

**Meeting between Barking Reach Residents Association, Barking Riverside Limited (BRL). London & Quadrant (L&Q) and Pinnacle Places
Tuesday 5th February 2019 at BRL Offices, Fielders Crescent, Barking @7.30pm**

Present: Matt Carpen (BRL), Ollie Miller (Pinnacle), Ushir Patel (Pinnacle), Pete Mason (BRRA), Nuno Amorim (BRRA), Venilia Amorim (BRRA)

Apologies: Pat Lee (L&Q)

Meeting started 7.35pm

1. Heating

Venilia kicked off the meeting with heating and hot water issues that residents from several blocks of flats around the estate are facing. There are still constant problems with heating and hot water, most recently at Robert Lewis House, and Ernest Websdale House has seen a temporary system brought back. Residents have intermittent hot water and heating. L&Q has offered some residents the use of electrical heaters, however, that increases residents' electricity bills. It's not solving the issue. Pat Lee had issued a letter to residents notifying them that L&Q was trying to resolve the issue and that residents would receive a compensation cheque worth £50.

Venilia stated that the RA and residents need to see a full maintenance report of the heating system on these blocks of flats, which has been expected for more than a year now, for RMG-managed houses (previously managed by Pinnacle) Samuel Garside House (SGH), Ernest Websdale House (EWH), Leslie Hitchcock House (LHH) and John Miller House (JMH), but now also for Robert Lewis House.

The issue of compensation was discussed for those residents forced to have no basic services during such harsh weather conditions. Venilia stated that BRL as the superior landlord needs to take responsibility, even if the direct landlords (Adriatic or L&Q) are not. The RA, therefore, asked that residents on SGH, EWH, LHH and JMH should not be billed for the maintenance of the heating system so far and also for the heating they have been using for the past 12 months, since it would be impossible to break down costs of such usage per household. The RA suggested that all heating used from the point of the systems breaking down last year and Pinnacle Power taking over until Homeground/Adriatic sorting out its heat provider and systems, should not be passed on to residents as a gesture of goodwill.

Matt Carpen noted that at a meeting he attended in Westminster with Margaret Hodge MP, Adriatic/Homeground and Pinnacle on 17th October 2018, to resolve the issue, he made clear that he had advocated that no maintenance costs should be passed on to residents, nor should heating costs up to that date. He maintains that view. A survey had been commissioned, and that Margaret Hodge had asked for an update last week or the week before.

Action: Matt Carpen agreed to chase with Pat Lee on progress of maintenance report for Robert Lewis House and with Margaret Hodge MP on the maintenance report for the other houses, along with a compensation plan.

2. Parking

There has been much confusion about the new visitor permits with regards to the numbering system that Link Parking is using. Pete Mason asked if BRL could issue a clearer letter to residents, particularly those living in blocks of flats, that their permits can be used on visitor bays throughout the estate.

Action: Matt Carpen agreed to instruct Link Parking to issue such letter, or produce a BRL letter.

Link Parking's contract is up for renewal. Matt mentioned the drop-in session on Saturday 9th February where will be able to ask more questions about the restrictions and what level of service they want for parking.

Pete mentioned parking on single yellow line roads, noting that parking on these roads (namely Gatward, Middleton and MacAllister) vehicles would have to be fully parked on the pavement. Matt debated that these roads were not completely pedestrianised. Residents have resumed to how it was before, in the period outside of restrictions. If residents parking fully on the pavement are a cause of obstruction to pedestrians, particularly people making use of wheelchairs, disabled or those with pushchairs, Matt added that BRL will have to review it. He suggested this issue would, therefore, need to be kept under reviewed.

Pete also mentioned that there is a lack of visitor spaces for residents living on the blocks of flats off Handley Page Road. He suggested that the road is council adopted, that double yellow lines are switched to single to allow for residents/visitors to park between 6pm and 8am, and for the bus lane to be scrapped. Matt said that it is TFL's decision to have a bus lane established for Handley Page Road, suggesting that if residents want change, then discussions should happen with TFL.

3. Service Charge

It was agreed at the meeting with Ollie Miller that the committee would visit Pinnacle's offices in central London the next day to inspect accounts for 2014/15. Ollie mentioned that the new Finance Director Emma would be present at that meeting to answer the committee on the various questions posed by residents.

Nuno Amorim asked for clarification on the S20b notices sent to residents regarding the 2014/2015 financial year and Ollie confirmed that it was the letter sent out to residents by Jim Wilson in December 2017. Nuno also asked for clarification on whether Pinnacle's calculations were done according to square footage or per habitable room – Ollie confirmed that now are per habitable room. Nuno also questioned the number of porters used on the estate – Ollie stated that there was one porter position shared between two staffers.

4. Security

Venilia noted that the Rivergate Centre needs proper monitoring when rented to events, particularly during the weekend and evenings. There was a serious assault regarding overcrowding and problems with parking very recently near the centre. If Pinnacle is in charge of the centre, it needs to take responsibility on monitoring it when rented as well. Matt Carpen was aware of the serious assault and said that, firstly, it was a police matter. Secondly, BRL together with Pinnacle are looking to review the terms and conditions of hiring the hall, which will include keeping the deposit in the event of a disturbance like the one reported, littering or property misuse. The venue is not a night club and booking will have to ensure the venue is not treated that way.

Pete suggested that bollards are installed at the entrance of the square since several vehicles tend to park on what it should be a pedestrianised area. Matt opposed the idea but noted that BRL is in talks with the council to have the school car park opposite Robert Lewis House free of charge for residents from 6pm to 7am. Venilia proposed clearer signage that the car park can be used during those times by residents, such as on Mallards Road, indicating a carp park for visitors to the Rivergate Centre, and encouraged that this is noted on rental agreements for the centre visitors as well.

Action: Pinnacle to establish better signage for car park use with council and Matt Carpen to follow up possible free parking.

Action: The association to contact TFL regarding bus lane and double yellow lines.

4. CIC

The association is waiting for a date to meet with Sarah McCready from BRL for a more detailed presentation, in which Matt Scott from the Thames Ward Community Project and its steering group should also be present. Venilia asked if there is a way to obtain the original section 106 document for Barking Riverside and Matt noted that it should be available on the council's website.

5. Leasehold enquiries

Venilia asked about the length on the new flats' leases and matt noted that all are still being sold at 125 years.

6. Any other business

Nuno mentioned there is an ongoing issue with wardens on L&Q buildings, where there is the use of microwaves and kettles in hallways and corridors, causing a health and safety hazard to residents. Nuno provided photo evidence of this and suggested that perhaps better accommodation for wardens in the various blocks should be considered.

Action: Matt to relay information on this to Pat Lee, who should let wardens know of their responsibilities and how to comply with health and safety standards.

Meeting ended 8.40pm.