

# Windsor Road (Swindon) Residents Limited

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Minutes of the Annual General Meeting held at  
Stanton House Hotel, The Avenue, Swindon SN6 7SD on 12<sup>th</sup> June 2017 at 7.00pm

Present:

Beryl Howe	Director
Claudine Barber	Director
Debbie Guyatt	Director
Alan Barber	
Bernard and Carol Clifford	
Neil Cole	
Sue Usher	
Diana Morris	Managing Agent
John Morris	Managing Agent & Company Secretary

Attending:  
Sheila Guyatt

## 1. Welcome and Introductions

John Morris chaired the meeting and welcomed those attending confirming that the meeting was quorate as there were at least two members present and introduced the directors, Claudine Barber, Debbie Guyatt and Beryl Howe, and the two managing agents, Diana Morris and himself.

John read the list of apologies received:

Margaret Brown  
Michael Gibb  
Liza Hammouda  
Peter and Margaret Holden

## 2. Minutes of previous meeting

Minutes of the previous Annual General Meeting (AGM) held on 31<sup>st</sup> May 2016 were produced, however, these stated that all members had agreed to short notice and were in attendance at the meeting. Both statements were incorrect and therefore it was agreed that the accounts to 31 March 2016 would be received at this meeting.

The invoices for expenses, bank statements and accounts were made available to the meeting.

## 3. Formal Resolutions

### Receiving the accounts

The accounts were previously made available on the company website and further copies made available at the meeting. The members resolved to accept the following resolution:

Resolution 1. To receive the accounts for the year to 31 March 2016

### Re-election of Directors

John Morris advised the meeting that the Articles of Association of the company (the rules governing its operation) state that directors must retire by rotation every three years and may offer themselves for re-election at the AGM. Only members who are dwelling-holders at Broughton Grange are able to be directors. Claudine Barber and Margaret Howell both offer themselves for re-election this year. The meeting unanimously agreed to accept the following resolutions:

Resolution 2. To re-appoint Margaret Howell as director

Resolution 3, To re-appoint Claudine Barber as director

#### 4. Debtors

John Morris advised the meeting the amount of Service Charges outstanding as at 12<sup>th</sup> June 2017 is £1416.68. Being made up as follows:

No. 2	£200.00
No. 5	£200.00
No.16	£600.00 (member deceased)
No.18	£16.68
No.25	£200.00
No.28	<u>£200.00</u>
	<u>£1,468.18</u>

#### 5. Bank Account

The company has opened a deposit account with Aldermore Bank currently paying 0.85% interest compared with only 0.05% available with Lloyds. The Aldermore account is only able to accept deposits from the designated Lloyds bank account and can only make withdrawals to the designated bank account. There is currently £11,000 on deposit with Aldermore Bank.

#### 6. Maintenance

##### a) Porch Ceilings

The Asbestos Survey highlighted the fact there was a minute amount of asbestos in the external porch ceilings which is acceptable as long as they are not damaged in any way. Two were boarded over a couple of years ago but the remaining ceilings at that time were sound. Unfortunately over the years because of their exposure to the outside elements the remaining ceilings have started to flake and show signs of damage. In consultation with the directors, quotes were obtained and approved for the replacement/removal of asbestos and re-plastering. This work has now been completed at a cost of £1695.00 and when the new plaster is dry it will be painted.

##### b) Roof 32-34

Due to an ongoing water leak in flat 34 and following an inspection by a qualified roofer, quotes were obtained for replacement of the bay window roofs over this flat. The cost of this work was £1500.00 including scaffolding. When the scaffolding was erected it was accidentally positioned outside flat 27 as well and as a result the roofer replaced the roof over this flat without further charge as on inspection it needed replacement. This work has now been completed.

##### c) Electricity

Since February the electricity supplier has been changed from a business tariff that charged a standing charge to Green Energy UK which does not impose a monthly standing charge. There should be a saving during the course of the year as a large part of the monthly cost is a separate standing charge for each of the five meters.

##### d) Cleaners

Since taking over the management in February an assessment was made of the general standard of cleaning in the internal areas and found to be below standard. A quote was obtained from a cleaner who the managing agents use on other sites which was £178 for a fortnightly clean rather than £184.00 for a monthly clean from the previous cleaners. The members present agreed that the new cleaners' standard is considerably better than the previous.

