

Canary Riverside Estate – Manager’s review March 2019.

FTT Hearing May 2016

1. Canary Riverside Estate (“CRE”) is an imposing mixed residential and commercial development situated at the western end of Canary Wharf, designed in the 1990’s, and finished just into the new millennium. The original developer and builder fell into liquidation during the project and the estate was finished off by another contractor. The concept originally was that the flats would be at the highest end of service and style including adequate parking for each apartment with air conditioning, and heating, each accessed via a manned concierge desk with a 24 hours security presence. The site would have both restaurants and a gym for the benefit of residents and, on site, would be an upmarket branded hotel.
2. At one level there is direct access onto the banks of the River Thames whilst on another there is pedestrian access into the heart of Canary Wharf business and retail district, with the developed transport networks.
3. The Structure of the Estate is set out in Appendix 1
4. My appointment was made after the May 2016 hearing before the First Tier Tribunal (“FTT”) who found that the existing management regime of CREM and MEL had not managed CRE properly which had been the subject of many years of legal dispute. The hearing to appoint me was not the first Section 24 attempt, as for many years there had been a history of dispute and litigation surrounding the way the building had been managed. It is clear to me that the building has suffered from the years of mismanagement, probably exacerbated by the intense levels of dispute, all of which makes the management of this site very challenging.

lead up to October 2016

5. The outcome of the hearing was that I was ordered in August 2016 to collect funding from the 126 applicants, to be able to commence the role as section 24 Manager. Right from the start I was under attack from Mr Marsden, then of Trowers and Hamlins Solicitors, but now of Freeths Solicitors, acting for CREM but I did not to engage with the correspondence.
6. Marathon Estates Ltd, who were set up by Yianis Christodoulou, the ultimate person with significant control of CREM, as reported within the FTT hearing, failed to provide any information at all for the service charge structure, leases or matrix of the accounting.
7. I sought the information from RACR, Land Registry and from Simpson Wreford Accountants, who had inspected the accounting records as far as it was allowed. I pieced together enough data in which to build a budget, a matrix of costs and tenancy list to collect the amount required. This application was fought by CREM though and into the Upper Tribunal on the 30th September when the draft management order was confirmed.
8. Louise Berwin who was criticised for her role, by the FTT, and refused to give evidence at the hearing, was then placed in control by CREM to manage the handover, despite claiming not to work for MEL or CREM but for Westminster Management Services. There was another hearing held at the FTT on the 29th September and an appeal to the upper tribunal held on the 30th September at which my appointment and the outcome of the FTT was confirmed.

On appointment as at the 1st October 2016

9. On the 1st October I telephoned by arrangement Louise Berwin who confirmed CREM did not expect to lose the hearings and stated that nothing had been prepared and would set a plan to provide the documents required. My appointment commenced on the 1st October in name as without access to the building or any documentation and could not start to manage until the 3rd October.

Keys

10. On the 3rd October the farce of the key handover commenced orchestrated by Mr Marsden and we found the building was insecure because the door entry system had been disabled. The security system hardware had been removed and the plan room secured barring access and as many of historical documents as possible used by the site staff had been removed. On 3 October we met with members of CREM, MEL and various other representatives to be advised they had no keys but they could show us the rooms we were not allowed into. The offer was declined. The next day we again met representatives of CREM who went through the keys we were allowed, door by door and were refused accesses to areas to which we felt should have control, being a room that contained communal plant systems. CREM and MEL had arranged for all the keys to be cleared from the security and concierge staff/offices before my take over, a task carried out without much competency as enough keys remained to access much of the site. We set about trying to obtain keys required to facilitate access into other areas from Mr Marsden. Although that was not entirely possible as his approach was to restrict us not assist us, and on the 3rd October Artcloud acting for both MEL & CREM continued to change ever more locks to as many doors as they could. That later presented us problems which included the eviction of Wates from the office that had been occupied by the on-site engineer since the property was built.

Accounting and paperwork handover.

11. I communicated with Louise Berwin several times but found that a difficult task such that eventually she complained about my approach. There was no understanding of the

standard ARMA handover structure or approach and therefore obtaining required detail professionally was a real struggle.

