



RESIDENTS' BRIEFING DECEMBER 2019

AGENDA

- 19:05 Introductions GC
- 19:10 Projects recap GC
- 19:25 Gardens, Foyer SHB
- 19:35 Guest Rooms, Gym, Sauna HO
- 19:45 Issue & Respecting the Lease, Keeping up to date IC
- 20:00 Security, Cycle theft IC/PB
- 20:15 Money, AoA, Director GC
- 20:30 HML Shaws IA
- 20:35 Christmas Caretaker IC
- 20:40 AoB HO
- 20:50 Close IC



INTRODUCTIONS

Caretaker

- Michael Mitsinga

Directors

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

HML Shaw– Account Management

- Irwin Alvisse – Senior Property Manager



PROJECT RECAP

George



PROJECT RECAP - DONE

- **WINDOWS:** Completed on time, to budget (Ground floor render is a separate S20 notice). Please collect your WD40 and Squeegee
- **CAR PARK GATES:** Replaced after 20 years of service
- **PAINTING:** Ground floor, car park entrances & riverside
- **GARDEN WOODEN GATE:** lock fixed
- **RAILINGS:** Removed at riverside for security
- **PIER:** Washed the slime off
- **BALCONY REPAIR:** Emergency fixes

PROJECT RECAP – TO DO

- **PIER & BALCONY FLOOR:** Long term fixes
- **BALCONY PAINTWORK:** Minor repairs to tender
- **RIVERSIDE REFURBISHMENT:** Objective based approach
- **LIFTS:** Rolling refurbishment

GARDENS

Steph



GARDENS

- Nurture have taken over Gavin Jones and they are again providing a very good service
- 300 daffodil bulbs have been planted ready for a good spring show
- The small box hedges near to the bin stores have been treated for both box (Buxus) blight and Buxus caterpillar and the Laurels treated for vine weevil.
- The box hedge next to the west bin store had to be removed for scaffolding placement. Will be replaced by a similar, but more hardy Ilex Crenata hedging
- The garden benches and tables continue to invite residents to enjoy sitting in the gardens and enjoying barbecues (which can be borrowed from the caretaker)



GARDENS

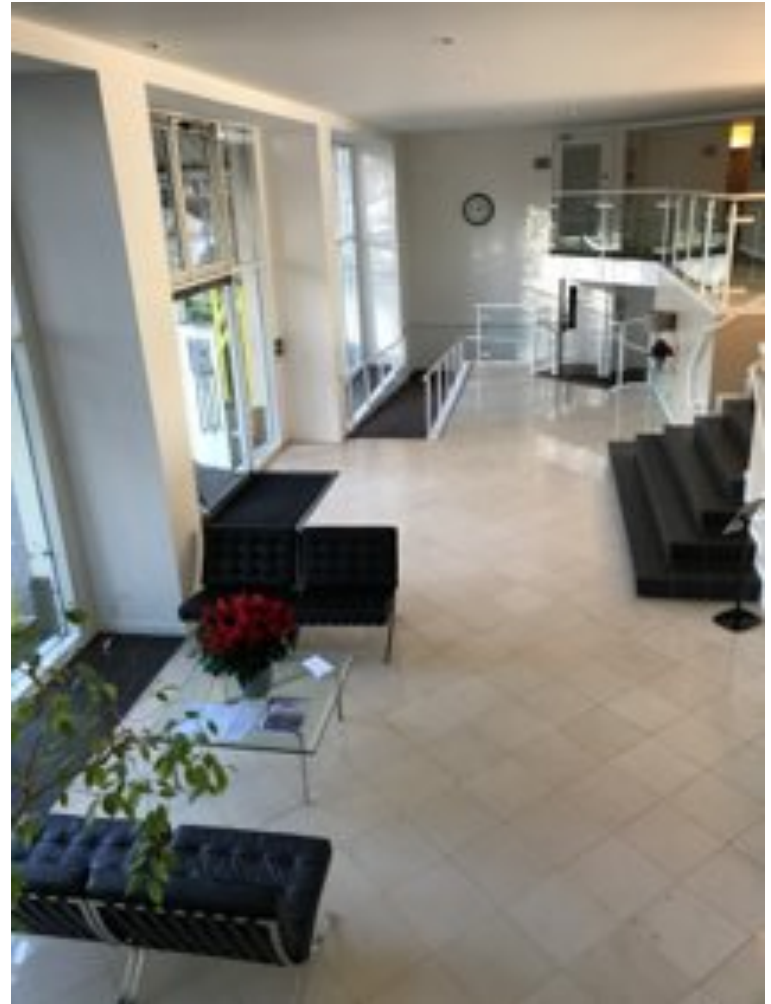
- The rear lawns have had a specialised weed and feed treatment and is already showing good signs of recovery
- The 7 mature Rowan trees nearest to the river have been reduced in height and width to provide residents with better views of the river