##### e) Pest Control

In March there was a problem with rodents reported in Flat 15. A pest controller was engaged and the problem has not re-occurred.

##### f) Gardening

At a recent directors' meeting it was mentioned that some areas of the gardening are not being carried out satisfactorily. The managing agents were instructed to contact the gardeners and ask for a review of their service highlighting areas that the directors thought needed improving, including brambles growing up through the hedges and general care and appearance of the site. It was also pointed out that despite engaging them for a gardening contract they do not maintain the rose bushes outside blocks 20-25 and 26-31. It was agreed to request a site visit to review the contract. The gardening company, Enlan, were contacted by phone but the managing agents were advised that they would need to be contacted by email which was subsequently done. The gardening contractor has since contacted the managing agents who are attempting to arrange a suitable time to meet with him.

##### g) Waste Disposal

There have been issues with the waste collections since February. The council had been contacted on numerous occasions which resulted in a meeting with the Waste Manager from Swindon Borough Council on site to discuss the situation. It seems that due to changes in collection rounds Broughton Grange was accidentally missed off a rota which is why the waste was not being collected. The situation regarding missed recycling collections was also discussed and it was suggested that the single colour bottle banks are replaced by a large container as the council is now able to process all colours of glass together. It was agreed to monitor the situation and regularly update the Waste Manager.

#### **h) Door Entry 32-34**

In March a report was received that the intercom in flat 34 was not working. When an electrician was sent to investigate he advised that the intercom system should not be repaired and would need to be replaced. Quotes were obtained and with the directors approval it was decided that a Paxton fob door entry system would be installed in this block. It was agreed that if any of the other intercom/locking systems for any other blocks develops a fault then the same system would be installed. A discussion followed about access arrangement for papers/post/carers. The meeting was advised that a fob could be provided to the post office or carers for access, but a member expressed reservations about providing one for the paper delivery.

#### **i) Large Trees**

An arborologist has been engaged to carry out a site survey of the large trees at Broughton Grange. The members discussed the trees in particular those which are overgrown in the car park area bordering Donnington Grove. It was agreed to obtain a quote for the removal of these trees.

#### **j) Car Park**

The managing agents were recently advised that the owner of Flat 12 does not have a designated parking space. On investigation it was found that three flats have very narrow spaces under the canopy between the garage wall and the support pillars. It seems that over the years an additional concrete collar was positioned surrounding the pillars for these spaces and as a result with cars being slightly wider than when the flats were originally built there is insufficient room to park. The flats involved are 12, 13 and 30. It appears that Flats 13 and 30 have repositioned their parking spaces to the previously designated visitors' spaces on the right hand side as you drive into the car park area. It was agreed to renumber the spaces in accordance with the lease and the two visitors space renumbered 35 and 36 rather than 'visitors' so 12, 13 and 30 could use these spaces on a first come first served basis.

#### **k) Gates/Security**

During a directors' meeting in January 2017 a member suggested that due to the continuing problem with youths congregating in the lower car park whether it would be possible to install electric gates to secure the area. Quotes were obtained and presented to the directors and discussed at the recent directors' meeting. It was decided that as the youths had become such a problem gathering in large groups and playing loud music and depositing litter and drug debris in the car park that it was felt that the members of Broughton Grange would be willing to contribute to the cost by paying a higher service charge in order to be able to install and pay for the gates and electric connection in approximately two years. An additional figure of £200.00 per year per owner was suggested to raise the necessary funds. Additional quotes were obtained from contractors one of whom had been suggested by one of the members. Following discussions with the contractor the meeting was advised that the gates and installation could be carried out during the next financial year. Unfortunately due to the cost the electric motor installation and gate fob access would have to be delayed until the following financial year. Members decided to install the gates and recessed motor boxes but delay the electric motor installation until funds are available. Members requested information concerning access arrangements relating to fire engines, ambulances, carers, deliveries, etc. Initially this will not be necessary as the gates will not be shut, just installed as a deterrent. A member expressed the view that if the gates are there trespassers will not know that they do not lock and may think that if they enter they may be locked in. The members decided on a design for the gate and it was agreed that the managing agents would contact the gates manufacturer to obtain an updated quote.

It was agreed that when the electric motor is installed and the gates is automatic that some form of access system will be required. It was suggested that this could be a code operated access or fob based system or a combination of the two.

