



RESIDENTS' BRIEFING DECEMBER 1998



RESIDENTS' BRIEFING DECEMBER 2018

AGENDA

- 19:05 Introductions
- 19:10 Guest Rooms
- 19:15 Gardens
- 19:20 Windows Project
- 19:50 Issue & Respecting the Lease
- 20:00 Keeping up to date
- 20:05 Money
- 20:25 HML Shaws
- 20:30 Christmas Caretaker
- Close



INTRODUCTIONS

New Caretaker

- Michael Mitsinga

Directors

- Ian Coates
- George Cross – Chair
- Stephanie Henderson-Brown
- Hilary Oliver

HML Shaw– Account Management

- Irwin Alvisse – Senior Property Manager
- Karina Hardy– Assistant Property Manager



GUEST ROOMS

Hilary



GUEST ROOMS

Keeping spick & span:

Bathrooms repainted, new fixture & fittings, cistern now accessible

Linen & Towels – are renewed regularly

Linen laundry done by local professional cleaners

Carpets shampooed each year and ‘deep cleaned’ every 6 months

Produces income to RPFL:

Over 100 nights a year booked

£40 per night payable online or cheque in advance (no cash)

Self funded – all expenses covered through rental fees

GARDENS

Steph



GARDENS

- **Gavin Jones continue to provide a very good service**



- **New garden tables purchased summer 2018**
- **The rear lawns will soon be scarified to remove all weeds and moss and fed ready for next summer**
- **There are barbecues that can be borrowed from the caretaker (£10 (cash)to get cleaned)**

GARDENS

- The mature Ficus trees in the foyer have been successfully repotted
- New Choisya bushes have been planted to replace the vandalized ones outside the Front doors
- The small box hedges near to the bin stores are being treated for 'box blight'.

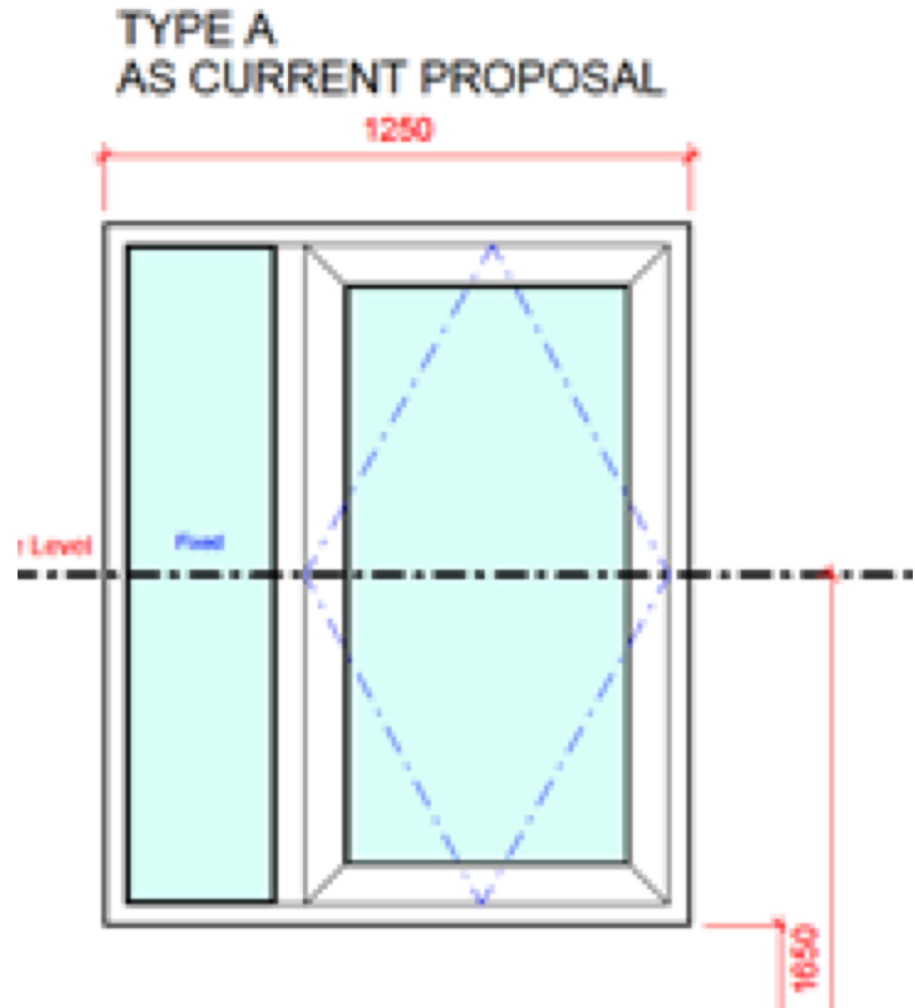


WINDOWS PROJECT

George



Windows Project – design



Windows Project update

- Tender process returned estimated project cost at £305,000
- Improved our communications by setting up new web pages, informal email to all owners
- Section 20 bills were then issued - due end of January
- Now looking at spring or summer 2019
- At this stage Directors have received 2 letters of objection and 6 seeking clarification
- Orrins are here to demonstrate the windows and answer questions