12. During October 2016 we received some paperwork, in unintelligible bundles dumped into boxes unreferenced and often with large numbers of duplicate documents. We received balances of the reserve account but not service charge funds. We did not receive any wholesale electric recharge calculations or balances. During the early part of October, Inenco, on CREM's instructions, billed the electricity costs up to and including the 3rd October, and later handed all that money to CREM.
13. The accounting information to this day is still muddled although with the considerable amount of time since 2016 we have been able forensically to build records that make sense, although there remain documents and accounting information that we do not have.
14. The time taken to go through the boxes papers ostensibly by Louise Berwin, although we gather Mr Marsden the solicitor spent many hours preparing the documents, as the handover was neither competent or in accordance within industry normal processes. It was a style we became ever more familiar with as time passed.
15. CREM are currently pursuing MEL through the courts as ordered by the FTT for the accounting records to be produced. That action is grindingly slow.

VAT

16. Canary remains an oddity of being a partial elected VAT building and therefore managing both the commercial elements and shared services requires the manager to have a VAT account and specific VAT number. I assume that CREM operates with their own commercial number mixing other accounting through the VAT account that should be a service charge account only. There has never been disclosure of a VAT report for the periods submitted and we were advised that as at the 30th September all VAT matters were concluded. This is especially odd with the money paid to them by Inenco as the tax point on these invoices was

after the 30th and we have no idea how this has been accounted for as we have not had any benefit of an expected refund. As section 24 manager I set up a VAT account with HMRC with a specific number for Canary Riverside as a ringfenced VAT account. Therefore there is no cross over to any commercial VAT transactions and allows for transparent accounting as demanded within the rules for service charges.

17. Transfer of the role will require the new manager to open a separate VAT account for the purpose.

Mechanical & electrical

18. It is essential to have the mechanical and electrical contractor firm to have an onsite space from which to operate, and we endeavoured to find co-operatively a space, however CREM blocked off as many possible alternatives as they could think of to prevent the company from operating effectively. We faced challenges and eventually another legal challenge, but we always worked through with fantastic cooperation from Wates who acted professionally and have serviced the PPM contract with few problems. Proper space is still required for Wates to be fully operating in a cost-effective style. We renegotiated the mechanical and electrical contract with Wates, so that we could gain more for the services, with a repair plan which was more effective and more costs effective than the old method or assessment and management by Artcloud, who appear to have been engaged by MEL to deal with all repair matters. There are now two permanent staff dealing with both reactive and planned maintenance.

Boilers

19. We inherited boiler plant that was in poor condition so since appointment we have started a slow replacement programme. Several have been renewed, some patched up, because of the individual failures, but due to the cash flow, we processed on a piecemeal basis which works well. There will be more works due, but it is our view that with care the same style would be a wise approach making the plant life spread over a number of years, avoiding the risk of complete failure into the future. over the next few years.
20. Following on from the boiler works we have started to remove several pipework dead legs. Although we are unclear how so many have been created removing them reduces the risk of Legionella within the system. This will be an ongoing task and will need review within the water testing assessments in future.
21. We worked through the review of pumps, of which there are numerous within the development. Where necessary, the pumps have been replaced or reconditioned as required and numerous valves replaced. This again is an ongoing task.

Drainage

22. We have cleared and inspected drain interceptors and pits in sectors, dealing with the sump pumps contract to ensure the pits remain clear. Although some pits are alarmed this is an important task to manage to prevent build up. There are particular issues with ineffective grease traps for the commercial units and disputes with CREM over shared and non-shared drainage.
23. Also, we have started removing some dead legs in connection to the water legionella risk assessment.

Cradles

24. The access cradles on the roof are under contract for maintenance and general safety, these need careful management as these are old and parts are not quickly obtained. There are some sections where they will be non-operational for some time and these none functioning times must be linked into the users' needs where possible. The window cleaners do not use the cradles as rope access is preferred.
25. These cradles need careful planning as safe operation is critical and it is helpful that they do come up on a six-monthly insurance and engineering inspection survey, which either acts as a prompt or checks the repairs are satisfactory from a third-party perspective.

Chillers

26. The chillers were replaced and completed in 2016 which was task specified and managed by and external consultant SVMA. These chillers once commissioned were not connected to the electrical metering systems and are fitted under a 5-year guarantee. However, we have recently started suffering defects which are being investigated, and the Hanover and Berkeley chillers are shut down awaiting resolution. These defects may be an equipment or fitting problems or may have the roots within the design. However, we are hoping a solution can be found before the summer months.

