

RCY Residents Meeting 28 November 2019

Berkeley Homes: NM7 update

RMG: Property Manager's Review

7pm: Unit 2 Coopers Green, Weevil Lane, Gosport PO12 1AX

Attendees:

73 RCY residents

Berkeley Homes: Mike Paddock

RMG: Toby Felton(RCY Property Manager); Leila Manzi (RMG Regional Manager) & Aimee Leigh-Cannon (Trainee Property Manager)

RCMRA Committee; LARCY(W) officers

Chair: David Whitehead (RCMRA Chair)

Berkeley Homes: NM7 Construction update

The Chair introduced Mike Paddock, Project Manager for the NM7 Block)

Mike outlined current progress with the construction: They are in the process of finishing the roof of the building and expect to be able to start dropping the scaffolding soon. The expectation is that they will be "handing over" the building in April 2020.

Questions from the floor

NM7 Access road between NM7 and the back of the North Meadow workshops

- Leaseholder in Commodore Place asked for clarification about the access road. One way or two-way? Mike stated that this is to be a two-way street.
- Leaseholder in Granary & Bakery asked whether anything could be done to improve the very sharp turn at the east end of the NM7 access road. Mike stated that the plans for access and the access road were all approved by GBC.
- Leaseholder in Ledwell Court echoed concerns about the access road and asked whether BH had had an independent traffic consultant involved in the design. Mike repeated that the plans for access and the access road were all approved by GBC.

Lighting

- Leaseholder in Granary & Bakery asked whether there is any provision to have a street light on the very dark corner at the junction of the NM7 access Road, Weevil Lane and North Meadow. Mike stated that lighting is in the plans for the NM7 building approved by GBC.

Grassed area by sailing clubs currently being used for works compound and building materials

- Leaseholder from Salthouse Apts asked what the intention is for this area. Mike replied that this is leased in perpetuity to the sailing clubs and will be returned to its former state as a grassed area.

Weevil Lane plans

- Leaseholder in Granary & Bakery asked whether Mike knows what is happening with Weevil Lane: Mike replied that there are ongoing conversations with Gosport Borough Council and

Hampshire Country Council. The proposals for the road have been redesigned three times but he had no further information for residents at this time.

New owners of the NM7 building

- Leaseholder in Flagstaff Green asked for information about the Guinness Trust (which is understood to be the new owners of the NM7 building). Mike said that the flats are to be sold as "shared ownership".

Parking for the NM7 block residents

- Leaseholder in the Granary [check] asked where the cars belonging to the NM7 residents are supposed to park. Mike referred the questioner to the Car Park Management Plan currently out for public consultation. He could not answer questions about parking arrangements.

Slaughterhouse Square Drain

- Chair asked a question about the unconnected drain in Slaughterhouse Square which was supposed to have been dealt with last year. Mike said that "100%" they would be dealing with that as soon as he had the ground works team back on site.

Chair wrapped up and thanked Mike for his attendance and information and gave his opinion that the experience from the Galleon Place end is that it has been a well-run site with few problems.

Mike reiterated that he welcomes feedback from residents, who are welcome to e-mail, call or just drop into the office to speak to him. Contact details below:

Mike Paddock (Project Manager)

e-mail: royalclarencemarinaNM7queries@berkeleygroup.co.uk

tel: 07976 426918

RMG: Property Manager's Review

The Chair welcomed Toby Felton (Property Manager covering Stephanie Ingram's maternity leave) and Leila Manzi (Regional Manager)

Toby outlined his 10 year experience in property management. He does look after a few other properties by RCY is his main focus now. He introduced Leila Manzi and Aimee Leigh-Cannon who was Stephanie's assistant but will now be taking on more of the PM's tasks.

Toby has been in post for four weeks. One of the first things he has been doing is putting a pair of fresh eyes across the site as various contracts come up for renew, looking at areas where service and/or costs can be improved. He also asked that if residents are aware of good contractors who they feel could do a job at RCY, please let him know. It's really helpful to have recommendations from residents.

