

Barking Reach Residents Association Meeting Minutes
Wednesday 20 October 2021
7.30pm via zoom

Attendance: 92

Guests: **Lisa Riva** (senior partner, Tandem), **John Jones** (senior partner, Tandem) and **Kate Regan** (office manager & destination marketing, Tandem)

Meeting started: 7.30pm

The agenda: was agreed.

AGENDA

1. Guest speakers: Tandem
2. Service Charge
3. Fire Safety
4. Security
5. Residents Association Recognition
6. Parking
7. AOB

Minutes and matters arising

Pete Mason, chair of the residents association (RA), said that after passing a resolution on the health centre at last month's meeting, the resolution was sent to the doctors and local councillors for their support and signatures. The RA still needs to conduct a survey as mentioned at the last meeting.

All other items are covered on the agenda for this meeting.

Minutes from last meeting were agreed.

1. Guest Speaker: Lisa Riva, Tandem

Pete said that the RA had for a long time campaigned to remove Pinnacle Places as the estate's manager and he welcomed Tandem's team to the meeting and on the estate as the new managing agent.

Lisa Riva introduced the team and said the transfer from Pinnacle hasn't been smooth but Tandem is still working through it, paying closer attention to the estate service charge.

She said packs to residents on Phase 1 and 2 have been sent introducing the team and clearly stating what Tandem is responsible for. An additional intro on Phase 2 regarding the Envac system was also sent in a booklet style with key issues on the estate to keep residents involved.

Lisa said the team has been working on the handover and financial side (service charge) since the appointment, mainly working with auditors on Phase 1 queries about the estate service charge. Lisa said Tandem is only dealing with the 2021 financial year and forward – all previous years are dealt with by Pinnacle and BRL.

Tandem has also started a health and safety review taking various risk assessments in the area and is also working through overdue works.

Lisa noted there were significant fly-tipping incidents, which have increased since the summer.

She said the team is trying to put structure into place and plans more direct communication with residents.

John Jones added that the more feedback the team has, the more they can do about it.

Tandem's contact for Barking Riverside residents is barkingriverside@tandem-property.com for estate and public realms queries.

For repairs, maintenance or health & safety queries, contact helpdesk@envirotechfm.com or 0203 942 7997.

2. Service Charge

The chair proposed that this item was so important, given the huge costs the Caspian Quarter (CQ) residents were facing, that it should be an extended discussion, even at the expense of other agenda items. This was agreed.

Joanna, a committee member and resident of CQ, gave a brief update on the service charge: Encore has agreed a budget and issued a statement of demands (service charge is already late by 3 months so residents are already in arrears).

She noted the service charge has increased by 44% – but there is a difference in the various flats because of how it's calculated.

Overall the budget has increased by 130% (the bigger the flat, the higher the charge) with the introduction of the remedial works costs, which will be split into a two-year plan. Works are supposed to start in 2023/24.

Joanna added that Encore is offering a monthly payment plan option.

She said however that the quote for remedial works is outrageous because it only involves replacing balcony decking without scaffolding. The works were quoted at £1 million for all six CQ buildings.

Changes in legislation in the next 18 months could happen as a bill will be passed soon.

Pete mentioned that right to manage (RTM) could be an option for the various blocks to employ shared services for cost efficiency but will not solve the fact that remediation works need to be done.

Pete mentioned he received legal advice from Edwards Duthie & Shamash (see report [here](#)).

Joanna added that none of the CQ buildings are eligible for the building safety fund because they are under 18 meters and it only funds works to external wall cladding, not balconies, and there has been no movement on the suggested government loans on this either.

A resident asked what happens to remedial works if not all leaseholders pay up their share. Pete said that Encore had stated that works would not be carried out if payment was not recovered in full.

Another resident said that communication with Encore and individual residents has not improved.

Residents discussed whether the EWS1 form is needed since a B2 rating means there is a fire risk.

It was agreed that residents, with the help of the RA, write letters/emails to all three local councillors (Cameron Geddes, Josie Channer and Fatuma Nalule) and Margaret Hodge MP to put pressure on Bellway.

A resident asked for more structure in presentation of invoices for the service charge.

Invoices from Encore will be more structured as Pinnacle invoices were a mess, said Zara, another committee member and resident of CQ.

She also mentioned the various objections several residents made against Bellway building across the road from CQ. Some residents complained yet the council claimed there was no evidence of residents lodging objections.

Another resident said that insurance has been included in the service charge and has more than doubled. This should also be raised in communications with the MP and councillors.

Pete suggested a meeting with Encore to raise all these issues and questions. Instead residents supported a CQ-only meeting to discuss all fire safety and service charge issues before a meeting is called with Encore.

3. Fire Safety

Not discussed due to time constraints.

4. Security

Not discussed due to time constraints.

5. Residents Association Recognition

Not discussed due to time constraints.

6. Parking

A Phase 2 resident noted that there were not enough visitor spaces and was unhappy with how parking enforcement was handled. An RA committee was discussing the matter.

It was suggested the discussion is continued at the next residents meeting.

7. AOB

None declared.

Meeting ended 9.08pm