Chiller control

27. The remote management system installed for the chillers by MEL was hardwired in to the office occupied by MEL. This office was denied to us and we were left without the ability to

manage the system remotely. We installed a new operative function with control into the security office so that the chiller function can now be managed remotely without access into MEL's old office now occupied by Tower lettings.

Staff

28. Into October we muddled through the TUPE process, as neither MEL nor CREM seemed to grasp the process and ensured that staff were set up on an operational payroll for the month. We inherited unrecorded disputes and a disjointed and demoralised staff. The security team were in contract with Fortis who initially worked against us in the setting up. We have access to the ground floor security office but not (and still do not) have access to the P2 security office which until recently was operated by Fortis who managed the cash collection from the parking control for CREM. We quickly replaced Fortis with a responsible firm.
29. We found a building which was poorly physically managed, and a staff structure that worked only because of the positive approach we found to new management with the site staff. We addressed the staffing concerns and after debate we set about an improvement in communication by electronic means at each desk. We also listened to their concerns, resolved the pay anomalies and increased the pay, consistent with the plan to achieve the London Living wage as fast as possible and supplied them with uniforms that they had sought for years.
30. Whilst we did not engage a senior house manager, as there was not the site operational space in which that role could be cost effective, we did engage an assistant property manager and administrator to deal with the vast range of administrative site work Canary Riverside produces. That soft approach avoided confrontations of change but allowed for

manage the system remotely. We installed a new operative function with control into the security office so that the chiller function can now be managed remotely without access into MEL's old office now occupied by Tower lettings.

Staff

28. Into October we muddled through the TUPE process, as neither MEL nor CREM seemed to grasp the process and ensured that staff were set up on an operational payroll for the month. We inherited unrecorded disputes and a disjointed and demoralised staff. The security team were in contract with Fortis who initially worked against us in the setting up. We have access to the ground floor security office but not (and still do not) have access to the P2 security office which until recently was operated by Fortis who managed the cash collection from the parking control for CREM. We quickly replaced Fortis with a responsible firm.
29. We found a building which was poorly physically managed, and a staff structure that worked only because of the positive approach we found to new management with the site staff. We addressed the staffing concerns and after debate we set about an improvement in communication by electronic means at each desk. We also listened to their concerns, resolved the pay anomalies and increased the pay, consistent with the plan to achieve the London Living wage as fast as possible and supplied them with uniforms that they had sought for years.
30. Whilst we did not engage a senior house manager, as there was not the site operational space in which that role could be cost effective, we did engage an assistant property manager and administrator to deal with the vast range of administrative site work Canary Riverside produces. That soft approach avoided confrontations of change but allowed for

gradual changes in operation to take place in a co-operative style. We improved the overall working conditions spending a little time to support them to achieve their requirements.

Door Entry System

31. We set about restoring the door entry control system which had been sabotaged. This would then enable us to remove the excessive number extra security personal that had been employed. The hardware was returned in the second week, forced via an injunction, through CREM, although the software was wiped from the current system. We tracked down the numerous sabotaged faults placed by persons unknown and repaired each one.
32. Once the door entry system was working were we able to re-install the software back up, which in the usual incompetent of MEL/CREM style had been overlooked as being available to re-load. With a few minor adjustments the system was reformed and made to function, and we bought new cards and were in time able to re-issue entry cards to those who had lost, chosen to misplace or had been deactivated in the process of verifying security to the site after the reconstruction of the system.
33. In the longer term the equipment is of an out of date design and spare parts are becoming increasingly hard to obtain. We have replaced the system in Hanover House upgrading to the modern equivalent of the same manufacturer and have stock piled the spares liberated from the upgrade to maintain other parts of the system. It is essential that that programme to replace each block is continued from 2020.

Security Office ground floor

34. We realised the security office equipment was poorly laid out and difficult to operate and repair. The room layout wasted a third of the space, so we re-fitted the room and re-

installed and improved the equipment. We inherited a faulty air conditioning unit in the security office which needed a new unit, to provide suitable working conditions in the summer months. This made an operating space from which the security team could operate.

35. We are due to operate from this room under licence.

This room contains the alarms system, lift control system, CCTV for the whole estate, door entry control management, radio control centre, key control and issue centre and has a 24-hour window access to the public.

