

# lifeatcanaryriverside

Newsletter of the Residents' Association of Canary Riverside

Spring 2017



## Meet Margaret

We have a new addition to the Berkeley Tower concierge team!

Margaret is a very talented lady hailing from Krakow.

In Poland she qualified as an orthodontist and published three children's books.

She moved to the UK 12 years ago and has been a professional concierge for the past five years.

## RESIDENTS' GET TOGETHER - 17<sup>th</sup> June

The Great Get Together is a National Celebration of what we have in common with our neighbours and marks the anniversary of the death of Jo Cox MP who said

**"We have more in common than that which divides us."**



Our Great Get Together will be a picnic party in the garden\*, between **2pm and 5pm**. Residents are invited to bring a picnic and enjoy a fun-filled family afternoon, with competitions for the children. (\*or a lobby area, if the weather fails us) More information to follow - if you can help with planning the activities please email us (details overleaf).

## REDECORATION IN PROGRESS

HML Andertons have started with the redecoration of the P1 and P2 residential lobbies.

This includes repairing damaged surfaces, painting the walls and doors, and replacing the current light fittings with energy-efficient LED lighting.

The team have completed Hanover House and are currently busy with Eaton House, with the objective of completing the other P1 and P2 lobbies within the next few weeks.



## FAN COIL UNIT CHECKS

Ready for the summer? We are trying to organise a block-booking whereby the engineers can spend a week on site, carrying out the servicing of as many FCU (heating/cooling systems) as possible. In order to do so we need 25+ apartments to register an interest. If your FCUs are in need of servicing and you'd like to be part of such a scheme, please email us.

## GARDENS UPDATE

Burgeon Garden Services have been re-employed after a 20 month gap, to maintain our gardens.

You may have noticed David and Robert on site weeding, mowing, planting and replacing faulty irrigation sprinklers. A lawn revitalization schedule has been implemented to restore it to its former glory.

*"We have removed a lot of moss and weeds in the lawn resulting in bare patches requiring reseeding. There has also been a lot of scorching from dog urine."*

Please remember to keep dogs off the lawns because of the possibility of damage.



David (left) and Robert



Before (August 2016)



After (May 2017)

### CREM continue to deny financial transparency

The Landlord, CREM, continues to deny leaseholders financial transparency even after the damning Section 24 Tribunal ruling (excerpt below). They have taken no action against Marathon Estates to ensure they hand over accounting documents to the new Manager, Alan Coates, and HML Andertons (despite it being a clause in Marathon's contract with CREM).

Leaseholders have no way of knowing if they've been fairly charged in 2013-14, 2014-15 (accounts provided just before the May 2016 Tribunal hearing), or 2015-16.

With serious questions over insurance premiums and other large spending on the Estate, RACR will continue to press for this info. At the time of writing no response has been received to RACR's recent open letter to CREM. Lessees may recall the Landlord's failure to act against a previous managing agent (Lee Baron) resulted in our accounts being over four years late. Were it not for the Tribunal action we might still have been waiting: West India Quay lessees (same landlord/agent) haven't yet had their 2012 accounts.

71. The tribunal is satisfied that the landlord failed to comply fully with S.22, that leaseholders' had not been given sufficient information regarding the invoices and receipts relating to expenditure on the estate that would enable them to make informed decisions regarding their service charge expenditure.

**RACR is the officially recognized Residents Association of Canary Riverside**

It exists to help build a harmonious community on the estate by representing the interests of owners and residents.

To contact RACR, email [lifefatcanaryriverside@gmail.com](mailto:lifefatcanaryriverside@gmail.com)

Visit the RACR website [www.canaryriverside.london](http://www.canaryriverside.london) for extensive information and advice on your apartment and the estate, key waiver and insurance forms, regular news items and more.

### SWEET DREAMS AT LAST

For over five years a Canary Riverside resident has been plagued by loud banging noises emanating from the apartment's pipes. So loud it would routinely wake them in the night, driving them to sleep on the sofa.

Marathon/CREM initially tried to insulate the pipes (which did not stop the noise) and later on told the resident that the noise was not loud enough to breach environmental health regulations. No further action was taken to resolve the issue.

The resident contacted HML when they took over the management of the estate. After listening to a recording of the noise HML's expert identified the cause - hardened rubber seals vibrating against cast iron piping in a communal downpipe. A new piece of pipe and seals solved the problem and the resident is now enjoying a peaceful night for the first time in years.