Toby explained his priorities are anything that is a genuine Health & Safety risk and major costs, works and expenditure. While he is dealing with these, some other matters which don't present an immediate H&S risk may take a bit longer to resolve. He went on to outline the top problems/priorities he is dealing with:

- Waterfront surface: investigation on why its failed again and what actions need to be taken
- Water billing: working on getting Portsmouth Water to do the individual billing

- Finalising the 2020 Budgets: they have managed to make some savings but he has also identified some other things which need to be done but have not been budgeted for.
- Saving money:
 - Using Mark Beeston a bit more – getting Mark some kit (eg jet washing) so that he can do routine maintenance rather than going to the expense of getting a contractor out to do the work
 - Carpet cleaning: getting in kit so that the cleaners can do the carpets rather than paying for a contractor to do it.
 - Lighting repairs: grouping the repair works to reduce the call-out charges. This does mean that there may be a delay in getting some lights fixed but they will all be done – just more cost effectively.
- Communications & RMG Living: The *RMG Living* website/portal has been upgraded.
 - Leaseholders are urged to sign up as this is the best way to ensure that RMG communications reach them
 - Toby & Aimee will be using RMG Living more frequently as a method of communicating quickly with leaseholders rather than putting up a lot of paper notices in the blocks (uses up Mark Beeston's time when he could be doing maintenance).
 - There is also a facility that leaseholders can allow their tenants to sign up for communications.
- Windows and doors maintenance: Doesn't appear that this has ever been done, even though it is the landlord's responsibility to do the work (to be paid for via the service charge). However, no budget had ever been put in place.

Questions from the floor

(NB these have been grouped by topic for ease of reading rather than in the sequence that they were asked)

Windows, doors, building maintenance, window cleaning & buildings insurance

- Galleon Place leaseholder: Is there a warranty period on the windows (reported conversation with Mark Beeston about problems with their windows). Toby said that he wasn't familiar with the specific detail of their apartment but would expect that any warranty period would have expired a long time ago.
- Ledwell Court leaseholder: Are windows and doors covered by Building Insurance? Toby replied that accidental damage is but not wear and tear.
- Granary leaseholder: asked whether there are plans to resume window cleaning for the Granary & Bakery following the hiatus caused by the warranty for the last redecoration. Toby said he would look into it.
- Ledwell Court leaseholder: ref responsibility for windows maintenance and cleaning. There should have been a Construction, Design and Management (CDM) statement for each block as it was constructed. The Operation and Maintenance Manual (O&M) should also have specified how the windows in each block were to be cleaned. There should not have been any windows which could not be cleaned. Toby said he will check with Berkeley Homes what's in the CDM and O&M manuals for each block.
- Discussion ensued with contributions from various leaseholders about ownership and responsibility for maintenance of the building (with emphasis on the windows). Toby explained that each of the buildings is owned by the freeholder (Berkeley Homes) and they have responsibility for the maintenance of the building. Berkeley Homes appoints a property

management company, RMG, to carry out the freeholder obligations on their behalf. As laid out in our leases, the fee for the property Management company and the costs of maintenance, repairs and decoration carried out by the PM on behalf of the freeholder are all charged back to leaseholders through the Service Charge.

- Chandlers leaseholder: reported dissatisfaction with deterioration of paintwork on their windows. Paint peeling off. Windows not maintained. Toby said this was noted and he was trying to get on board with all the differences between each block. He apologised and is looking at getting all the redecs done – and will get there...

Satellite TV, Sky Q and broadband issues

- Chandlers leaseholder: raised issue with problems getting Sky/Sky Q – can't get most of the HD channels. Toby said that there isn't an easy physical fix for Sky Q problems as Sky Q relies on a faster broadband speed than currently available at RCY.
- Galleon Place leaseholder: Problems with Sky TV – no signal. Complained 6 months ago. Was told that the matter would be investigated but has not received any updates from RMG. Toby asked the leaseholder to e-mail him again about the issue tomorrow.
- Galleon Place leaseholder: further problems with Sky – had been told that RMG could only act if more than one leaseholder raised the same issue. Toby explained that this is the case – they need to receive similar notification direct (ie not anecdotally – both leaseholders have to contact RMG about the issue) from more than just one leaseholder before they can instruct a contractor to investigation. He reiterated that the leaseholder will be advised that if the issue is found to be a problem in their demised property, the cost of the call-out will be billed to them. If the fault is in the communal system, the cost of the call-out and the repair will be charged to the Service Charge for the whole block.

