

Chelsea Bridge Wharf Resident's Association (CBWRA) minutes – February 2022

Attendees

Chairperson: Stephen Thompson
Treasurer: Toby Spoerer
Company Secretary: Catherine Thomé

Dorota Szelagowska	Database
Louis Kendall	Building representative for Warwick
Nathan Saiwarren	Warwick Building
Susan de Laszlo	Building representative for Howard

On Zoom

Kirt Bains	Building representative for Horace
Koray Ozdemir	Lanson building
Larisa Villar Hauser	Burnelli building
Patrick Savage	Building representative for Centurion
Vasundhara Talwar	Building representative for Warwick
Qin Xie	Building representative for Burnelli

Apologies

Jean Dornhofer; Jovdat Guliyev; Natalia Nyudyurbegova

Resident observers

Aaron Yamoah; Emma Biskupsi, Karin Paynter, Mike O'Driscoll, Philippe Gault

External Guest

Roger Southam (Part)

Update on re-tendering the management contract and targeted accounting audit

Stephen welcomed new committee members and resident observers and introduced the first item on the agenda, re-tendering the property management contract. He introduced Roger Southam whom the RA had instructed to manage the process. He said Roger had much experience in retendering, property management, lease issues and had acted on behalf of Chelsea Bridge Wharf in the original 'right to manage' application in 2012. In summary, Stephen indicated that Berkeley Homes (BH) did not wish to participate in the retendering, pending their annual review of Rendall & Rittner (RR) scheduled for March/April. He added that Hitesh Gadhia had been instructed and had started the targeted accounting audit work. He would examine RR expenses, highlighting any overcharging or inefficiency.

Roger said the tender packs had been sent and that the interested parties L&Q and Notting Hill Genesis were fully on board. The tender pack was designed to get the basic standards, qualifications, capabilities, and capacity, and that interviews would follow once initial responses had been received. The next step would be to talk to other resident association committees. The timeline would bring us closer to BH's review and regretted that it was not possible to move faster.

Stephen added that where BH did not wish to participate, there would be a dual model whereby the non-Berkeley buildings would aim to self-manage. Roger commented that BH were developers and unlikely to want to get involved in a management situation. BH make no money out of the management nor take insurance commission. Stephen said BH were holding off until the RR review in March/April, giving a chance to the new Estate Manager, Brian Klue to make his mark.

Larisa commented that in her experience BH had been very open to input from residents some years ago when they had felt that there was a majority of residents were having a problem with the management. She said had been specific to Burnelli 's expenses issue with regard to the fact that it was a shared ownership building.

Louis shared his concern that RR could remain with BH at an Estate level and that CBW's problems were mainly with finance being pushed down from Estate level through to building level, limiting our ability to control the bigger ticket items and matters that affect the Estate. Roger said that to start with on the Estate, it would come down to keeping an eye on the charges, on the management agreements in relation to the charges, the lease in relation to the charges and the reasonableness of those charges and where there might be an ability to challenge and question and follow through that thoroughly. Roger said the aim was to get a self-management structure similar to Grosvenor Waterside whereby we would be in de facto control of the Estate and buildings, however under current legislation this was not yet possible.

Susan enquired which buildings were BH's or Fairhold Artemis' and whether their service charges were very different from each other. Toby said Burnelli, Lanson and Hawker buildings were under the control of BH as freeholders [and RR as current managing agents] In terms of managing agents and service charge, Warwick sat under L&Q who had also appointed RR. Fairhold Artemis controls the remaining buildings.

Roger said he had not yet been through all the leases of all the different buildings, however it was probable that the service charge within the buildings would be very similar. The contribution in regard to the Estate would vary slightly, and if BH did not take part in the tender, then we would have to go through the leases and the requirements, so as to dovetail the management agreement accordingly to the different buildings, as opposed to Estate wide.

Mike O'Driscoll asked how the managing agents invited to tender had been selected. Roger said the list included RR as incumbents, Premier, Ringley, Mainstay and Pinnacle. For the self-management option, he said he would approach either accounting firms or management firms with strong accounting arms. He explained that there were not many firms that could handle complex sites and that smaller agents may not understand the complexities and the needs and the requirements, however he could add other parties if anyone had recommendations. He said Savills were not interested due to current capacity and POD unfortunately generally did not taking on existing sites, preferring new developments where they can set up standards from the start. He said the Grosvenor Waterside [self-management] model would be ideal and he would try to facilitate this.

Stephen thanked Roger and reminded all that the tender candidates had been published on the app for further details.

RR staff restructuring

Stephen said that the RR Estate Manager Brian Klue had served redundancy notices on about 12 existing members of the Estate staff who had been under-performing. Stephen said that the first stage had been to replace the old RR management team and felt that Brian had so far proven to take action and make changes. Brian was currently short staffed and would do his best to appoint replacements in the coming months.

Lifts issues

Louis said that he and Toby had met with RR further to a lift incident in Warwick the previous week to discuss the monitoring of response time and get incidents logged in a better way. RR had said the response time was an hour if anyone was trapped in a lift and four hours for any lift fault. The idea was to collate data to push back on Otis, the current lift provider.

Louis reminded all that the lifts were about 15 years old and almost at the end of their life span so it was a case of extending it for now. ILECS are the lift consultants that RR use across all their estates and they tender for different renovations from different companies, Louis has asked that another lift consultancy company be involved to tender in the whole process. He explained that lift consultants were needed to draft the scope of work and have technical expertise in terms of health & safety, operation, etc

Louis said he was exploring the companies who could change the actual shell and the workings of the lift [so as to be more generic and access spare parts quicker and more easily] and welcomed recommendations.

