



Minutes of the Annual General Meeting

Held on Thursday 14 April 2016 at 7.30pm

At All Saints Church Hall, North Baddesley

Members Present

R Kavanagh	55 Rownhams Road
K Foreman	3 Authie Green
Mr & Mrs Williams	16 Borden Way
Mr Gasson	29 Borden Way
Mrs Harris	81 Borden Way
Mr & Mrs Richardson	2 Chilcott Court
Ms Denny-Morley	14 Chilcott Court
Mr Brown	1 Fulford Road
Mr P Hayward	4 Fulford Road
Mr Collings	37 Fulford Road
Ms Owens	Harris Way
Ms Yeo	4 Harris Way
Mr & Mrs Otton	29 Harris Way
Mr P Tse	53 Rownhams Road
Mr P Osborne	10 Thomas Road
Mr Lines	12 Thomas Road
Mr Lovett	15 Thomas Road

Directors

Rob Harris	Chairman
Chris Marshall	Leasehold Director responsible for the flats
Lisa Harding	Secretary and debt director
Andy Milligan	Estate director
Gill Jeffrey	Finance director

Also Present

Andrew Long	Maven Accountants
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Introduction

Rob Harris opened the meeting by introducing himself as the chairman of the management company

Rob Harris also introduced the other directors as follows

Chris Marshall - Leasehold Director & Director responsible for the web site and Facebook.

Gill Jeffery - Finance Director & Membership Secretary

Lisa Harding - Secretary and Debt Collection Director

Andy Milligan - Estate Director

Rob Harris mentioned that he and Chris were planning to sell their properties and once the properties were sold they would no longer be eligible to be members, let alone Directors of the Management Company.

The posts of Leasehold Director and Chairman would therefore become vacant.

Election of Juliette Owens

Rob Harris mentioned that we had already found a volunteer for the leasehold director, Juliette Owens, who had kindly volunteered to stand for election.

Juliette had been nominated by Gill Jeffery and Rob Harris requested to formally elect Juliette Owens as a Director.

The election of Juliette Owens was a unanimous decision by those residents attending the meeting.

Help Required

Rob advised that we still urgently need at least another volunteer who could spare the time to attend a monthly meeting in the evening and help run the management company. He advised directors were not paid but you were reimbursed for all out of pocket expenses and received a £5 monthly allowance for the use of your home as an office.

Rob mentioned we also needed help in respect of the newsletter, maintaining the website and Facebook page.

What have we have achieved?

The meeting then went on to set out what had been achieved this year so far.

Rob Harris mentioned the following achievements during the year

1. Last year the annual estate management charge was reduced from £215 under RMG to £95. This year the management charge had remained the same at £95.
2. A 5% discount had been introduced for prompt payment of management charges.
3. Although the company still had outstanding debts from some residents these had been reduced to a reasonable level.
4. Last year savings were made on the cost of landscaping, cleaning and window cleaning.
5. We had reduced the cost of insurance as we did not have to pay the RMG commission built into their quotes.

6. We have correctly organised the electricity bills for the flats and removed the standing charges for water that we were not using.
7. We had employed Blake Morgan as our solicitors at no cost to the management company and have substantially reduced the fee when you sell your property.
8. We had set up an excellent web site and a Facebook page.
9. We continued to save postage by encouraging correspondence and invoices by email.
10. We had issued a questionnaire to all residents to ascertain opinions of living on the estate.

Change of Accountants

Rob Harris advised that until recently Underwood Barron were our accountants. The service provided initially had been very good however the service provided recently had not been satisfactory and their quote for 2016 was at almost double their 2015 fee therefore we went out to tender.

Maven Accountants were the most competitive and we appointed them to take over from 1st April. Andy Long was at the meeting to answer any professional accountancy queries.

2015 Management Accounts

Gill Jeffrey briefly talked through the 2015 management accounts which had been prepared by Underwood Barron.

Gill advised that the company had 3 bank accounts, one for the service charge, one for reserves and the other for ground rent.

The ground rent account was separate as we were rent collectors on behalf of a third party so the rent did not belong to the management company.

There were separate reserve funds for each block of flats so that the estate and flats did not fund the others expenses which was likely to have happened whilst under the management of RMG due to the disorganisation of the funds.

After receiving a positive response to our questionnaire from residents in respect of the flats' reserves it was decided there would be a one off re-allocation of reserves to the flats based on RMG's poor management of the estate's funds.

This allowed us to replace the carpets in the communal areas of the flats.

It is also the company's policy to transfer surplus funds from the budget in the year to reserves and therefore our reserves for the flats are looking healthier than previously.