One of the members suggested that to prevent unauthorised vehicular access that poles raising from the ground could be installed at a cheaper cost than gates. As the ongoing problem with the youths is not just vehicular but also pedestrian it was agreed that this would not prevent pedestrian access.

A request was made by a member that a cleaner be engaged to clear the car park of all the rubbish deposited by the youths regularly as currently the residents have to carry out this job, and the waste created during just one evening of the youths congregating in the car park filled a whole bin bag.

A member asked when it was envisaged that the automation system for the gates would be installed. The managing agent advised that it would probably be at the beginning of the financial year commencing June 2018 depending on available funds.

It was agreed that once the gate installation date has been arranged, a notice would be issued to all residents and leaseholders providing information..

#### **l) Pedestrian Gates**

Quotes have also been obtained for three replacement pedestrian gates to site with coded entry, to try and further secure the area from the pedestrian trespassers. These were presented to the meeting and discussed. The members decided that the vehicular electric gate was a priority at present and to defer a decision on the pedestrian for the time being. A member asked if the managing agents would obtain a quote for keypad entry on the existing gates, which will be obtained in the next couple of weeks.

#### **m) CCTV**

At the recent directors' meeting and in consultation with the community police, it was decided that CCTV cameras could be installed on the site to assist in deterring the youths from loitering in the lower car park. Work to install 1 x 3Mp camera and 2 x 1Mp cameras positioned over the car park and access ramp has been started and should be completed by the end of the week. The CCTV images will be recorded on a pc but can be reviewed via a remote access using the 4G installation which was completed recently. It is hoped that the CCTV will be a deterrent and provide useful footage to the police if necessary. The number of cameras will be reviewed once the system is installed and working. A member requested that the CCTV warning signs be replaced with more appropriate wording which should be agreed with the directors prior to ordering.

#### **7. Management Fee**

John Morris advised the meeting that the fee agreed as Managing Agents for the current year was £4,000 with a proposed increase to £4,200 for the financial year commencing 24<sup>th</sup> June 2018. These fees were unanimously agreed by the meeting.

#### **8. Service Charges**

The directors proposed an increase in the service charge by £200 to cover the purchase of the electric gates plus an additional £80.00 increase to cover other expenditure bring the total of £1,080 with a discount of £60.00 available if paid in full by 24<sup>th</sup> June 2017 annually (extended to 24<sup>th</sup> July this year only). This would enable more funds to be available at the beginning of the financial year which would assist in scheduling maintenance work. Alternatively members may pay in 10 equal monthly instalments or quarterly. The members agreed that in the event of major expenditure they would agree to pay a supplementary charge invoice.

#### **9. Any other business**

##### **a) Insulation Beads**

A problem was reported earlier in the year with large amounts of insulation beads littering the communal areas in the buildings. On inspection it was found that a number of the windows had not been correctly sealed and as a result of the strong winds at the time this was dislodging the beads from the cavity and depositing them in the communal areas. A contractor was engaged to reseal the windows and the problem has not recurred.

##### **b) Stair Lift Request**

A request has been received via a member for a resident who has difficulty with stairs who has asked that at her own expense a stair lift is installed in block 1-4. A discussion had taken place at the recent directors' meeting and the directors decided that permission should not be granted. It was agreed that the managing agents should convey this response to the resident.

##### **c) Service Charge Reserve**

It was agreed at the meeting that the level of service charge reserve should ideally be approximately two years service charge which equates to approximately £74,000 to enable the company to cope with any unforeseen large items of expenditure during the year. It was decided that in the future service charge levels should be set to enable the reserve fund to be increased.

##### **d) Dumped Vauxhall Zafira in Donnington Grove car park area.**

There is a dumped car in the Donnington Grove car park area. Notices have been displayed in the communal entrances of the flats but the owner has not contacted the management company. During the next week a notice will be affixed to the car itself requesting the owner removes the car within 7 days, failing which arrangements will be commenced to remove it.

##### **e) Lease Extension**

Lease extension was discussed. The members present were advised that in order to collectively purchase the freehold of a block at least 50% of owners must be willing to participate. A member advised that previously owners had been approached to participate in a freehold purchase but there were insufficient owners interested. It was decided that if they are interested individual owners should try to obtain the 50% participants for their block and if they require assistance the managing agents could recommend a solicitor and surveyor. Members were advised that they should consider individual lease extensions if there is not sufficient interest for a collective purchase.

The meeting closed at 9.00pm