Stephen added that RR at group level seemed to accept the fact that Otis were facing a logistical supply chain issue as their warehouses are not in the UK which meant there were delays in parts being received. He said would look closely at the service level agreement and follow up with this.

Dorota commented that she had personally witnessed that Otis' response time had not been accurate in reports and said engineers claimed to be too busy to attend promptly. She suggested that the biggest companies were the busiest and that no one seemed to enforce their contract or take action when breached. Catherine added that in a Howard core had recently been without a working lift for two full weeks which was unacceptable.

Louis said the RA was still waiting for the Otis agreement to be shared, but was aware that they were on a full service contract, which meant that spare parts were included, however they were not delivering on service. He was keen to see Otis' performance metrics and see how they were being held accountable. This was important to consider in future agreements.

RR potential savings

Catherine reminded all that RR were due to give the RA a list of potential savings since the December residents meeting. Stephen said he would follow up on this with Brian.

Stephen said some big savings had occurred with the ponds thanks to Paddy and Toby's hard work. Toby mentioned that the relining of the Centurion ponds was now either done or due to start in the next four to five weeks. He reminded all that RR had considered a £2 million project which had now come down to approximately £300,000 thanks to the RA's scrutiny.

Qin suggested that savings made such as with the ponds as well as the list of potential savings that RR were working on be published on the app for residents to see.

Insurance and Fairhold Artemis

Stephen said that BH insurance costs met market prices and that Warwick residents had a very good insurance deal via their landlord L&Q. The issue was with Fairhold Artemis who had initially refused to give the RA the details needed to make a comparison on the basis that they did not recognise the RA. FA have recently recognised that the RA is an unincorporated body that sits under the RTM company and should share insurance information in the near future.

Update on restricting access to Sopwith Way

Louis said barrier quotes had been submitted and were due to be reviewed. He said there would be a meeting between RR, BH and Battersea Power Station (BPS) at the end of the month to discuss this matter as BPS also wished to restrict access via Sopwith Way. It is hoped that BPS will therefore contribute a proportion if not all of the barrier costs.

He added that the bollards under Grosvenor railway which BPS had put in place did not meet the requirements of BH and had not been authorised by the Council would need to be moved. They would see whether this could be offset against the cost of the Sopwith Way barrier to be installed by Burnelli building.

Grosvenor Residents' Association

Stephen said he would invite the Chair of Grosvenor Riverside to come and give us a summary of the pluses and minuses of the self-managed model that we aspire to have at the next RA meeting and answer questions.

Final RA constitution

Stephen asked committee members for their vote on the final RA constitution draft which had been circulated prior to the meeting. Six members in the room voted in favour and the remaining members subsequently unanimously voted in favour. The constitution was subsequently posted on the residents' app along with the list of 2022 committee members / building representatives.

Any other business

Recycling

Susan raised an issue with the recycling bins overflowing with cardboard boxes which residents do not flatten. She said recycling efforts were often wasted as recycling often ended up in rubbish bins for lack of space. After some discussion, it was agreed that a polite reminder would be posted on the app and that Stephen would raise the possibility of signage in the bin areas with RR.

Warwick residents' surgery

Louis announced that he and Vasundhara, as Warwick building representatives, would host the first Warwick building residents' surgery on Saturday 27th February to discuss building specific issues. All agreed it was an excellent initiative that could potentially be rolled out to other buildings. Vasundhara added that this would be a monthly or bimonthly depending on Warwick resident uptake. This event was subsequently advertised in the Warwick building section of the app and posters displayed in the Warwick lifts.

Queenstown road speed cameras update

Stephen said that Jean and he had prepared a letter to our local MP (Marsha de Cordova), police, and the local authority in response to our original submissions to Battersea Police to have speed cameras installed on Queenstown Road. He referred to the polite police response he would circulate to the committee which in essence set out that unless there had been road accidents involving death or serious injury, cameras would not be considered. He said he would continue to fight for this as prevention should be the preferred option.

Residents' newsletter

Dorota pointed out that it had been some time since the last newsletter and offered to draft one. She agreed to draft one with Natalia's help.

Building signage

Sai commented that visitors and deliveries kept getting lost around CBW. He suggested asking RR to display a map of buildings and Susan further suggested signage in lifts for easier visitor access and smoother deliveries. All agreed it was a good idea and Stephen said he would discuss this with RR.

Date of next meeting and AGM date

It was agreed that the next meeting would be on **Sunday 13th March**. The Annual General Meeting will be planned for **Sunday 8 May** instead of in April due to Easter holidays and diary constraints. Stephen said he would book a room at the Pestana Hotel and that the AGM would by definition be open to all residents to come along to voice concerns, ask questions and for us to explain what the RA has been doing.

Action points

1. All to vote by email on the final RA constitution circulated before the meeting
2. Toby to post the final constitution with full list of RA committee members for this year and their roles (if any) on the app after voting is complete
3. Stephen to prepare the list of savings we have made (eg ponds) to date and follow up with RR about the list of potential savings' areas RR plan to work on, then post on the app (Toby)
4. Stephen to invite the chair of Grosvenor RA to join next meeting
5. Stephen to contact RR re recycling overflow issue and post update on app along with polite reminder to residents to flatten cardboard boxes
6. Louis/Vasundhara to post details of the first Warwick surgery on app
7. Stephen to circulate police response to speed camera request
8. Stephen will book a room at the Pestana for AGM on Sunday 8 May
9. Dorota to draft the next RA newsletter together with Natalia (if available)
10. Stephen to suggest to RR map of buildings and signage in lifts for easier access and smoother deliveries
11. Stephen to follow up on the Otis lifts' service level agreement
12. Stephen to follow up with Fairhold Artemis about building insurance specifications