Building maintenance

36. We then looked around the site and pieced together the poor and ineffective repairs programs that were planned by MEL and operated mainly by Artcloud or Technic Styling, the predecessor facility company, engaged to manage all repairs. We often had to carry out the same repairs again due to the poor quality of materials of work supplied or organised by Artcloud. This is highlighted by the 100 or so LED light units Artcloud replaced in the garage which were so poorly and dangerously fitted clearly by a non-qualified electrician, we have rewired and /or replaced most of the fittings. The plan to replace the remaining with new LED units continues across all the development but on a piecemeal basis.

37. The state of the common parts was poor, especially the areas around the lifts and to P1 & P2 where damage would naturally be caused by footfall. These areas were redecorated; however, it is a task that will be needed to be done every few years out of cycle from other areas.

38. The roof areas are of concern as there are many places with lots of mechanical and electrical equipment crammed onto small spaces, but the joining of different levels and materials have increased risks of leaks. These have been botched in the past and it is an increasing challenge to maintain these areas as watertight. There is a need to carry out major works to

the whole roof areas over time as the surfaces are deteriorating exacerbated by previous poor and bodged repair processes. There is a need for major works to restore large sections of the roof covering and it would be advisable to plan this in sections over several years, combining with other works into each section. That would impact the mechanical plant as in some cases it will need to be lifted, so an ideal time to modernise each asset.

39. The window leaks were an ongoing problem at the end of the MEL Management period, and although some had been carried out, the programme had not been finished and with the poor handover, we had to research each again. These will be an ongoing risk as in due time as new mastic seals are needed in some other frames, but the work can either be carried out on report or when carrying out other external tasks such as external facade cleaning. The system installed at Berkeley Tower would benefit from a full scaffold and survey as working from the cradle in an effort to undertake ad hoc repairs have been successfully for some properties but leaks, perhaps entering higher up the building still need to be identified. Obviously, there are cost implications to such an approach and we are concerned that the costs could escalate.
40. The garden lights were inherited in poor condition with many faults, some inoperable. We struggled to gain access to the various plant rooms that were outside our contrail, but we have now restored proper operation.

Rubbish Collection

41. We re-negotiated the rubbish collection contract and did not renew with Artcloud who simply charged around £200 per ton for general refuse and as they do not have a waste licence subcontracted the works to the Bywater's who charged about £115 a ton for the same general refuse. The new contract is easier to manage and measure and at a lower cost.

42. The compactors were not functioning, and rubbish was building so we negotiated new compactors with F&R Crawleys which are funded over a 3 years period expiring in November 2019. This contract then allows for a bubble payment or to extend the contract with reduced costs.
43. The metal compactor tracks and some deck sections were replaced and repaired to allow the operation of the compactors which added efficiency and stopped water damage issues.
44. The lack of access and use of the loading bay office, which is now used solely by Westminster Management Services for storage, does detract from the team's ability to control the loading bay in which the Hotel have an office.

Gator

45. On the 3rd October we discovered that the road legal Gator used to collect the rubbish from around the site has been removed. The ownership of this was confused, as within the records the service charge was both renting this machine and had received a bill to purchase the machine. We know that Artcloud held the machine at West India Quay for a while and then sold it back to the Tuckwell Group from whom it was bought. We tracked on the machine and bought it from the Tuckwell Group at a lower price than the Artcloud invoices showed.
46. This machine is as every other road legal vehicle, it has a V5 and has an owner and insurance to operate. The machine is now owned by HML and rented to Canary Riverside Estate. It can either been sold to the new manager or owner at the end of my tenure of will be removed and sold on the open market.
47. Other machinery, for example a trailer, we are advised also went missing, but we have operated without the equipment since 2016, so we can assume it was simply surplus to requirement.

