike system, like you used on Mike O'Driscoll, you know you used that against him and eliminated him. I just thought the process should have been dealt with, with Koray. Look Koray, you're comments are offensive, I'm insulted by what you said to me, either you resign on your own back or go away and have a good talk with yourself, review your conversations and your beliefs and come back with a different frame of mind, or ...

Natalia

Or we will vote you off.

Adrian

We will vote you off and good luck.

Stephen

So can we just put on the minutes then that that is Adrian's and Qin's view, because I think Qin was very keen that this is recorded as a governance issue.

Louis

So first was yeah I guess just to wrap on Koray was I think the RA is and should remain open to anyone who wants to join with any input and it's fully appreciated, because there are so many things that we haven't even scratched the surface with. But I also think it is important that if people are coming along to join it's that they also contribute as well, because we don't need another 50 people to come and prod the stick and then walk away and then not help as well.

But just on Qin's first point regarding maintenance, one of the things that we'd said with John was basically there are so many items outstanding, we are adding every day to the maintenance list, which is correct, but it was like we used the example of the lights on the piazza. Stephen and everyone worked really hard last year to get the lights ready for December, but then once they are done, we can't then just walk away from it and say oh it's done. And then last week there was like 9 lights that were gone. We said it's, we need to move to the point where we achieve things but then we continue the maintenance that's ongoing. And I think yeah one was staffing, but one was also costs. So one of the suggestions from Vasundhara was to, we have a list already, but if the building reps are able to collate any issues, whether it's photos etc., we will compile it and then summarise them together, but then also we'll make a draft proposal of what we think are the things that need to be done in priority order. Then once we agree on that, we work with Brian and John to basically tackle the things on the list in the right order. Yeah if anyone has any views on it, or different approaches, I think we need to be open to it and it's fine, but we need to move forward in a kind of constructive way.

Stephen

It's a great approach. But for my twopenneth I think all roads lead to staffing. At the moment we've got Brian as the Estate Manager, shimming up lampposts without anybody to help him. So the two things are related aren't they.

Stephen

And also Qin's point as well that Burnelli is such a state, because there's no one there to do the jobs that's the issue.

Louis

But also on cost, because our point was that we are saying that while we haven't got staff, now is the point that we should be doing the external jobs that we know that we can't ever do in-house. So if it is a qualified electrician, they were working through Howard and then they said they've stopped, because they ran out of money. Well my view on it, whether it's right, or wrong and I'm happy to be challenged, was there's separate money for Oswald, Howard, Centurion, so why have we not got an electrician for every building, all at the same time, working through, because then at least we move forward, instead at this rate with Howard, we're just starting Warwick 1 to 3, but it's going to be six years or so, before we've done the whole development, by which time we're going to be coming all the back round again.

Stephen

Let's take this as a mini project for you me and Toby and anyone else who wants to be involved, to create a framework of prioritisation and as you say okay we acknowledge you are nine people down at the moment, so the in-house jobs are going to be difficult, but use the people we would normally use as contractors. And I'm really interested to look into this business of about how and earth you run out of money, I mean that just ...

Louis

It's about waiting for the service, because for example with Howard, they were saying that the service charge for Howard is collected every six months, so they are saying that they are waiting for, I think it's the beginning of next month.

Stephen

Well why don't they use something from the sinking fund.

Louis

Well this is what we said, we said that ...

Stephen

Right, got it.

Louis

Yeah basically moving money just temporarily to cover, yeah.

Stephen

Cheers Louis, you've got it.

Louis

I'll work with you ...

Adrian

I think we've also got to remember is we're still being charged a full blown service charge each month, each quarter, each year, if Rendall & Rittner are not providing that service because they've got a lack of staff, so why are we paying, we should be asking the question, if you haven't got the staff to complete the works, to complete the services that we are paying you to do, why the hell are we paying you in the first place.

Stephen

That email that was circulating today, that was the question, ultimately how can you be charging us for service charges when you haven't even got people on site.

Natalia

And Stephen the way he talks to you is just like so condescending, I literally ...

Stephen

It's his way, he's quite frustrated and I get, I do agree with you.

Adrian

I really am looking forward to getting in a conversation with this guy you know I want to speak to him on various things about the accounts etc..

(All talking over each other.)

Catherine

Richard Daver.

Stephen

You will enjoy it because he's one of these people, he's quite, he's not an unpleasant man to deal with, but he's the ultimate bureaucrat in the sense, ... Happy to talk about it if you want to give me a call.

Qin

Just to say that all of the issues that I emailed Brian about this week were reported months ago and I know they were reported months ago, because I reported them, but nothing, unfortunately was done. One of the issues I raised was the carpet, which were meant to be replaced last year even, again it had been on their list of things to do for a very long time and I just don't really think that they have even looked at it. I think those are kind of fundamental issues that go towards mismanagement of the Estate if nothing else and that's something we can challenge them on, during the retendering process and that's something we can go to Berkeley on, which is why I want committee members and also the residents to collect that evidence and I've starred a folder of, you know all of the pictures, so feel free to send it to me.

Catherine

Thank you Qin. And finally Kirt put a note, he says can Brian allow some outsourcing to us, for example, get 50% off on carpets, with free fitting on Bank Holiday offers, give me some paint and permission and I can paint some of the hallways!

Qin

You can come to Burnelli any time.

Kirt

Yeah I was just saying that's more my own building. So it's like I'm happy, you know we can take charge of some of these basic things, within our own community, to get stuff sorted as long as we've got permission, right and it's not much time for a group of residents to sort out their own building, if we can.

Susan

And a reduction in the service charge then.

Adrian

But why are we paying the service charge then.

Catherine

we all agree we are paying enormous amounts of service charge and it's not right.

(All talking over each other.)

Stephen

Can I make one more point very briefly before we go, guys this business of having debates electronically, I for one have got to withdraw from it, it's damaging my life to the extent I've got a day job that let's face it pays me, I was going to say me much more, but it just pays me end of, and if anybody has got issues they want to discuss, put them down as an agenda item for the meeting and then they can be discussed. But I've got to say I'm not engaging on any more of these interminable electronic exchanges, it's driving me nuts.

Catherine

Agreed.

Adrian

Here, here.

Catherine

And thank you very much and the date of the next meeting is going to be Sunday 3<sup>rd</sup> July at 10am, if you would like to make a note of it and we'll consider extending the meetings to an hour and a half, Qin, I've noted that. Thanks very much. Bye.

**END OF MEETING**