

## Minutes - CLG Meeting

**Tuesday 21<sup>st</sup> February 2023 at 6 pm**  
**Cable Wharf Sales & Marketing Suite**

### **Attendees:**

Nick Sutcliffe (BECG), NS  
Kayley Herbert (BECG), KH  
Christian White (Rendall and Rittner, R&R), CW  
Andrew Brennan (Keepmoat), AB  
Miriam Fagbemi (Ebbsfleet Development Corporation), MF  
Eleven Cable Wharf residents

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### **1. Introductions**

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

### **2. Update on construction**

AB provided an update on ongoing and completed work.

AB also communicated that the piling is complete on Phase 4 housing, and foundation works will commence between this meeting and the next.

AB added that the concrete frame for Block A apartment blocks has been completed, and Block B framing will be completed in March 2023. The estimated crane down date for both is July 2023.

Works also continue for Blocks G and F.

### **3. Public Realm**

AB gave an update on the public realm.

He noted that work will be commencing on the retaining walls along the promenade. He communicated that works for the promenade itself are on hold as final details need to be confirmed between Homes England and the Environment Agency. Target for completion of entire first section of the promenade is August 2023.

The play area will be completed in line with Block D. Target is for the end of 2024.

WT Henley building target completion date is April 2024. This will be completed in line with the 400<sup>th</sup> occupation. AB confirmed the ground floor space and external terrace will be for wider general community use, with four apartments above the community-use space.

AB provided an update on the fast-track bus service, communicating that the direct service is targeted for delivery by Spring 2024.

NS asked about any additional updates on the school relocation. AB communicated that there is a planning application currently awaiting decision.

#### **4. Estates Management**

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

CW started that he hoped everyone who had previously not heard from R&R had now heard from them.

Several residents said they still had not heard anything. There was an issue with some residents of houses and apartments across the development.

CW confirmed that there had been some property sales that had not been communicated by the conveyancing solicitors to R&R post completion. Therefore communications had not been issued in such cases.

CW provided an update for the 2023 budget, stating that R&R had been doing a lot more work to make sure the budget is accurate, to provide more clarity for the residents. CW noted that residents should see a positive impact on their service charge in comparison to 2022.

CW clarified that service charge is worked out on square-footage, so some apartments differ in charges.

CW highlighted the unique elements of the service charge such as health and safety elements and water outflow charges to the River Thames.

NS requested clarification on what the water outflow charges related to.

AB explained that it is related to the Port of London Authority and surface water run off going into the River Thames. AB communicated that he is looking to confirm with Southern Water that there are no double charges being applied to the development to discharge into their network because the service charges are already paying for the discharge of water directly into the water course.

One resident stated that they have monthly wastewater charges to Southern Water.

AB confirmed that there will still be a foul water waste charge.

NS questioned whether the Port of London Authority covers water run-off charges across the whole development or just the immediate embankment. AB confirmed that the charges do include charges for any surface water run-off from roofs, parking areas, communal outdoor areas, etc.

Two residents queried why they are essentially paying for the disposal of rainwater. NS communicated that this is related to the authority of the Port of London Authority to charge for the surface water run-off from owners of land adjacent to the River.

One resident questioned whether the charges would reduce once the Council takes over some of the roads. AB communicated that the Council and Highways are both separate to the surface water issue. He added that this applies to all areas of the estate.

One resident asked whether old houses adjacent pay something similar or whether this charge just applies to new build homes. She asked for AB to check to make sure the site residents aren't being charged for something because they are new residents.

Another resident confirmed that an estate he lived on previously, which is around five minutes from the new development, did not charge any surface water run-off charges.

CW moved on to discuss parking enforcement. He communicated that the company he was previously going to use for enforcement gave unreasonable terms and so the appointment was cancelled. R&R is now using a new company and hopes the parking assessment and site survey will be carried out soon.

CW also added that an ANPR assessment has been carried out, but that this system did not have much benefit to the development so R&R will not be pursuing this option.

CW confirmed that eventually the majority of roads on the development will be under the control of the Council for parking enforcement. He also added that R&R believe the fairest way is for scratch cards to be introduced for residents to use, which will give 15 or 30 visitor uses per quarter which will prevent people abusing the parking and visitor bay system.

CW added that this will be a manual system to start with, but eventually it will be an electronic scratch card system. Permits for resident vehicles will also eventually be electronic.

One resident asked about the HGV parking, and what can be done about the HGVs driving through the development at high speed. CW stated that there is very little that can be done because width restrictors and high restrictions will not be a realistic option due to the need for other access vehicles such as refuse collection, removal vans, emergency vehicles and buses.

CW moved on to discuss landscaping. He said the contractors still have lots to do and will be increasing their visits during the summer months. He said he hopes for improvements in landscaping to come over that time.

A resident stated there is some confusion over who owns what land, and what the residents are responsible for in terms of landscaping. CW responded that if the land is yours, it won't be up to the management company to look after. Another resident questioned why they pay service charge if they are expected to look after their own land. She stated that the residents were told not to touch the front areas of their properties for five years so that everything looks the same.

CW responded that the question of who's land is whose is irrelevant because the landscaping contractor should be doing everything that is visible.

A resident asked a question about window washing and what the residents are paying for. She stated that she saw someone using only water, to which CW responded that all companies use just water as it is deionised.

Several residents responded that they were not impressed by this because they are paying lots for little to be done. They said they would be happy to do it themselves if it meant they would be charged less service charge.

CW said it is frustrating to hear that landscaping and window cleaning companies are not doing an adequate job.

A resident who had been late to arrive returned to the question of what was going to happen with service charge. CW responded that they have been doing lots of work on service charges and have made several positive steps which should benefit everyone financially. He also stated that lots of

things in the original budget hadn't been spent, which will allow for some money to come back to residents.

Several residents raised concerns about different properties being given incorrect budgets. CW responded that R&R will carry out reconciliation soon and will look at the money spent. They will they re-apportion that underspend back to everyone.

Some of the residents of the flats raised questioned whether they were expected to pay monthly or every six months. They said they have contracts prior to R&R taking over that are asking for monthly payments and this hasn't changed since R&R took over. CW responded that people should be issued invoices for 6-month payments shortly. Several residents raised concerns that they will be threatened to pay additional money on top of what they have already paid.

Several residents stated their intention to pursue the issue legally through courts if disagreements continue over what and when they are paying service charges.

CW responded that R&R cannot afford to let people pay monthly because annual payments for sums such as insurance are due upfront and one month's income would not cover all the upfront amounts due.

A resident also raised that bills need to be more detailed so that residents know what they are paying for and what is being done. Another resident also raised that they have been asked to pay for things that have never happened.

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 stated that it is important to remember that although landscaping visits may have been missed and therefore not paid for, there may have been other areas of expenditure during the year where funding was required instead. This would be identified with the reconciliation report.

NS stated that the continuing issue of service charge and reconciliation will be picked up at another meeting. CW added that R&R will be happy to talk through budgets with residents one to one.

## **5. Date of Next Meeting**

NS concluded the meeting and added that the next meeting is expected to be in around eight weeks' time, potentially around the second week of April.

Meeting ended 7:25pm.