Electrical system

48. On take over the wholesale electrical contract had expired. Our first task was to identify what was needed and try to ascertain the volume and spread of consumption and negotiate supply contracts.
49. We did not receive any detail for the system of supply, or recovery of that supply or historical information at all from CREM or MEL. To date this remains the position. We did engage with Inenco CREM's chosen partners in the supply of utilities, who provided us with an amount of data, much of which was later proved to be disingenuous. Inenco specifically informed me that we needed to contract three meters the fourth being the Hotel only. We placed three contracts. Leaving the fourth meter out of contract was disputed by CREM and eventually after a substantial payment by the Hotel we did contract the 4th 30-minute meter.
50. It became apparent that many meters were malfunctioning as Inenco and Energy Controls Ltd who were Inenco's supplier and meter monitor produced further information. However, much later we discovered that Inenco had advised MEL, who did not inform us, that they would not service the meters at all, although they tried to enter a contract with me precisely to do what they said could not be done. After a short time, it was my assessment that Inenco could not be trusted in data or actions, so we built a working relationship with Energy Controls to build the data and instructed a consultant to assist to build a picture of the system and provide some alternatives. From that we reached the point that the consensus was to replace all the meters in one go, but over time gaining knowledge from ever more meter readings we decided that piecemeal replacement could be achieved. That plan is ongoing and will need to continue.

51. The recovery of the costs of the electrical supply is problematic, as there are several leaseholders who let out the units who don't pay along with the Hotel and commercial units causing a major cash flow issue. There is ongoing litigation to recover these sums.

HVA System

52. The HVA system is vulnerable, the buzz bars are at the end of the serviceable life and will need urgently to be replaced as are obsolete and no longer manufactured. This will impact onto other HVA equipment as we are at the end of the ability to cannibalise any of the existing asset. Unless this is addressed in 2020 there is a risk of blackout.
53. We have carried out the HVA shut down testing despite not receiving cooperation from the Hotel and that testing will be carried out again in April 2019.

Other utilities

54. The gas and water remain a mystery we have received nothing on handover from MEL or CREM, although we received some incomplete information from Duncan Rendall acting as CREM's agent after quite some time, so we have had to forensically reconstruct as best we could. We are content we now have accurate information although it would help to cross check against historical information.

Health and Safety

55. The record handed over in 2016 were incomplete and not comprehensive. The live HML system provides for the reports and updates as issues occur as a live document.

56. A major issue was the out-of-date fire panels which were made worse when a leak destroyed one, such that we had to upgrade the whole system with an open system. The opportunity provided the right time to deal with the essential software upgrade such that all systems became networked, enabling oversight from the security office.
57. The Fire Officers enforcement notice raised erroneously in December 2018 provided the opportunity to further review the whole fire precaution system. There will always be issues with equipment but the cross checking of the reporting functions to look again at housekeeping matters was a positive outcome.
58. The routine maintenance and repairs are ongoing and must not be overlooked and a one off clean of the rubbish chutes required. It now seems like these chutes have not been maintained for many years, so if this is the only real find from the erroneous notice the hassle was worth the time spent.

Legal position

59. From the outset we were under siege with legal attack, the intention in my opinion was clearly to destroy the section 24 process. This commenced from the outset that the mantra applied by CREM and the counsel was clearly "not this manager", and from that the frequency and depths of the attacks were clearly simply designed to destroy the section 24 order. The continued almost daily communications from CREM's solicitors were again in my opinion simply designed to create costs and consume time from the task of management of the estate, and to punish the leaseholders, who ultimately bear the cost through the Service Charges.
60. The lists of legal actions are shown in Appendix 2 but I have resisted to report on each in detail, although this can be provided if required.

61. The management order took over two years to iron out and there are still issues contained in this order that will need further direction.

Finance

62. The budget for the new year was issued on the 1st March 2019 and demands sent. If the next half year follows the past patterns about 60% of what is due will be paid fairly quickly, and the remaining domiciled flat owners will pay the clear majority within the next 2 months. However, there are several non-domiciled leaseholders who simply do not pay along with the Hotel and some commercial units.

63. This presents a cash flow problem in the short term but with careful management and budget control the management task can continue. However, these leaseholders have ongoing legal action and whilst some endeavour tactically to delay the enviable there is little prospect of not collecting the principle sum and the costs.

64. The electrical supply contract is a large financial commitment and due to the extensive issues with the metering system present challenges to calculate and then recover the re-charges. There has been a slow improvement in the pace of replacement meters providing increased accuracy in the consumption measurement, but there remain disputes and of course the main non-payers of the service charge don't pay these re-charges either. This further applies pressure to the cash flow.

