

**Meeting between Barking Reach Residents Association (BRRA), Barking Riverside  
Limited (BRL) and Pinnacle Places  
Wednesday, 28<sup>th</sup> August 2019 at BRL Offices, Fielders Crescent, Barking, 7:30pm**

**Present:** Pam Ross (BRL), Julian Barnett (Pinnacle), Pete Mason (chair, BRRA), Nuno Amorim (secretary, BRRA), and Venilia Amorim (treasurer, BRRA)

**Estate management team**

Pam Ross has introduced weekend working. Pam and Julian would both now be working some weekends. Pam will be on the estate this coming Sunday, in order to be more available to residents. Julian said that if a resident wanted to meet him, he's happy to arrange an evening meet up.

As an example, the gardeners would also be doing weekend working to keep the estate tidy. Pam also stated that a new Rivergate Centre manager will be hired temporarily to improve bookings and overall admin. BRL is looking to employ someone local and will share job description to post on social media.

**Legal/formalities of residents' association**

Pam has appointed a solicitor, Cassandra Zinelli, to look into getting the BRRA recognition. It was agreed that she addresses the next meeting (between the association officers and BRL) for 15 minutes.

The chair welcomed this but stated that the option to recognise the residents' association (RA) and share information with it did not require legal formalities, although formal recognition would be welcome.

**Estate service charge**

Julian reported that the new service charge budget (19-20) would be roughly similar to the previous year. The final figures in summary form and the notification letter for residents were not ready to share as they were being finalised.

The 2016-17 year had been reconciled and was showing £278k actual spend. This contrasts to £318 budgeted, so there would be a credit to residents.

The 2018-19 budget was £395k.

The RA was looking to resume going through the Pinnacle supplier invoices that make up the budget - this had been interrupted by the fire at Samuel Garside House in June. Julian believed Pinnacle were waiting for dates from the association for the next visit.

The RA expressed a willingness to engage in discussing the estate budget. As an example, costing for running fountains in the two lakes without them, as a deterrent to mosquitoes and to keep them clear, the maintenance of which would go on the service charge if residents agreed to it. Presenting residents with this option would be very welcome, and although not all residents would agree, the main concern regarding the service charge for residents is not the final cost but the transparency and accountability - a need to be assured that the money being paid on services is put to good use.

The RA officers pointed to concerns that cleaning in the blocks was not being done, although this was mainly concerning blocks now managed by RMG and in any case is not an estate matter. For such matters, Pam considered that photographic evidence is not needed, just times and dates.

## **Estate matters**

### **Security**

BRL has introduced, at their own cost of £100,000 per year, a 24/7 security patrol, TSC (Total Security Care), brought in since the Samuel Garside fire. Stealing of bikes has been a real issue, particularly for residents in blocks of flats. This is a temporary measure and installation of CCTV is being looked at across the estate.

The RA secretary mentioned that security guards had been seen asleep and the chair mentioned a resident who was concerned that they had taken up residence in her street. Pam again reiterated that a diary of photographic evidence would be useful to bring accusations to the company.

### **Landscaping**

Cleaners and gardeners would be now on 7-day working to keep the estate tidy.

The RA proposed small polite signs to keep dogs on leads, for no dogs in the children's parks, for 9pm closing times for the parks in consideration of nearby residents (which can then be referred to by the local security who can move people on) and a few 'P' signs (with the times) on the approaches to the school carpark so evening visitors to the estate can find the car park. Pam was looking at signs to the Rivergate Centre and shops. These were agreed.

### **BBQ Areas**

Pam showed plans of three areas where BRL propose to introduce communal barbeque areas in consultation with residents. A drop-in evening is proposed to put them to residents. The RA welcomed this but warned that the areas would need monitoring as sounds echo around the buildings and weekdays especially residents and children need their sleep. Notices were agreed - see above item on landscaping.

The RA reported that a fire on the roof of Robert Lewis House had concerned many residents. Residents were unsure how to report it urgently since the fire brigade, when informed of a BBQ, refused to respond. The chair thought that residents should report a fire, not a BBQ, if it's in the flats but that there should be guidance. The response from the 999 fire brigade call centre in this instance was inappropriate in his view, given the fire in Samuel Garside House.

Julian pointed to the fire notices which give instructions. The RA requested letters to residents reminding residents not to hold BBQs in the flats, balconies, or their immediate surroundings and also a reminder of what to do if a fire, whether BBQ or otherwise, is spotted by a resident. Pam already had drawn up a draft in pictorial form for greater accessibility.

### **Car park contact**

Link Parking has not tendered for the estate-wide parking restrictions contract. Residents will get the choice between PCM and Gemini, with various options, which will be presented at another drop-in session. PCM pay above the London living wage, which is something that BRL would take into account when selecting a parking restriction company.

### **Future meetings**

It was agreed to meet on the 25th September.