The Estate

Andy Milligan covered what had been happening with the communal areas of the estate to make sure any issues were dealt with in a timely and cost efficient manner. The most significant works on the estate during the year included

1. Clearing a serious blockage in the balancing pond
2. Shutting off the alleyway under Chilcott Court to stop antisocial behaviour.
3. Continuing with Test Valley to cut not only their grass but also the strips around the edge that were previously cut by Willow Services on behalf of the management company.

We employed a landscaper/groundsman to deal with day to day works. Andy mentioned that if anyone saw any items that needed dealing with then to let him know.

The Flats

Chris Marshall discussed the position in respect of the flats.

Chris advised that we had had a general roof inspection of the flats to see if there were any issues with the roofs. The only issues arose for the Chilcott Court flats. These are due to be done soon once we had a date from the roofer.

Chris mentioned that all flats had been re-carpeted, various light units changed, window cleaning carried out to all flats.

Chris mentioned the next big repair to the flats will be the replacement doors of the Harris Way flats and Borden Way flats.

We will be undertaking electrical testing to the emergency lighting in the flats which will then be undertaken on an annual basis.

In the longer term Chris advised that we are looking to replace the intercom door entry systems.

Chris mentioned he was leaving his post but would be supporting Juliette who is taking over.

Head Lease

Rob mentioned that we have still not received the head lease from Taylor Wimpey despite regularly chasing their legal department

Rob mentioned that there is a contract between Taylor Wimpey and a company called Regisport selling them the ground rent. On the first page of that contract it stated that the contract comes into force when the head lease is issued. Therefore until such time as there is a head lease there is no contract with Regisport.

Rob advised that last year the company collected the ground rent for the flats which has been kept in a separate bank account and that we are doing the same this year. Once a head lease had been signed we could then forward the money to the correct party.

Financial Position

Lisa discussed the current position of the company and debtors.

Lisa advised that we had current debtors of £7,738 with £670 of the debts being historical.

Lisa advised that the historical debts were made up of 2 properties which had not paid a few invoices and therefore we will be pursuing these debts with a county court claim. Andy mentioned that the residents could not avoid the debts indefinitely as if they wanted to sell their properties then they could not do this until the debt was settled

The current debtors were made up of 14 houses and 11 flats and there are a higher proportion of flats due to the size of their management charge.

Lisa advised that we had sufficient reserves going forward so are in a fairly healthy position.

Survey Results

Rob mentioned the survey results which were sent out last year with over 70% of eligible residents completing the questionnaire.

Rob advised the following results from the survey:

- 91% of residents would recommend living on the estate to a friend.
- 94% are happy with the service provided since we took over.
- 87% consider the estate charge is good value for money.
- 88% have visited the web site.

The Future

Rob reiterated that he had to stand down when he sold his property however we now had a well organised management company with very low annual charges compared with similar estates.

Rob asked again if there is any one here who can help in any way please see one of us after the meeting.

Thanks

Rob thanked the Directors and all members of the management team for their hard work including the Block Representatives

Questions and Answers

There were various questions raised by residents as follows:

If no-one takes over Rob's Role What Will Happen?

Rob advised that he hoped that someone would step forward as his role was fairly easy and that there was a good framework to carry forward.

Lisa advised that if there was no-one that took over Rob's role then it could be that we had to revert back to a managing agent like RMG which would increase residents' fees

Balancing Pond

A resident asked what is now happening with the balancing pond due to flooding last year. Andy advised that the tree roots blocking the pipe had been cleared and that we are planning to have regular checks of the pond. We are expecting to have a proper review of the balancing pond every few years.

Another resident asked about the area around the balancing pond as this was very untidy. Andy advised it was on our list to sort and that the gardener has been asked to look at the area and should provide a quote for the work required.

Lighting

The street lighting in Thomas Road was not working, Andy advised the lights had been adopted by the council so was not something the management company looked after, however, there is a number that should be called to report the problem. Andy said he would call on behalf of the residents.

Green Areas

A resident mentioned the overgrown grass last year and whether this would happen again. Andy advised that the council had a schedule of how many times they planned on cutting the grass each year but they didn't guarantee this is always followed. Andy advised as these areas were not owned by the management company all we could do is phone the council to complain.

The state of the grass was mentioned and it was raised whether the residents could pay to improve it, Andy mentioned this was very expensive to do.

Trees

A resident advised that the trees by Chilcott Court were getting quite high. Andy advised there were no immediate plans to look at these and no budget but he would have a look at how high they were and works would be done if required.

Fencing between Harris Way Flats Car Park & 16 Borden Way

The owner of 16 Borden Way has replaced the fencing between her property and the Harris Way flats car park. However she considered the fencing had originally been damaged by a car in the Harris Way car park although it was the result of a storm that finally blew it down.