

All Residential Leaseholders
Canary Riverside Estate
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1 May 2024
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Dear Leaseholders –

Canary Riverside – Manager’s Update

At the conclusion of the consultation period, I am pleased to inform you that the internal refurbishment works are set to be commenced by Manilva Contracts on May 20th. This will follow the specification drawn up by Jonathan Sethna Interiors, with works starting at Belgrave Court. This will be followed by Berkeley Tower, starting on or about 1st July and then Eaton House from 29th July to 16th August. With a fair wind, Hanover should start on 19th August and be completed by the first week of September.

As with all such contracts, there are always external factors that may vary these dates one way or another. However, based on Manilva’s delivery on other large projects, I have every confidence that they will want to keep us happy with their performance all round.

Cladding Remediation

In my March letter covering the new service charge budget, I updated you all on the impact of the new Building Safety Act (BSA) on my powers to deal with the cladding remediation with the use of government funding from the BSF. Following an application by the Landlord, the First Tier Tribunal ruled that on strict interpretation of the BSA, they were the “Accountable Person” for building safety purposes and that my Section 24 powers did not override that. I appealed that decision to the Upper Tribunal which ruled that I was indeed empowered to do the cladding remediation work for as long as my Section 24 appointment is current. However, given that the renewal of my appointment is due to be decided by the Tribunal this year, it is doubtful that I would be able to enter into a longer-term contract for the cladding remediation if the Tribunal renders me ineligible to see it through. The same will apply to government funding which must obviously be predicated on a clear critical path of remediation.

For this reason, I applied and was given leave to appeal the Upper Tribunal’s decision citing these practical concerns and other points of law. I now await a hearing date for that appeal.

Meanwhile I have been following the passage of the Leasehold & Freehold Reform Bill in committee stage and was encouraged to see an amendment which would clear up this whole issue by conferring Accountable Person status on Section 24 Managers like me. The amendment was submitted by Lord Young of Cookham who explained that: *“This amendment includes a Section 24 manager within the definition of Accountable Person. This is to prevent a landlord who has been replaced with the Tribunal appointed manager from regaining access to service charge funds as an accountable person.”*

**Leasehold and
Freehold Reform Bill**

2nd reading

Session 2023-24

This clearly highlights the absurdity that has arisen as result of the new legislation where there is a tribunal-appointed manager in situ.

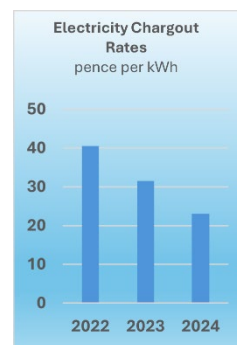
Building Safety

Other than the external cladding remediation which hangs in suspense, my team have now completed all the mandatory door surveys within each of the towers and attended to the relevant compliance measures where required by the new standards.

We are also close to the elimination of the last gas hobs which do not have the flame-failure-device (FFD) to ensure that gas will not escape without the presence of a flame. Inevitably there have been some flats in long-term vacancy with owners overseas that we have had to chase further. One or two will require legal enforcement at their cost. However, your buildings are now far safer as a result of our campaign.

Electricity

Your latest bills for private electricity consumption will be significantly reduced as a result of the new annual contract which I locked in early at the end of January. As before, I used two separate energy brokers to seek tenders and chose between their wide range of offers. Your daytime rate is now 23.1p compared with 31.5p last year.



Also encouraging is the progressively downward trend of consumption in flats, as shown by the orange line of quarterly usage in this chart. This reflects well on your own efforts such as in the use of LED bulbs and other efficiencies.



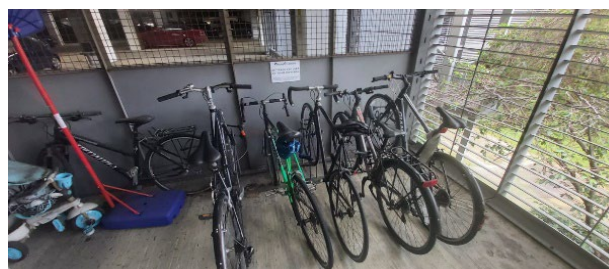
On top of that we see the benefits of our meter upgrades, before which some 10% of all your energy bills were based on estimated readings.

These have been gradually eliminated and I am told that this latest quarter there were just 6 bills issued on estimated readings, out of a total of 325 flats.

Car Park

We have recently had some flooding in the P2 car park due to the external pumping station on the riverwalk backing up after heavy rainfall. This has been the source of some dispute with Canary Wharf Corporation who are declining responsibility for its maintenance. Our own efforts to pump out the station have been frustrated by the lack of a weight permit for a tanker of sufficient tonnage to access the riverwalk. The latest flooding is being leveraged to break the deadlock on this and I hope we will now have the required consent. Whilst on the subject of the car park, a word about the bike stores.

Over the years your two bike stores have fallen into abuse and misuse and I am planning to carry out a clearance of the many bike carcasses that have been abandoned along with other personal items such as old sporting equipment, car tyres and other detritus that is now restricting movement for genuine bikers. Aside from the clearout and some repainting, I plan to install racks on the walls to free up more floorspace for a better environment all round as well as sensor lighting and adjustments to CCTV for better security.



Your site manager, Ronnie McCarthy has been issuing stickers for bona fide cyclists to tag on their bikes, so please ask him for one before we start clearing out the detritus. Anything that is not a working bike with a sticker is likely to be removed from these areas, so please check and retrieve any personal items.

Gardens

Aside from blockage of light to apartments in some sections, tree surgery is necessary to prevent root damage to footpaths, drains and building foundations. Our winter surgery went according to the arborists' plan leaving your fine crop of trees in great shape for the coming season and likely for the next 3 to 4 years without further disturbance.



We've redesigned the raised flowerbeds outside Eaton House to create a seamless transition with the flowerbeds across from the hotel. More bulbs have been added to the raised flowerbed across from the hotel, following last year's successful planting.

This summer we're planting a mix of pink, purple, and white bedding plants to add some vibrant colour, similar to last year. This will be started in the coming weeks now that the unseasonal low April temperatures have passed. We're also raising the soil level in the walkway flowerbed at Belgrave to improve visibility for the flowers and will be training the jasmine climber to grow along the newly installed wire frames on the pergola.

Lettings

As we enter the summer season, a further reminder that lettings of less than 6 months and/or in multiple occupation are not permitted at Canary Riverside. Several cases of blatant abuse of the regulations have been successfully enforced at considerable legal cost to the owners. For guidance on lettings regulations visit <https://www.canaryriverside.london/letting-your-apartment> If you become aware of excessive luggage movements in and out of a certain flat, please report it to the concierge or to Ronnie the site manager as below. Similarly we ask you to report to the concierge any incidents of antisocial behaviour or activity which gives rise to safety or security concerns.

Staffing

Our reorganisation of the grounds staff and their rostering has yielded a leaner and more efficient team. This complements our team of concierges under a new hierarchical system which is now working well. When I took over in 2019, I inherited some bad apples and even more bad habits. I'm glad that those for the most part have been flushed out, leaving Canary Riverside with staff they can trust and be proud of.

Best wishes,

Sol Unsdorfer, FIRPM
Section 24 Manager – Canary Riverside Estate

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