

Boardwalk Place

Owners and Residents Newsletter March 2016

This is an update to all owners and residents on various actions planned in the months ahead, together with reminders on some areas which make day to day living easier for residents.

At the Annual General Meeting in December 2016, a small number of residents raised an issue with youths occasionally loitering on the estate. Some of the actions mentioned below are as a result of these discussions at the AGM. The directors were asked if it would be possible to consider erecting more fences / gates on the property to restrict access to non-residents. The directors advised that this had been explored in the past but is not feasible.

Boardwalk Place, whilst private property, has public and private Rights of Way over the land. These were written into the title deeds when the development was built. Such Rights of Way are common on London dockside and riverside developments. These Rights of Way apply 24 hours a day, 365 days a year. The majority of walkways and paths, and most of the roadway, on Boardwalk Place are subject to these Rights of Way. The neighbouring property at Poplar Dock (owned by Canal and River Trust) is also subject to similar Rights of Way.

These Rights of Way mean it is not possible to turn Boardwalk into a gated property, or restrict the access only to residents or their visitors. Additionally we cannot have gates or barriers installed at the estate entrance to control vehicles entering the property. This is partially due to the Rights of Way but also due to the need to gain planning permission given we are situated on a dual carriage way which is one of the main access routes to the Canary Wharf Estate. Tower Hamlets Council has in the past, for a number of reasons, refused to give planning permission for barriers at the estate entrance.

If you are disturbed by groups of people, or anyone causing a nuisance, please let the staff in the estate office know. If you believe that anyone is committing a crime please do notify the police directly.

Lighting

We are pleased to advise that the lights that are situated around the dockside walkways facing the marinas, are now working again following their failure earlier this year. There are 37 lamps around the marinas – 25 belonging to Canal and River Trust and 12 belonging to Boardwalk Place. Whilst Boardwalk Place, and Canal and River Trust, have always maintained the lamps, it has been unclear where the electricity supply which services them is located. It has now been identified that they have been powered from the local street lighting system. Tower Hamlets Council recently disconnected the power as the lights are on private land and not part of the street lighting network. However they did not inform anyone. Tower Hamlets have now reconnected the power short term, whilst we arrange for a new private electricity supply to be installed from Boardwalk Place / Canal and River Trust meters.

We are aware that the lights along the spine road attached to the A Block low level walls, and lights of the same design adjacent to Fraser Place, have become increasingly unreliable and fail often. These will all be replaced with new (brighter) LED lights and at the same time additional lighting of the same design will be installed on the spine road adjacent to B and C Blocks. Additional Lighting will be installed under the canopy at F Block overlooking the gardens in that area. We are also looking at how we can enhance the lighting in the roadway between E and M Blocks, which leads down to the Poplar Dock slipway.

CCTV

The CCTV System is a few years old, and we have undertaken a review of the equipment we have, as well as taken feedback from staff. A number of older cameras will be replaced and upgraded so we can capture better quality images. Some cameras will be repositioned. Additional cameras will also be installed including around the estate entrance area, and the gates between K and L Blocks.

We will also be installing Automatic Number Plate Recognition equipment at the estate entrance so we can capture the registration numbers of all vehicles entering and exiting the estate.

Bollards

We are aware that cars have been driving up to and parking in the garden area fronting the D1 / F Blocks. The drivers have been using the public walkway between F Block and the Poplar Dock Slipway as an access route. We will install lockable bollards on the walkway to prevent this behavior continuing. We will also install a bollard between J Block and the Poplar Dock slipway to pre-empt any similar behavior.

Mail Boxes

We have been advised that residents in a block with an external mail box installation have suffered the loss of mail. The residents believe that the mail has been fished out from the externally mounted boxes. Staff have also recently challenged individuals who were acting suspiciously around one of the mail box areas of a block which has an external installation.

The majority of **resident's** mail boxes are housed inside the foyers or internal stairwells of the blocks. The directors have decided that in light of recent events it would be prudent to have the external boxes removed and replaced with internal installations. This only affects Blocks C1, K1, K2 and L. This work will be carried out shortly.

Gardens / Walkways

We have a rolling programme of annual upgrading of garden areas, in addition to the ongoing routine maintenance. This year the lawn in front of Block D1, together with the beds alongside it will see replanting. Additionally the beds behind Blocks B and C1 will also be replanted. This work will be undertaken in March.

The trees were replanted along the spine road last year and hopefully these will make an impact this year as they start to establish themselves.

Once the weather warms up we will instruct jet wash cleaning to get rid of the dirt and moss that has built up over the winter months in some areas of the estate.

Entryphone Systems

The entryphone and gate control systems are all being replaced with more modern equipment.

The entrance panels and systems to Blocks A1, A2, A3, A4, B, C1, D1, D2, E and F will all have been replaced by the time this newsletter is issued. All residents in these blocks should now have new key fobs. Some car park and other gates linked to these blocks have also had the new fob installations completed.

The entryphone and gate control system change is taking place over a two year period, as old contracts expire. The new system allows site staff to allocate fobs to specific properties so affords greater security as fobs can be cancelled if lost or not passed on to new residents.

The new system, which has been purchased by Poplar Dock Management Company Limited, will be significantly more cost effective than the old leased system.

The remaining Blocks will be changed over in 2017 and early 2018.

Internal Decoration

The 10 year Maintenance Plan issued late last year outlined the work which is planned for this year. The communal areas are ageing at different rates, and wear and tear varies considerably from block to block. Generally speaking larger blocks need more work than smaller blocks. There will be a mini refurbishment carried out this year, with the work varying block by block. The estate office will also be refurbished this year.