WINDOWS PROJECT

- Design change from central pivot
- Will no longer intrude into room – no longer issue with shutters
- Option of uPVC instead of aluminum (spec concerns) to be investigated
- Acoustic improvement (approx 35db) still achieved
- Each window measured to fit the building
- Owner responsible for the removal of any secondary glazing

ISSUES & RESPECTING THE LEASE

Ian



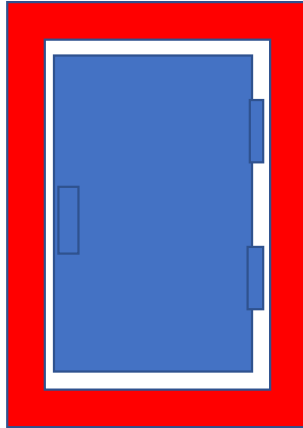
Issues

- Leaks – understanding where stopcocks are located and key to open
- Ball games on the lawns
- Builders using lifts with rubble (overloading)
 - Policy is to recover costs
- Dumping unwanted item in bin rooms
 - Residents should arrange collection with Hounslow Council
 - Inform Michael if items to be collected from bin rooms
- Unsupervised Children
 - Lifts, chalk, gym, lobby
- **Help yourself to a guide!**



Issues

WHO IS RESPONSIBLE FOR WHAT COSTS REGARDING FRONT DOORS, DOUBLE GLAZED DOORS, FIXED PANELS DOUBLE GLAZING, SLIDING PANELS DOUBLE GLAZED AND DOUBLE GLAZED WINDOWS

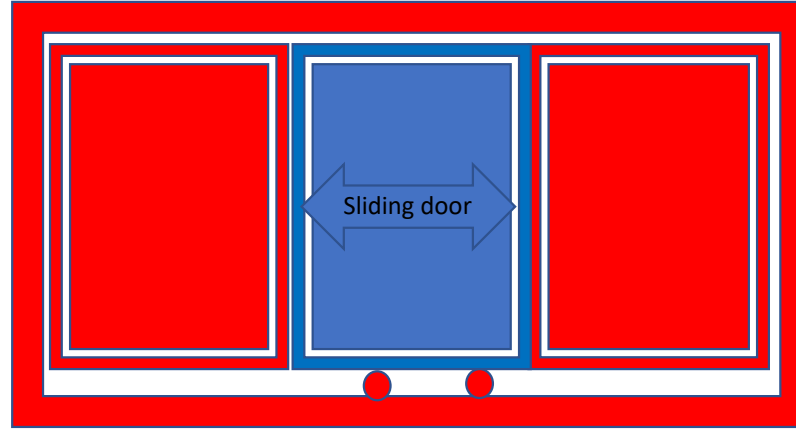


Front doors

the door, fittings and hinges are the flat owners responsibility. If the owner renews the front door they are obliged to match the style of the existing. The frame is RPFL's responsibility.

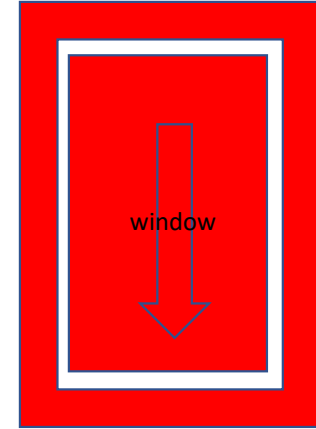
Double glazed doors

the door, fittings and hinges are the flat owners responsibility. The frame is RPFL's responsibility



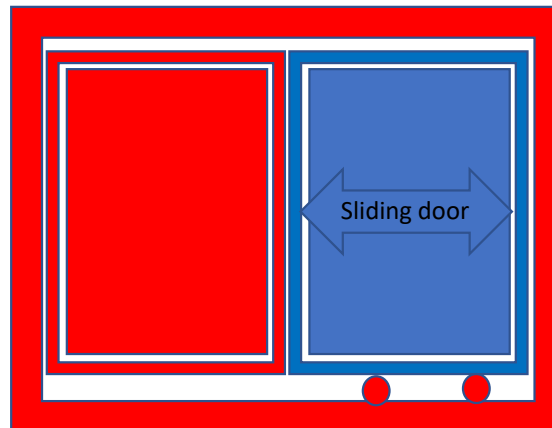
Double glazed panels

the sliding glass panel and the frame that holds the glass are the flat owners responsibility. The fixed panels and the runners are RPFL's responsibility