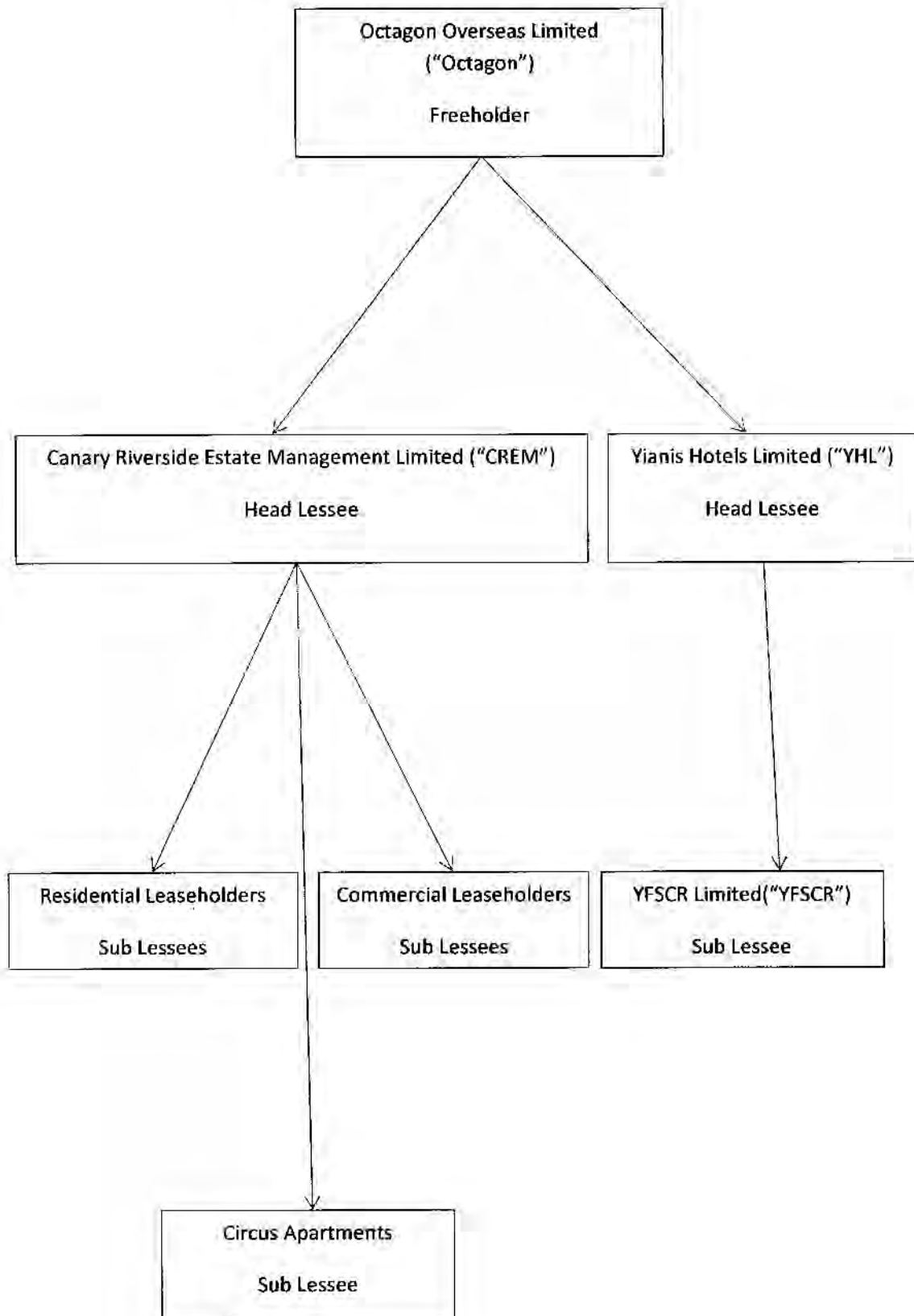
65. The financial position is fluid and there any data is right at the time , but people pay and payments are made each day so any detail provided is only right on that day, However, in general terms the position of debt to the service charge and electrical accounts in in the region of £3,000,000 and the cash in the bank is around £1,400,000 proving an operational challenge to continually balance income and costs.

