



# AGM

*Wednesday 28 June 2023*

**All Saints Church, North Baddesley 7:45pm**

## **Directors:**

Alison Lyons  
Gary Lyons  
Lee Foster  
Jane Lee  
Nigel Robertson  
Roger Lamb

## **Non-Director Board Members:**

Tony Croft - Octave Accountants  
Daniel Beale - General Support  
Peter Tse – IT Support

## **Members:**

James Wotton, Lynda Gasson, Alan Tiller, Patricia Axford, Stuart McCulloch, Mrs Jeffery, Mr Hayes,

## **1) Chair Introduction**

Alison welcomed everyone to the meeting and introduced the directors, support staff and the accountants.

## **Points of interest**

- All of the working members of Knights Grove Management Company (KGMC) are volunteers, and perform their duties in their spare time. This helps to keep the service charges down.
- We are focusing on maintaining a good working relationship with Test Valley Borough Council (TVBC) to maintain the public utility areas of the estate. We work with Hampshire County Council (HCC) Highways to ensure that the access roads are in good repair, with Abri to maintain the flats, and with the local police.

## 2) Vice Chair introduction

Gary introduced himself as the vice-chair.

### Points of interest

- An opportunity was made for the members to exercise their right to object to any of the directors continuing with their duty, no one raised any objections. All of the directors confirmed that they are happy to continue in their roles.
- There is an expectation that the management company should take on the head lease for all of the flats, which covers all of the subleases. The head lease is currently owned by Taylor Wimpey who are the developers of the estate.
- We have had a solicitor looking into taking on the head lease for some years, in order to fully understand the legal implications and whether it is appropriate for a management company to do so. As of yet, we have had no response from the solicitors, but it is still a work-in-progress.

**Question.** If there is a possibility of buying the lease, are you saying that KGMC would buy the lease?

**Answer.** We would need to take legal advice as to whether that is the right thing to do. We don't yet know.

**Question.** Will there be a vote on whether we take on the head lease?

**Answer.** Probably not. The money which will be used to fund it does not come from everyone in the estate, only residents of the flats in question. We will ask for legal advice first since it will make us landowners.

**Question.** Is the ground rent covered in the financial report?

**Answer.** No.

## 3) Financial Report

Roger Lamb as finance director presented the following report

### Points of interest

- There was a surplus in 2022 of £1146. This is due to legal fees which weren't required, and the insurance came down.
- There is a discrepancy in electricity between last year and this year. In previous years the electricity was paid on a standing order, which built up a credit. It is now paid on invoice.
- When the blocks of flats were installed there were 2 domestic and 1 commercial meter. This means that 2 of the flats have benefited from the energy rebates, but the commercial flat hasn't. Unfortunately there's nothing that can be done. We've asked the energy company, but they can't change it.
- There is one debtor who owes over £1100 which is being paid monthly. The rest of the balance has been paid. Another debtor had to be taken to court, which involved using bailiffs to recover assets.
- We have made cost savings wherever possible and we'll continue to do so. We will continue to keep service charges down.

**Question:** There's a service charge income of £37,000 and a reserve income of £3000. Where does it come from?

**Answer:** The reserve income goes directly to the individual properties. The leaseholders have additional charges on top of that, which goes towards more of the upkeep of their buildings.

**Question.** How much has the reserve gone up?

**Answer.** £1224 in the year. The estate started with £30226 last year and it now has £31489.

**Question.** What are the plans for the reserve in 2023?

**Answer.** There are lots of plans that we're looking at. We need sufficient funds for the balancing pond, and Tanners Brook, and any potential problems that might arise. We are considering electric charging points.

**Question.** What's the basis of the £25000 for the balancing pond?

**Answer.** An assessment was done 2 or 3 years ago by a professional maintenance company, and it was what they advised.

**Question.** Is it possible to get insurance?

**Answer.** We do have insurance already. It may not cover everything - there could be unforeseen charges.

**Question (from KGMC).** What would you spend £25000 on?

**Answer.** Gardening around the estate, maintenance, fences etc.

## 4) Estates

Nigel presented updates on the estate.