Double glazed windows

Everything, glass, frame hinges are RPFL's responsibility



BLUE is Owner

RED is RPFL

Key Clauses in Leases

The lease restricts Owners/Residents from:

- Sub-letting (i.e. letting a single property under more than one contract to more than one person). This restriction extends to letting through Air B & B or similar.
- Dividing a lease up for purpose or rent or sale (e.g. a car park space that is part of a flat lease cannot be let separately. A stand alone car park space lease can be let , but only to the owner of another flat within Regatta Point *
- Installing satellite dishes
- Putting clothes to dry on balconies
- BBQs are not permitted

* 17 Not to assign underlet or part with or share possession or occupation of the Demised Premises other than to a person who shall hold a lease of an Other Unit (not being a parking space) within the Property or to the freehold owner of any house within the Property

Key Clauses in Leases

You need permission from RPFL to:

- Keep a pet (a licence must be obtained and complied with)
- Commence any major internal building works (any restrictions on hours and ways of working must be complied with. Any damage paid for) Permission of the local planning authority may also be required. If unsure, please ask HML.
- Alter windows, blinds/canopies and balconies (although owners are responsible for doors - front or balcony)
- Install any equipment externally - such as air conditioning unit
- Change the flooring in your flat

You need permission from the council to:

- Make major alterations to a flat that are covered by building regulations (such as sub-dividing bedrooms or changing the layout of a flat)

KEEPING UP-TO-DATE

Ian



Keeping up to date

- No substitute for formal letters (Section 20, Service charge etc.)
- Use pigeonhole drops to ensure everyone is informed.
- Noticeboard is of limited use. Now have stand to highlight items.
- Website has all general information and news items that are refreshed as needed.
- **New Windows Project pages**
- Fix it form on the website – sends email to Michael
- www.regattapoint.co.uk – **some pages are password protected**

JOIN THE 54
PLEASE SIGN UP!

MONEY

George



What is what

Service Charge

Day to day regular expenditure

electricity, caretaker, regular maintenance and gardening

Reserve Fund

One-off expenditure on big ticket items

Regular maintenance programme (e.g. balcony refurb.)

One-off major maintenance (e.g. windows or fire alarm) Major unexpected spend (e.g. fencing or lift failure)

What we are spending

Service Charge (2017/18)

- Budget of £225k but spent £192k an underspend of £33k – looks good
- Insurance cover dropped by £24k, still £11k under – looks OK
- Spent £24k of reserve funds, so actual £15k over (6%) – not OK
- We are at risk of insurance premium hike
- We are not saving enough for our future £27k this year not £51k

Reserve Fund

- How it's calculated

Item	Value	Basis	Every X yrs	Per year
External	200,000	MBS in 2013	7	28,571
Sauna	60,000	PFG in 2014	15	4,000
Gym	10,000	PFG in 2014	10	1,000
Decorating	125,000	PFG in 2014	7	17,857
				51,429
		What we actually save		51,000

Reserve Fund

Current position:

- Reserve fund (£51k pa) standing at **£245k**
- Debtors are nudging up (current £58k) – we make no exceptions to policy **£44k @ 1st warning, £12k @ 2nd warning, £2k with Legal**
- Outside refurbishment last done in **2013** delayed as agreed
 - Balcony survey restarted - sorry!
 - Wooden Pier needs assessing (currently unsafe in dry weather)
- Items to end of **Sept 2018 (£27k)**
 - Lobby floor, surveyor fees, front door repairs, fire exit door repairs, **Fire Escape stairs, Trellis, Spikes**) and a new hoover!

Reserve Fund

Potential future spend in 18/19

- Fire exit stairs need surveying – rust
- New fire alarm system (estimated £25k)
- Redecorate 1st floor following leaks in lobby (Insurance picks up some)
- Paint garden railings
- Security (expand CCTV system)
- Lawyers fees (EV chargers / debt collection)

Actions

- Issued the windows project bills as an exceptional spend
- Introduced a Reserve Fund annual increase of £5%
- Maintained this year's Service Charge level whilst highlighting a chance of significant increase going forward

HML SHAW

Hilary



HML GROUP

HML Shaw

- Online system available for you to see up-to-date service and ground rent account.
- Have they got your correct contact details?
- Reminder to inform HML Shaw if you are making alterations to your flat to check against lease.
- Also tell the council to obtain planning permission.

CHRISTMAS CARETAKER

Hilary



Christmas Caretaker

Michael will not be in on 25/26/31 December and 1st January

HML closed; Christmas Day, Boxing Day and New Year's Day

HML Out of Office number **020 7760 2299**

Please ensure you know who to contact in an emergency

(Note: emergency numbers are on the notice boards)

AOB



Hilary