The specification and Section 20 notices will be issued to leaseholders in the weeks ahead, and all residents will be advised of plans before work is commenced.

Signage

The flat numbering system on Boardwalk Place is confusing and the numbers do not always run logically or consecutively. This has happened because the development plans changed a number of times over the 10 years or of construction, and 408 flats were constructed instead of 324 which were originally planned. Additionally due to the way some blocks were designed access is through garden areas. However these access points are badly signposted.

We are aware that visitors and delivery drivers can find it confusing to locate some properties, and this is particularly a problem in the evenings as the existing numbering is difficult to read when it is dark.

Now that the external refurbishments are complete we are implementing new signage throughout the development. This will include two new backlit directional maps which we believe are a big improvement on the existing maps. There will also be new and additional numbering which is visually easier to read and which provides better information.

The installation of the new signage will complete in March.

[Subsidence on the Spine Road](#)

Residents may have noticed that the pavement and roadway outside of Blocks A1 and A2 have been subsiding and a ridge has developed together with cracking and displacement of the paving and roadway. This has been ongoing for some time now, and the movement is continuing. The A1 and A2 buildings appear to be unaffected and there is no evidence of any issues with the properties.

Initially it had been considered that the subsidence may have been triggered by the new Crossrail underground railway tunnels which have been constructed under Boardwalk Place. However the Crossrail Surveyor has concluded that has not been the case. Poplar Dock Management have instructed our own surveyor and they too have concluded that the Crossrail work is probably not a contributory factor.

The surveyors have spent considerable time reviewing maps dating from the 19th century to the present day to understand the land use changes over that period (which have been considerable). They have also been in contact with utility and infrastructure companies, and public bodies, to understand what infrastructure may exist beneath the surface.

At this stage, based upon the line of the settlement on the ground, the surveyors believe that the most likely cause is settlement of landfill in an old 19th century dock which was decommissioned and filled in several decades ago. However the only way to understand what is going on beneath the surface, and identify what work will be needed to stabilize and remedy the situation, is to excavate the area.

Some work will take place shortly where the pavement and roadway will be excavated to allow the surveyors to identify the problem and formulate the remediation plans.

[Refuse Disposal/ Recycle Bins](#)

The refuse stores are small in most cases, which means we have insufficient space in each refuse store for recycling capacity. However we do have recycling facilities in Block C1 which are available to all residents who wish to recycle. Please speak to the estate office staff if you wish access to these facilities.

We would ask that all residents (where not recycling) use black bin liners, or equivalent, and that if possible no liquids are put into bin bags. If you do have a leakage from a bin bag (e.g. in corridors or lifts), we would ask that you clean up any mess at the time. The cleaners only access the communal and lift areas twice a week so any spillages will remain, unless it is cleaned up by the resident who made it.

We would ask that all rubbish be thrown into the skips in each bin store. Please do not leave bags outside refuse stores, or on the floor.

If you use the recycling facilities do not throw black bin liners into the recycle skips. The council refuse to remove the recycle skips if they are contaminated by other materials.

The skips in the refuse stores are for day to day domestic rubbish only. Please do not leave items of furniture or anything that will not fit easily into one of the skips. If you need to dispose of any large household items please contact Tower Hamlets Council on 0207 364 5004. They will collect your items FREE OF CHARGE. If you leave such items out please let the estate staff office know and they will ensure the council can access the appropriate collection area. Tower Hamlets will only take calls to uplift large items from residents. They will not take instructions from Boardwalk Staff.

Tower Hamlets Council also has a Reuse and Recycle Centre at Yabsley Street, E14 9RG where almost anything can be dropped off for recycling and disposal. This facility is only 10 minutes walk from Boardwalk Place, or 1 minute by car. There is no charge for using this service.

Balconies

We would remind residents that balconies must be kept clear of washing, barbecues and any items of furniture except for small chairs and tables. They must not be used for storage.

Please do not throw cigarette ends over the balcony onto the ground below as this is unsightly and dangerous. Please do not leave ashtrays on ledges.

Barbecues are not allowed anywhere on the estate. They are dangerous and the smell and smoke is unpleasant for other residents.

Other Reminders

Residents are reminded that when moving in or out of a property they should contact the estate office. The office will arrange parking passes for removal vans, advise on the best access to properties and arrange for protective barriers to be erected in lifts as needed. There is no charge for this service.

Car Parking. The **visitor's** bays are only for short term visitors or workmen. Each property has one visitor parking permit. Any residents using the visitor bays for permanent parking of a vehicle will have the permit revoked.

Contact Details

The Managing Agents of Boardwalk Place are Kinleigh Folkard and Hayward. Their contact details are posted on the notice board in the entrance hallway of each block.

If you have any queries or problems relating to Boardwalk Place the staff in the Estate Office are always willing to help. They can be contacted on 0207 531 0126 or you can e-mail boardwalk.place@zen.co.uk

Alternatively you can contact KFH on 0203 542 0158 to speak to Kelly Stirzaker who deals with service charges, parking permits and other administrative matters. Her e-mail address is kstirzaker@kfh.co.uk.

Building insurance claims are dealt with by Emily Hawkins ehawkins@kfh.co.uk

If you would like to discuss any other issues please speak to the Property Manager for Boardwalk Place who is Linda Foss. Linda can be contacted on 0203 542 0160 or by e-mail lfoss@kfh.co.uk

Kinleigh Folkard and Hayward
Managing Agents
March 2016