

Barking Reach Residents Association Meeting Minutes
For Fielders Quarter resident meeting
Wednesday 11 May 2022
7.30pm via zoom

Attendance: 22

Also attending: Matt Carpen, managing director of Barking Riverside Limited

Meeting started: 7.30pm

The agenda: was agreed.

AGENDA

1. Gym update
2. Bulk waste
3. Lack of visitor parking spaces
4. Lack of clarity on service charge issues
5. Any other business (AOB)

Minutes and matters arising

Pete Mason, chair of the residents association (RA), mentioned the letter sent to residents from Tandem regarding the damage to parking signs on Phase 2 from PCM, which states will charge residents for the damage, should be added to the agenda, as requested by a resident.

Invitations

Pete stated that an invitation was sent for this meeting to Pinnacle, but Alex Dalton, the estate manager for Pinnacle, went off sick, and has stated several times that Pinnacle does not wish to engage with the RA. The RA also invited L&Q to attend the meeting, but Laura Cravitz, property manager, is no longer employed by L&Q it seems. Matt Carpen explained that Neil Davies, regional development director at L&Q, was unable to attend due to attending another meeting.

Bellway responded to residents on the day of the meeting with an update on the gym situation, and had informed the RA they will deal directly with residents.

1. Gym update

Pete asked Ruxandra, an RA committee member and resident of Fielders Quarter, to introduce this item. Ruxandra mentioned that the communication from Pinnacle has been really poor with regards to the gym. Bellway had previously confirmed that the gym was to be moved to the bike storage in the underground car park. Several residents wrote to Bellway asking for an explanation, stating that there were several health and safety issues if the gym was moved to the underground car park, and that it would be a break in leases/contracts.

Residents received a letter (see addendum 1) from Bellway on the day of this meeting, explaining that the gym is to stay in place, with a few adjustments with regards to the expansion of the sales office, which could be the main reason for the initial proposal to relocate the gym.

Pete introduced Matt Carpen. Matt said he attended because it is useful to know what is happening in and around the estate. He stated that he had received several emails from residents which has caught his attention which he passed on to Bellway.

Pete said that when people bought their properties, they entered into a contract to have a gym of a specified size. The association has been advised that Bellway would likely have a certain leeway until the completion of the estate, but the RA could seek legal advice on how this might affect residents' consumer rights.

A resident asked what would happen if Bellway would just give residents a gym for the sake of a gym, to a low specification and quality.

Pete said that Canonbury Property Management, a Right to Management company, has provided information and advice on how to inquire about planning permission and leaseholders' rights on Bellway not delivering what it promised.

Another resident mentioned that she bought her flat on the 'help to buy' scheme but was never given information about a concierge and gym. She also heard that this would still be a temporary gym and a much larger gym would be situated elsewhere.

Another resident mentioned that the service charge is not clear on what services are being provided.

Venilia Amorim, the RA's treasurer, mentioned that there could be a case for compensation because Bellway may be breaking its contract to leaseholders, who have been sold a property with a gym and concierge in mind. If such services are not provided or do not exist, there could be an impact on the value of the properties as well.

Pete said that the RA's original email drawn up with the aid of residents, which up to 50 residents signed and or sent to Bellway, did ask specifically whether Bellway had not broken the terms of the lease, the contract of sale, and consumer rights, and the RA could press on this. Additionally, the association could press for clarification as to whether the gym would be its original size, or the size specified in the April 2021 temporary planning permission obtained by Bellway.

A resident urged that the association does not compromise on the size of the gym, but demand it be its original size.

A resident mentioned that several residents are already paying for the gym on their service charges. Bellway's letter, however, states that residents would not be charged for the gym until it is completed.

Matt mentioned that the Health Hub, a new building being built opposite the Riverside Campus, is still in its early stages of development, planning permission has been granted. The building would be managed and run by the council, the NHS and the BRL Community Interest Company (CIC) so there will be no changes to residents' service charges.

2. Bulk waste

Ruxandra mentioned that there were bulk waste bins near Fielders Quarter a few months ago while people were moving in but were removed while residents are still moving in and are still paying for them.

A resident talked about the Envac system not being fit for purpose. Quite often it doesn't work and she has to burn petrol in her car to take items into a recycling centre nearby.

Another resident mentioned there has been hardly no communication with Bellway/Pinnacle including the new hub/app which doesn't seem to be working.

Venilia mentioned there is a food waste initiative from the school and Thames Ward Community Project, which through the Barking Food Forest residents can drop off their food waste to be used in their gardening lessons. As for bulk waste, both Pinnacle (for the blocks) and Tandem (for the wider estate) should have a temporary service in place and should be clear on how this is displayed on the service charge. Tandem has plans for an improved Envac system.

3. Lack of visitor parking spaces

Pete noted that Phase 2 is lacking visitor parking. He mentioned that The Wilds car park is available for residents at a small cost, as a result of the work with the RA. The RA has also considered contacting the school for visitor parking in the school's car park, which is currently being used, and has contacted TfL for visitor parking under the arches of the station, but this last one has been unsuccessful. TfL said this was not possible.

