

**Meeting between Barking Reach Residents Association and Barking Riverside Limited  
5 July 2018, at BRL offices, Fielders Crescent, Barking, 7pm**

**Present:** Matt Carpen, Project Director, BRL; Pat Lee, London and Quadrant (L&Q); Pete Mason, Chair; Nuno Amorim, Secretary; Venilia Amorim, Treasurer, Barking Reach Residents Association (BRRA)

*Meeting started 7pm*

**Service charge**

BRRA reported on the many problems with the service charge and how residents' queries had often not received a reply. BRRA reported on developments since the last meeting with BRL. That subsequent to that meeting Pinnacle's Priya Rawal, Head of Residential Management Services, had given her apologies for not attending the residents' association meeting. That this meeting had agreed to set up a legal fund to pursue answers to service charge questions.

That BRRA had written to Priya asking to see the service charge accounts. Priya had subsequently agreed that BRRA could inspect the accounts as per the 1985 legislation but that subsequently Minu Pal, Property Accountant at Pinnacle Places, had instead suggested that she discuss the secretary's service charge. The Chair read out Minu's email. That he had read this reply to the following residents association meeting, which had responded by deciding to not correspond to Pinnacle directly but to action the legal fund, which had been set up to carry on further correspondence in pursuit of resolving the service charge issues through a solicitor.

BRL expressed the view that Pinnacle should respond to queries. That the secretary of a residents' association has the right in law to view the accounts.

BRRA asked if BRL would therefore confirm that BRRA was a recognised residents association. BRL said that there were many groups with which it consulted.

BRRA asked to be involved in the decision to appoint a new managing agent, which is the right of a recognised residents association. BRL reported that this was tied up with the revision of the governance for the Barking Riverside Community Interest Company which is not yet complete.

BRRA's chair expressed the view that the relationship between the residents and the managing agent had completely broken down and that a "divorce" was inevitable. He stated that the residents of Samuel Garside House had decided to pursue Right to Manage and that the residents' association was duty bound to support them. And that it was likely that this right would be exercised throughout the development.

BRL stated they would ask Adriatic, landlords of Samuel Garside House, to contact the residents' association to see if the matter could be resolved without recourse to the legislation.

BRRA asked BRL to confirm they are the superior landlords to Adriatic. BRL confirmed.

**Road works**

BRL are drawing up a plan subsequent to the Thames View residents' association meeting of 24 May and a subsequent meeting with officers of that residents' association. BRL will send

BRRA a copy. BRRA again raised that cars are driving the wrong way up the road works one-way system and that was extremely dangerous and needs resolving.

### **Parking**

BRL reported that the planning permission for 104 extra spaces had not yet been signed off because the council has required information on the trees that will need to be moved.

BRL proposed a further meeting with BRRA very soon to discuss an implementation plan, with respect to the reallocation of bays in particular, which BRL needs to take ownership of. BRRA reported that while planning permission was pending, Link Parking had decided to plaster the estate with parking tickets, including a disabled vehicle properly parked, a resident given a temporary permit from Pinnacle because Pinnacle was unable to supply him with an updated permit despite twice taking time off work to do so, and that this had upset and angered a great many on the estate. Would it not be sensible in BRL's eyes for Link Parking to cease inflaming the estate just at a time when BRL itself was attempting to mend bridges and spend considerable money creating additional parking spaces? Pat Lee was to look into the issues with Link Parking. Link Parking is self funding.

The parking ticket fines raised on the private parts of the estate by Link Parking are kept entirely by Link Parking themselves. BRRA reported that a recent residents' association meeting had resolved to ask BRL to instruct Link Parking to cease ticketing residents who are parked in their own bay.

### **Barking Riverside Community Interest Company**

BRL had no further developments to minute at this stage. BRRA reaffirmed its position to require a majority of residents on the board. A complete statement on BRRA proposals on structure and governance had been agreed by the committee and would be put to the next meeting for discussion and further development. Once agreed, BRRA would present the proposals to BRL.

### **Heating**

BRRA raised the ongoing issues with temporary heating still present outside John Miller/Leslie Hitchcock houses and residents have yet to have a definitive answer to their demands, most importantly that repairs to a pre-existing faulty heating system should not be put on the service charge. That our understanding was that the law is explicit on this. Residents were still waiting for compensation. BRL expressed sympathy, and stated that there were works going on to resolve this issue.

*Meeting ended 8pm*