### Points of interest

- We continue to employ a gardener for 2 days a week over the summer. Not all areas on the estate are owned by KGMC, and it can be difficult to find out who is responsible. Some areas we want to transfer to TVBC to reduce costs for us.
- We are looking into maintenance of all of the waterways around the estate, including maintenance and repair. This will include dredging the channels and removing the build up of silt, which can block it and cause flooding. One of the neighboring properties on Thomas road helped out with this problem during a property development.
- One of the tributaries to Tanners brook is being monitored, which goes underground in parts of the estate. It's not draining properly, and there is a possibility that it will cause flooding. It is silted up and full of leaves - ideally we need to dredge it. This is something that the reserves will help with going forward.
- There are some curb stones which are in poor condition. One is on the junction of Harris way, which has been damaged by lorries driving over it. This is something that Hampshire highways can take care of, and so any further problems can be reported directly to them.
- We are continuing to monitor the trees. There are a few which need some work.
- With respect to properties bordering the estate, there is a 5cm wide strip of land completely bordering the estate, and also within the estate. It is not currently known who the land belongs to, but it is either Lyndon Homes or Taylor Wimpey - it is definitely not KGMC. Problems have been caused by these land strips, particularly when fences are separating borders.
- We are looking into finding out who is responsible for the fences on the estate, since they are near the boundary and ransom strips. Before spending any money on maintenance we will find out to avoid legal problems.

**Question.** Can we just spend a small amount on fixing the fence, rather than paying lots of money for solicitors fees?

**Answer.** Yes, this is something we can consider.

## 5) The Flats

Lee presented updates on the flats.

### Points of interest

- We manage 3 blocks of flats on the estate out of 6. There are representatives for each of the blocks of flats, at the moment we don't have a representative from Chilcott, but we are actively looking for one.
- There is routine maintenance which has been done.
  - Bin stores
  - Locks
  - Replaced bulbs
  - Cleaning once a week
  - Window cleaners every 6 weeks.
  - Blocked gutters
  - Blocked downpipes
- The biggest issue that we've had is roof repairs, where there was a leak into a residents flat. The problem is now fixed.
- There was some anti-social behavior reported in the Chilcott flats. The timing of the trade entry on the door locks has been changed in response to it, so that they remain locked before school leaving time. *Residents noted that there have still been issues since then with children shouting.*
- There is a problem on Harris way in which the doors are not closing properly. We are looking into repairing them.
- The intercom was fixed on Harris way, and we're going to use the same system and installer on other flats.
- We had planned to do the decorating, but the decorator we had backed out at the last minute. It is a work in progress, and we have gotten a quote for someone to start between October and November.

**Question.** The problem with anti-social behavior has continued. Children enter through the door and shout.

**Answer.** If there are any issues they should be reported to PCSO Alex.

**Question.** Are we looking into installing CCTV?

**Answer.** We have looked into it, and gotten quotes from different CCTV companies. There is a large amount of legislation surrounding the storage of personal information. The requirement of responding to every request is onerous and not feasible for us as a small company. Putting up cameras gives a bad message to potential buyers.

**Question.** Is there a neighborhood watch scheme on the estate?

**Answer.** No, but it's a good idea.

**Question.** There is a fly tipper putting a large amount of rubbish in one of the bins. What can we do about it? TVBC won't help.

**Answer.** It should be raised with Abri.

**Question.** The red robin is all dying outside of the flats, front and back. Can it be revived?

**Answer.** We'll look into it.

## 6) Final comments

- If you need to contact us the email is [admin@knightsgrove.co.uk](mailto:admin@knightsgrove.co.uk)
- We are hoping to utilize the web-page to improve communication going forward, but it requires some development over the next few months.

**Question.** Is it possible to opt-out of the management company?

**Answer.** This is something that is part of the contract made when buying the property. Generally speaking it is not possible - you'll need to take legal advice.

**Question.** Is it possible to fix and replace the low level fence at the front?

**Answer.** The gardener usually takes care of it. We'll look into it if it is broken.