66. Whilst CREM will blame me for the legal action my role as independent section 24 manager is not to continually raise legal matters, but to operate on an order handed out by the FTT. I have operated within the orders directed, but despite CREM attempts to blame me for the spiralling legal costs they have not sought to remove me from the section 24 role.
67. My task operating within the RICS code has been handicapped by the amount of legal actions I have been fighting since 2016. If a new manager could find a way to avoid such levels of legal dispute and secure payments for the service charge and electrical supply charges, then Canary Riverside could be run positively. If a progressive and inclusive management style were to operate Canary Riverside could be competition for the ever-increasing number of residential developments at Canary Wharf.

ALAN COATES
14th March 2019

APPENDIX 1

Property Ownership Structure



APPENDIX 2

	Date of Issue	Claim	Court	Parties			Stage of Proceedings	
				Applicant	Respondent	Interested Parties		
1	04-Oct-16	Claim for Injunction (Enforcement of Management Order)	CCCL	Coates	Octagon Overseas Ltd /CREM		Dismissed in favour of Resp on Appeal	
2	26-Oct-16	Judicial Review	High Court	Octagon Overseas Ltd /CREM	Coates		Permission Refused	
3	18-Nov-16	Application to Vary Management Order (2016/0023)	FTT	Coates	Octagon/CREM/Yianis Hotels Ltd/Palace Church 3 Ltd/YFSCR Ltd		Decision 29th January 2019	
4	01-Dec-16	Application S.20 ZA Electricity Meters	FTT	Coates	Lessees	CREM, Yianis Hotels LTD	Withdrawn	
5	01-Dec-16	Application to Vary Management Order (2016/0020)	FTT	Octagon/Crem	Coates	Lessees	Reviewed	

6	12-Dec-16	Claim for Injunction	CCCL	Octagon Overseas Ltd /CREM	Coates		Stayed	
7	13-Feb-17	Application for Pre-action Disclosure	High Court	Marathon Estates Ltd	Coates		Dismissed	
	24-Feb-17	Disability Act Claim	CCCL	Louise Berwin	Coates		Settled	
8	11-Aug-17	Part 20 Proceedings	CCMCC	SVMA	CREM	Coates	Stayed pending FTT decision	
9	01-Dec-17	Application S.20 ZA Fire Alarm	FTT	Coates	Lessees	CREM	Granted	
10	06-Feb-18	Claim for Debt	High Court	Coates	Yainis Hotels Ltd		Directions Questionnaires filed. Application by Claimant to Strike defence.	
11	09-Feb-18	Application to Vary Management Order (2018/0006)	FTT	Octagon/Crem	Coates	Lessees	Decision 29th January 2019	
12	13-Feb-18	Application to Vary Management Order		Coates	Octagon/CREM		Decision 29th January 2019	

		(2018/0005)						
13	21-Mar-18	Claim for Debt	CCMCC	Coates	Everest Investment Trading Ltd (BVI Company)		Defence Filed	
14	21-Mar-18	Claim for Debt	CCMCC	Coates	Everest Investment Trading Ltd (BVI Company)		Defence Filed	
15	21-Mar-18	Claim for Debt	CCMCC	Coates	Hermitage Lane Investments Ltd (Formerly Gold Capital Investment Ltd) (BVI Company)		Defence Filed	
16	01-Apr-18	Application for Costs	FTT (Land Registry)	CREM	Coates		Costs refused	
17	18-Jul-18	R13 Claim for costs	FTT	CREM/Octogon	Coates		Decision 16 January 2019. No order for costs	

18	20-Jul-18	S.20C Costs	FTT	Christodoulou/Palm Trees Paradise Holdings	Coates		Decision 16 January 2019. No order for costs	
19	29-Nov-18	Application for Dismissal	FTT	Palm Trees Paradise Holdings Ltd (BVI)	Coates			
20	08-Jan-19	Claim for Specific Performance (Disclosure)	CC at Birmingham	CREM/Octagon/Yianis Hotels/YFSCR	Coates		Claim served.	
21	31-Jan-19	Claim for Injunction (Fire)	High Court	Octagon/CREM	Coates		Awaiting Hearing date. Filed Ack of Service, Defence to be filed	
23	TBA	Debt Collection (Service Charge)	CCCL	Coates	Individual Lessees			
100	TBA	Debt Collection (Electricity)	CCCL	Coates	Individual Lessees		Issued	
All Actions								
101		Claim for Money Judgment	CCMCC	Coates			To be issued	