

**Meeting between Barking Reach Residents Association, Barking Riverside Limited
(BRL) and Pinnacle Places
3 December 2018 at BRL Offices, Fielders Crescent, Barking @7pm**

Present from BRL: Matt Carpen, Pat Lee

Present from Pinnacle Places: Jonathan Cooke (head of operations in London), Oli Miller (group head of places)

Present from BRRA: Pete Mason, Nuno Amorim, Venilia Amorim

1. Heating update (temporary system and Scottish Power letter to residents)

The temporary system is still in place at Leslie Hitchcok House and Adriatic/Homeground have not yet contacted residents (as Matt Carpen had suggested Adriatic would do) to let residents know when the system will be removed and that the maintenance costs will be Adriatic's responsibility.

Many residents are now worried that they haven't had an energy bill since last February. The Scottish Power letter to residents of John Miller House requesting £82,000 for an unpaid bill is still unresolved.

Action: Matt Carpen will contact Adriatic again to make sure they contact residents with an update.

2. CIC update on governance restructure and residents on board

Matt said that according to section 106, BRL has a legal obligation to reconstitute its CIC, so BRL will do that over the next 6 months and has already set out a plan for that. In January they will place an ad for volunteers to form a learning forum, who will receive training on what the new reconstituted CIC should look like. In February, there will be a 4-week application selection process and there will also be the first meeting with the newly-formed learning group, who will meet with an external support partner that has experience in setting up CIC structures.

In March there will be a road mapping exercise of what the CIC governance structure should look like with the assistance of Sarah McCready from BRL. There will be some public engagement meetings for six weeks starting in July, possibly working together with the voluntary sector. In August there will be a final reflection on the CIC's final model, which can include elections for residents who want to participate and become directors/trustees of the newly-reconstituted CIC.

Matt added that assets throughout the estate (public spaces, parks, roads, river front) will be controlled through the CIC via several management contracts.

Action: RA to set up meeting with Sarah McCready for more in-depth information on the CIC's governance restructuring.

3. Parking: new bays and restrictions

Matt assured the RA that the road works for all new bays will be completed before Christmas and bay numbers will also be painted before that. Residents will receive their visitor permits through the post.

Matt said a drop-in engagement session will take place on Tuesday 11th December at the Rivergate Centre where residents can share their views on the extra parking bays so far. In terms of parking restrictions, BRL will set up a series of questions regarding what type of service residents want for the area—something like bronze (where limited parking restrictions are available), silver, and gold (where there is monitoring 24/7 with potentially a charge to residents on the service charge).

The tender will be open for companies to bid, which at the moment BRL think Link Parking, PCN and one other will bid for in January. Parking enforcement will likely start in February.

4. Pinnacle

Oli Miller introduced himself as group head of places – he has joined Pinnacle only a few weeks ago.

Jonathan has confirmed to the RA that the late payment fees implemented on residents invoices a few weeks ago have been cancelled.

It was agreed that the RA officers would visit Pinnacle offices on Monday 10th December to go through the accounts and invoices on behalf of residents.

Pete urged Pinnacle to handle residents' queries contesting the service charge through the RA. Jonathan has agreed to setting up a series of meetings with Pinnacle's accounts team at the Rivergate centre where residents can talk about their individual accounts in which the RA is also present for support.

Pete mentioned the confusion created among several residents that live in houses under Adriatic's remit, whereby they have been receiving budgets for Samuel Garside House, stating block management charges. Oli admitted that some of the literature sent out to residents wasn't as clear. Pete asked that, in light of this opacity of statements, that the balancing charges should at least be cancelled. Oli said he needed to look into all accounts for those particular residents.

Action: Jonathan to book drop-in sessions with residents/RA and its accounts team.

Action: Olli to come back to the RA on the SGH balancing charges issue for residents on Galleons Drive, Chilworth Place and Davey Gardens square.

5. Funding

Venilia raised with BRL a previous proposal to fund the three tenants & residents associations within the ward. The proposal was initially raised by Allan Thacker of Thames View Tenants Association for a total of £12,000 to be equally split between the three associations. This funding would help the three groups with expenses and organising local events for residents.

Action: Matt was aware of such proposal and said he would pass it on to his finance team.

Meeting ended 8.30pm