Signage & antisocial behaviour

- Chandlers leaseholder: raised issue with lack of "No ball games" signage on the Waterfront as there is a problem with kids kicking footballs in this area – banging into windows etc. Toby said he doubted whether a sign would help and they need to ensure that any restrictive signage they put up is actually enforceable. If it is a regular problem, please report it to RMG and they will try to tackle via local measures available to deal with anti-social behaviour.
- Leaseholder & Block rep for Malthouse apartments: took issue with Toby's previous statement about value and effectiveness of signage. Particular focus of the prolonged absence of the "Don't walk on the grass" signs for Flagstaff Green. A discussion ensued, in which Toby explained a) that the signs for Flagstaff Green were ordered and would be replaced and b) they have to be careful with the wording to ensure that restrictions are capable of legal enforcement. (example being the difference between "Walking on the grass prohibited" and "Please don't walk on the grass". The first is unenforceable).

Water & Water billing

- Leaseholder in Galleon Place: Water bills – Phase H has a different system to the rest of RCY but there are still matters waiting to be resolved by RMG. Toby acknowledged that there is a different/better system for water billing in Phase H and he is addressing this in his analysis of water billing.

Trees

- Leaseholder in Galleon Place: Missing tree in Slaughterhouse Square. Been missing for a couple of years. When is that to be replaced? Toby replied that it will be replaced. It is in the "Tree Plan" which Stephanie had started. He is having some issues with the contractor but expects to have these resolved shortly. There may need to be a change of contractor.
- Leaseholder in Chandlers strongly suggested that the Slaughterhouse tree replacement should not be a silver birch as she is still waiting for the silvery birches on the Waterfront to be pruned/reshaped as they are growing too tall. Toby noted the issue, referred to the "Tree Plan" and reiterated that he might be looking for a more reliable contractor to implement the works in the Tree Plan.

Galleon Place intercom system failures

- Leaseholder in Galleon Place: Galleon Place intercom system failures. When is that going to be replaced? The issue has been with RMG for a while with no resolution. Toby said that if Galleon Place leaseholders want the system replaced, RMG will do it but warns that it is likely to be expensive.
- Galleon Place leaseholder: was billed for repairs to the GP intercom system to her apartment. Toby said she should have been advised that if the problem was identified to be within her apartment, it might become a cost to her. The leaseholder stated that she had not been told this.

Carpet Cleaning: Salthouse

- Salthouse leaseholder: issue of the stained and filthy carpets not being cleaned. Toby referred to his previous comment that RMG is purchasing carpet cleaning equipment so that the cleaners can carpet clean when required, rather than contracting an external company, which would be more expensive). While the carpets are undeniably unsightly, they are neither filthy nor dangerous.

Flagstaff Green Pond

- Flagstaff Green leaseholder: query re the prolonged failure of the FG pond and fountain: Toby said that investigation had revealed that the cable between the switchboard and the pump which drive the fountain is dead. It needs sorting out and will be fixed. On the Agenda to be done...

Slippery boardwalk on the Waterfront

- Ledwell Court leaseholder and Block rep: the surface of the wooden boardwalk in front of the Victualler is lethally slippery. Toby said that Mark Beeston will jet wash.

Capital Expenditure Plan: Galleon Place

- Galleon Place leaseholder: asked whether there was a 10-year capital expenditure plan for Galleon Place as he had not seen it. Toby replied that the Capex plans were all done 2 years ago and he will supply a copy as required.

Officers Quarters bin stores

- Officers Quarters: reported poor state of cleanliness of their communal bin stores. To whom should this be reported? Toby suggested reporting either to Mark Beeston or to RMG Customer Services.

Bakery leaseholder & Block rep: reminded audience that Toby has only been in post for 4 weeks and from what she can see he is getting stuck in and getting things done (round of applause)

Chair thanked Toby and RMG colleagues for their attendance.

Meeting closed at 20:10

Residents are reminded of the contact details for RMG and how to report issues:

RMG Customer Service:

Tel: 023 8021 0040

e-mail: royalclarence@rmguk.com

WhatsApp: 07966167590

RMG Living Chat on www.rmgliving.co.uk