Another resident mentioned the letter from Tandem (addendum 2) stating that residents would be charged to replace PCM's vandalised parking signs, when they need changing anyway, due to the changes in the law regarding fines. Pete added that the parking firms are supposed to be self financing. Pete also made the point that these acts of vandalism only arise because of the desperate shortage of visitor parking – they make it impossible for PCM to successfully fine people for parking if the sign is not legible. The RA should approach Tandem for a clarification on PCM's claim of this.

4. Lack of clarity on service charge issues

Several residents have complained about the lack of clarity on the service charge.

Venilia mentioned the continuous struggle in trying to keep a communication line between Pinnacle for years, since the firm was the estate manager, and suggested Matt Carpen should intervene as Pinnacle refuse to communicate with the RA and communication with residents directly is very poor and unclear.

Matt said he could use his relationship with Bellway to try to steer Pinnacle to change their communication strategy as this is disappointing.

Pete outlined residents' rights to access service charge information, including seeing all the supplier invoices (from cleaners, etc.) that make up the costs of the final service charge to residents.

A resident proposed that Pinnacle be removed – that the association should ask Bellway to replace them. This was supported in the meeting's chat, and Pete said this proposal should be taken at the next meeting.

5. Any other business (AOB)

The next RA's full meeting is on Wednesday 25 May 2022 at 7.30pm.

Meeting ended 9.02pm



Bellway Homes Ltd.
London Partnerships
Bellway House
Crossways Business Park
Anchor Boulevard
Dartford, Kent
DA2 6QH

11th May 2022

Telephone 0203 928 5710
www.bellway.co.uk

Dear Resident

FIELDERS QUARTER – RESIDENTS' GYM

Further to our recent letter dated 5th of May, we write to update you on the proposals for the residents' gym at Fielders Quarter.

I am pleased to confirm that we have decided to retain the residents' gym in its original location next to the Sales Office on the ground floor of Chamberlin Mansions, Kentfield Street. The Sales and Marketing Suite will still be revamped to provide additional services, but this will not use any of the space required to create the gym.

As a customer focused developer, we have listened to a wide range of views and representations and concluded that, overwhelmingly, the majority of residents want the gym to be retained in its original location. Work is underway to provide some visuals which we will circulate to residents in a newsletter shortly.

The equipment for the gym has been purchased and we are in the process of procuring a contract for the fit-out works. We anticipate being ready to start on site in 6-8 weeks, with the duration of site works taking up to 8 weeks. This will enable us to open the gym to residents before the end of September 2022. We will endeavour to improve on this programme and will update residents with firmer timescales once works commence.

Concerns have been raised regarding service charges relating to the gym. Whilst Bellway are responsible for the construction of the gym and have purchased the gym equipment, the ongoing running, maintenance, and replacement of equipment over time rests with your managing agent, Pinnacle. They will be in touch in due course with a full breakdown of service charges showing any funds already paid on account to them to cover the running of the gym. I can confirm that residents will not incur any costs for a facility that they have not yet had the benefit of, so charges will only become payable once the gym has been completed and handed over to Pinnacle.

I would like to apologise again for the lack of communication regarding the change of location of the gym and the uncertainty and concern that this caused.

Finally, I hope that this update is welcome news to you and alleviates the concerns raised by residents, whilst reassuring you that Bellway is more than happy to take onboard feedback and work with its customers.

Yours faithfully

A handwritten signature in black ink, appearing to read "Bill Kenneally", written over a light blue horizontal line.

Bill Kenneally
Regional Director, Bellway Homes



28th April 2022

Dear Resident,

Re: Parking Enforcement Sign - Criminal Damage

As you may have noticed, a number of PCM parking signs on the Barking Riverside Estate have recently been vandalised and damaged. The signs are private property and the action represents criminal damage. The incidents have been reported to the police who are carrying out investigations with a view to bringing charges against those responsible as soon as possible. Your support is appreciated, so please remain vigilant and report any concerns and information including doorbell camera footage to the police or Crime Stoppers using the reference for this Crime Ref in this case: 5104827/22.

Parking enforcement across the estate is an important service as it helps prevent dangerous parking on access and private roads and prevents unauthorised vehicles parking in resident and visitor spaces.

There are currently 24 signs, which have been defaced and damaged beyond repair, which will now need to be replaced and all costs will be charged to the estate service charge. The damage to parking signage will cause considerable disruption to enforcement services and the necessary replacement is a costly additional estate charge. Further damage to any PCM Parking signage will lead to more replacement being necessary and further cost to the estate charge so please help us to prevent further disruption and costs by reporting any unusual activity:

- Metropolitan Police - 0208 284 5100 or email: cms@met.police.uk
- Crime Stoppers – 0800 555 111 or email: www.crimestoppers-uk.org/give-information/give-information-online/

Should you have any queries or feedback please they contact our

- Customer Service Desk: 0203 942 7997 or helpdesk@envirotechfm.com

Thank you for your support,

A handwritten signature in cursive script that reads "tandem".

Barking Riverside Team
Tandem Property Asset Management LLP
Email: barkingriverside@tandem-property.com