- The rear metal garden railings have been stripped and repainted
- Two of the Ficus trees in the foyer have come to the end of their life span and have had to be removed

FOYER

Steph

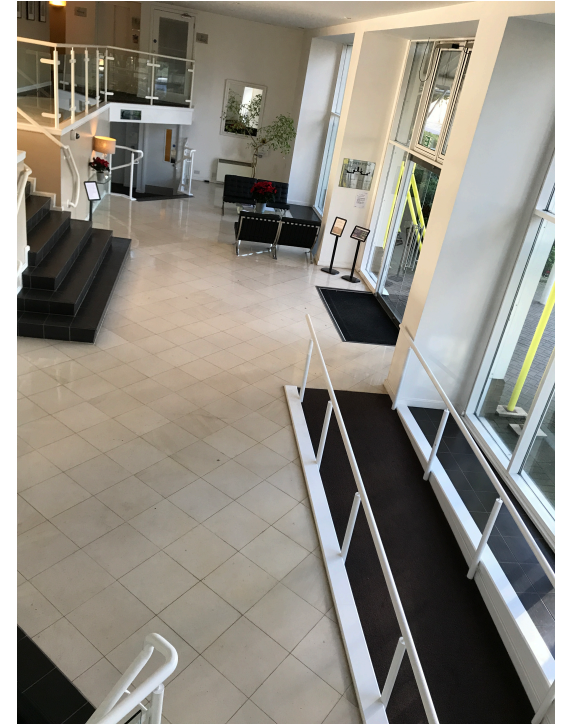


FOYER

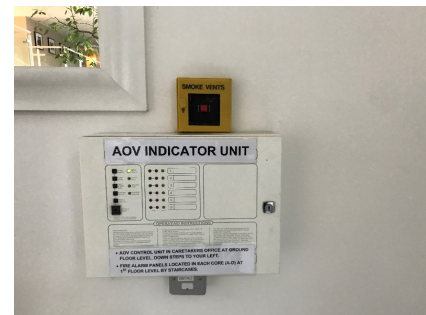
- Foyer now looks bare without the Ficus trees
- The glass balustrading looks dated
- The walls and ceiling are due to be repainted
- The lighting needs to be more warm and welcoming as befitting a residential block



- Front doors are too small for their frame and allow leaves and draughts into the foyer



- Flooring is of poor-quality marble and easily absorbs stains despite Crystal Sheening



- The smoke detection unit needs to be visible to the fire brigade, but could be relocated.

