

Minutes - CLG Meeting

Tuesday 10th January 2023 at 6 pm

Cable Wharf Sales & Marketing Suite

Attendees:

James Warner (BECG), JW

Jacob Salawu (BECG), JS

Christian White (Rendall and Rittner), CW

Andrew Brennan (Keepmoat), AB

Miriam Fagbemi (Ebbsfleet Development Corporation), MF

Eight Cable Wharf residents

1. Introductions

JW opened proceedings and introductions were made by each of the attendees.

2. Update on construction

AB provided an update on ongoing works.

AB also communicated that the majority of the site is occupied and is now working through the final phase, adding that the WT Henley building was on track to finish by the end of the year.

3. Public Realm

AB gave an update on the public realm.

He noted that KCC refused the request of 30mph signs on site, adding that he is working on seeing if the signs could be possibly painted onto the road.

AB confirmed that the majority of the roads on the site will be handed over to KCC once the site has been completed (referring to a map in the suite).

CW gave an update on landscaping, stating that it was near impossible to be done all at once and confirmed that landscaping works will now happen 22 times a year, with fortnightly servicing happening during the summer months.

CW gave an update on parking management.

CW confirmed that an ANPR survey on the site is being launched 11/01/23 to find a long term solution to the parking issues discussed.

CW confirmed that permits are likely to come into place, with registration linked to the individuals number plate to stop people from parking in other spaces. CW also added that scratch cards for residents could be viable option, but a final decision will be done after the ANPR survey.

A resident asked if the residents would have access to the ANPR survey, CW confirmed they wouldn't because of GDPR.

4. Fast Track Bus Service

AB confirmed that they are working on creating an improved public transport service for the area, to be delivered by 2024.

5. Estates Management

CW gave an update on estate management and the handover phase.

CW advised that 2023 service charge budget was with the Keepmoat for approval and invoices/service charge packs would be issued once approval was provided.

CW confirmed that there had been some properties that had not been communicated by the solicitors to R&R as complete and handed over, therefore coms had not been issued.

A resident confirmed this. CW confirmed that this was in the process of being cleared up and residents who were previously unknown will receive their welcome packs.

CW confirmed that anyone who hasn't received a bill will get a bill dated back to 1/10/22 or when the property completed, whichever is later.

CW explained how the bank account had limited service charge funds, mainly due to debtors and that the accounts cannot operate without being in credit. CW advised that following the distribution of 2023 service charges, R&R would no longer afford additional time for late or non-payers and that they now would progress through the credit control process.

A resident asked why a company would agree to manage the site without reserve funds.

CW advised the role of the managing agent is to manage the development using service charge funds and not act as a lender. CW explained this is why the lease demands payments 6-monthly in advance and not in arrears, this ensures the party responsible should have suitable funds to cover expenditures.

CW confirming that R&R collect payments to pay for services and not use their own funds.

CW noted that as residents had previously not been paying all or some of the service charge fees, the limited funds prevented R&R from being able to pay for services such as Landscaping. In turn, the landscaping company then refused to attend and further residents withheld funds due to lack of services.

A resident raised a concern that they were paying for services that were not previously received, (although now being done) whether that be due to no funding or any other reason the service did not happen and so they should not be charged.

CW stated that at the end of the financial year, R&R's accounts will be reconciled and audited. Any excess surplus funds will be apportioned back in the same way that it was collected, and balancing charges would be issued for any deficits. CW gave an example that it was important to remember that although landscaping visits may have been missed and so not paid for, they may have been other areas of expenditure during the year where funding was required instead. This would be identified with the reconciliation report.

Additionally, CW confirmed that he and the R&R accounts team are working on 2021 reconciliation, the reconciliation reports will be distributed to all of the House Owners and Leaseholders once audited, balancing charges and credit notes issued respectively.

AB confirmed that a landscaping charge is still billed even if your house is not completed.

A resident asked whether they could pay 6 months in advance and then monthly after that.

CW states that this is a viable option as the money will be in credit against the account, though noted some risk around basing the payment figures on the previous months, with prices possibly rising.

AB gave a brief statement from Town and Country, referring to the table on the agenda sheet.

6. HGV Parking update

AB gave a brief statement on HGV Parking.

A resident stated their concern around HGV vehicles and the school relocation – JW agreed to raise this with local councillors as to who the best contact at KCC is.

7. Q&A

A resident queried if there had been any bin collection points missed?

AB stated that there is a customer service line available for this.

A resident asked about public bins on the estate.

AB to chase, though he stated that KCC may not want them (Action).

A resident asked about benches on the green space outside the marketing suite – AB to chase (Action).

A resident asked about road lights being poorly lit and if anything can be done about it.

AB states that this would be very difficult as electric work has largely been completed but will chase with the electrician to see if anything can be done to increase the light on the roads (Action).

A resident asked why he is unable to have a garage door?

AB stated that this is due to parking provisions, when you put a garage door on a car port it no longer counts as a parking space.

CW stated that if you add a door and then it breaks then it becomes an estate problem, but AB will chase to see if he could find a solution (Action).

A resident stated that her planning application for a garage door was rejected due to a design element.

AB stated that if more people submit a planning application then the council are more likely to accept it, as there would be a broad accordance in design.

A resident stated that he signed a contract where a garage was listed rather than a car port and doesn't understand why they don't have a garage door.

AB to chase internally and speak to the planning officer to see if they had any concerns about parking provisions before residents submit a planning application to the council (Action).

A resident stated that the whole outside edge of the nearby car spaces (pointing to the general direction) is covered in dirt and should be concrete.

AB to investigate (Action).

A resident asked about where the double yellow lines at the junction will be.

AB to update (Action).

MF asked if they had a date for the school transfer.

AB stated there is no specific date set, but the school is looking to start in June 2023, so the transfer will need to happen before that.

Meeting ended.

8. Date of Next Meeting

JW noted that the **next meeting** was proposed for **Tuesday 21st February** in the Sales & Marketing Suite at 6 pm.

The meeting was closed at 7.10 pm.