GUEST ROOMS

Hilary



GUEST ROOMS

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

New Payment Process:

- Debit/Credit cards via the Caretaker or online to the RPFL bank account – No longer via HML
- New Booking form with bank details

Keeping spick & span:

- Guest Room A shower being replaced
- Linen & Towels – are renewed regularly (please advise if you feel they need replacing)
- Linen laundry done by local professional cleaners
- Looking to put blind at window to allow light & maintain privacy

GYM

Hilary



GYM

Hours of use

- Monday – Saturday 7:30 am – 10:00 pm
- Sunday 8:00 am – 9:00 pm
- Reminder to keep noise and music down at all times
- No children under 18

Keeping spick & span and safe:

- Replace all equipment/weights after use
- Turn lights off and lock door
- Report any accidents that occur
- Note: Two accidents unreported – replacement of mirrors will cost £2000+
- **There is no regular gym attendant for this facility**

SAUNA

Hilary



SAUNA

Hours of use

- Monday – Saturday 7:30 am – 10:00 pm
- Sunday 8:00 am – 9:00 pm
- No children under 18

Keeping spick & span and safe:

- Floor is professionally cleaned once a month
- Please tidy and mop floor after use and empty dehumidifiers if required
- Please leave the overhead extractor fans on (The changing rooms get water pooling if not)
- **There is no regular attendant for this facility**

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!**



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.
- 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!

SECURITY



lan

SECURITY

Keeping Regatta Point secure needs the help of every resident and visitor

- Don't allow anyone you don't know to follow you into the building (pedestrian doors)
- Do wait for the garage gates to close before moving off (tailgating by loiterers is a regular problem)
- Do check gates and especially the fire exits close after you
- Do not leave car park transmitters visible in your car (risk of theft)
- Join up for owl.co.uk newsletters for weekly police updates

SECURITY

SECURITY ISSUES THIS YEAR

- Most are captured on CCTV and reported to the police but prevention is better.
- Beggar admitted to building (followed resident)
- Intruder in car park after following pedestrian (resident) through main gate
- Wooden garden gate damaged by attempted forced entry
- Multiple attempts to enter via front door e.g. following / checking if open....
- Bike theft after tailgating resident into car park
- Bike theft because West side gate left open by user
- Attempted bike theft from climbing over garden gates
- Bikes appear a target - we have a project to see if more secure bike parking is possible

CYCLE THEFT

Peter



CYCLE THEFT

Problem:

- Large number of bicycle thefts our car park.

Proposed Solution Part 1:

- Deter thieves with dedicated bicycle cage around current bike area.
- High quality locks on each door.
- Not full proof, but creates further delay to access.
- Charge for residents who want secure storage - £tba
- Initial estimates £8-9k for bespoke.
- Seeking estimates for pre-fabricated cages.



CYCLE THEFT

Problem:

- ‘tailgaters’ entering our car park.

Proposed Solution Part II

- Illuminated moving sign reminding drivers to wait for gates to close before proceeding to parking space
- “Who is behind you? Please wait for the gates to close safely behind you before parking”



Or not!!



MONEY

George



DEBTORS

All windows bills cleared

Including all long-term outstanding bills

More rigorous enforcement of policy

HML Shaw have been instructed to enforce policy without exception

1) Pay the bill in full within the 14 days of it coming due by online or cheque payment

Or

2) Pay by standing order or direct debit, at a regular time each month and in such a way that the complete bill is paid up by the end of the 6 month period that the bill is for.

ARTICLES OF ASSOCIATION

George



ARTICLES OF ASSOCIATION

Current issues:

- Cannot improve RP only maintain
- Cannot pay dividends
- Generally dated and unclear on some modern day issues

Next steps:

- Solicitors have been engaged following survey
- Will add/delete clauses to resolve maintenance and dividend issues
- Will consider next steps on general modernisation of AoA

ANOTHER DIRECTOR



George

ANOTHER DIRECTOR

Current issues:

- Too much work for existing Directors
- Succession planning

Next steps:

- Job Description
- Invite interested parties
- Check they meet the experience needed
- To a vote if contested

HML SHAW

Irwin



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

Ian



CHRISTMAS CARETAKER

- Michael will take 5 days holiday: last day at work will be Friday 20th December and return on Thursday 2nd January.
- HML Shaw have been requested to organise caretaker cover on 23/24/27 December (full time).
- Note: Mark Ould will clean as normal on 23rd and 30th December
- 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



THANK YOU