

Windsor Road (Swindon) Residents Limited

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Minutes of the Annual General Meeting held at
Lawn Community Centre, Guildford Avenue, Swindon 7th August 2018 at 6.00pm

Present:

G Andrews	
C Barber	Director
M Cosgrove	
J Duncan	
B Howe	Director
A Goulding	
D Guyatt	Director
C Shepherd	
Diana Morris	Managing Agent
John Morris	Managing Agent & Company Secretary

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 everyone.

Apologies:

M Brown	
C Clifford	
M Holden	Director

2. Minutes of previous meeting

Minutes of the previous Annual General Meeting (AGM) held on 12th June 2017 were distributed and agreed. The invoices for expenses, bank statements and accounts were made available to the meeting.

3. Formal Resolutions

Resolution 1: To re-elect Beryl Howe as director who retires by rotation and has kindly offered to re-stand

The resolution was unanimously approved.

4. Receiving the accounts

The accounts for the financial year to 24th June 2018 were previously made available on the company website and further copies made available at the meeting. John Morris provided a verbal summary of the figures.

5. Debtors

John Morris advised the meeting that all leaseholders have paid in full apart from;

No. 29	£1,080.00	This flat has been sold but the management company has not been advised of the new owners details.
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6. Maintenance

a) Roof

Over the last year owing to leaks, three roofs over bay windows have had to be repaired.

b) Electricity

The supply has been transferred to a company with no standing charge saving over £300.00 a year.

c) Lighting

Over the last year a program was started to replace the lighting with sensor activated LED low energy lights. This reduces electricity usage and makes the temperamental vacuum switches redundant. The sensors should now provide enough time for a resident to climb the stairs to the next level without the lights turning off.

d) Gardening

It was agreed at the last AGM that the gardening contractor at the time should be advised that the standard of maintenance of the grounds was below standard. It was agreed to discuss this with the contractor and if the standard did not improve to seek quotes from alternative contractors. Unfortunately the standard did not improve and as a result a new gardening contractor recommended by one of the directors was engaged. It became apparent in the early part of the year that he had not commenced and when contacted he advised that he was unable to fulfil this arrangement due to ill health. A temporary contractor was engaged to start bringing the site back to a reasonable standard. The directors were pleased with the work the contractor had achieved over a short time span and agreed to engage him permanently. The site continues to improve and the standard is far in excess of the previous contractor. Members advised that there is an area in the borders that requires weed killer applied. This information will be passed on to the gardener.

e) Waste Disposal

A number of large items have been dumped by vacating tenants over the last year. Sometimes reports are received relating to the culprit and the management company is able to recharge the removal cost to the leaseholder, however, on many occasions the removal cost has to be paid from members' service charge funds.

f) Large Trees

An arborologist was engaged last year to carry out a site wide tree survey. His recommendation at that time was that no action needed to be taken. However, since then the tree outside no. 20 has grown considerably and due to its proximity to the building it was agreed to remove this tree in the Autumn. A member had reported that a number of lower branches on the tree bordering Windsor Road by the bus stop were low such that they were causing pedestrians to duck to avoid them. This was reported to the gardening contractor who removed the lower branches. It was agreed to monitor the trees over the next year.

g) Bin Area

The bins in the car park have been moved in readiness for the installation of the entrance gates. The new position also removes the problem which was previously encountered from residents/visitors parking across the bin area and blocking entry for the waste collectors resulting in missed bin collections. The new location is also covered by the existing CCTV.

h) Car Park

Members discussed the visitors car park situated off of Donnington Grove. Although the lease states that the area should be used as a car park and access maintained to Donnington Grove, members unanimously agreed to leave the gates closed and use the area communally as there is more than sufficient parking available on the site.

i) Gates/Security

The new vehicular gates have now been installed as per members' instructions and automation is due to take place with the next two months. The gates will initially be opened via with a keypad system and drivers will have to exit their cars to enter the code on the keypad. Other systems for

activating the gates are available however, they are more expensive and can be installed at a later date if required by members. The options available to residents/leaseholders are:

a) Remote Control

This can be provided to residents at a cost of £20.00 refundable deposit per remote. The resident would simply press the button on the remote and the gate will open.

b) Telephone

A system could be installed that opens the gate on receipt of a phone call. This would enable residents to open the gate for their visitors by making a free phone call.

c) Fob

A Paxton door entry system has been installed on one of the communal entrance doors for security. The individual fobs are programmed per property and are easy to deactivate should a resident lose a fob. This fob could also be programmed to open the entrance gates should this system be installed.

Following a discussion by the attendees of the AGM it was decided to consult all leaseholders and decide which system is preferred.

d) Pedestrian Gates

Although the new gate should prevent unwelcome cars entering the site, individuals will still be able to enter via the pedestrian gates. It was agreed that at a later date these gates are also fitted with an entry system to deter unauthorised individuals from entering the site.

e) CCTV

The CCTV covering the car ports continues to be vandalised on a regular basis. However, despite initial teething problems the cameras are working well. It was agreed to install an additional camera over the new vehicular gate.

f) Wi-Fi

As part of the CCTV monitoring system a 4G connection was installed on the site. At a later date this could be used to provide residents with free wi-fi. This has the advantage for resident's moving in that they would have instant broadband and not have to wait for installation. The cost of installing this system would be approximately £1,000 in total. It was agreed to that this would be beneficial and installed at a later date.

7. Management Fee

John Morris advised the meeting that the fee agreed as Managing Agents for the current year was £4,200 and proposed an increase to £4,420 for the financial year commencing 24th June 2019. The increase was unanimously agreed by the meeting.

8. Service Charges

- a) It was proposed that the service charge be maintained at the same level for the year 2019/20. The members present and represented by proxy agreed.
- b) One member stated that the lease terms should be followed to the letter or a solicitor engaged at considerable cost to amend all the leases. He said that he did not agree that members should be allowed to pay by monthly instalments or receive a discount for paying a year in advance and that service charge payments should only be made on the quarter days, including on 25 December. There was no support for this suggestion from other members.

9. Any other business

a) Cleaning

Several members commented that the porch floors are no longer mopped by the cleaners. It was requested that the cleaners are contacted and asked to carry out this work.

b) Leases

A member asked about the length of the remaining term of the lease. The meeting was advised that it is approximately 57 years. Despite efforts in previous years there is insufficient interest from leaseholders to undertake a collective freehold purchase. Some of the leaseholders have extended their leases by 90 years. It was suggested to members that should they wish to extend their leases they should do so in co-operation with other leaseholders in order to share valuation and solicitors costs.

c) Railings

A member asked if the railings on the Juliette balconies were in the scheduled maintenance for the next year. A quote had been obtained of £45.00 per balcony plus materials. The members discussed this and agreed that this maintenance should be undertaken as soon as the contractor is available.

d) Windows

A member asked how often the windows are cleaned. The management company advised that the windows are cleaned every three months.

e) Health & Safety Warranties

Following the Grenfell fire there has been a lot of discussion relating to fire safety. During the purchasing process, the managing agent has for a number of years, asked each new purchaser to sign a Health and Safety and Insurance Warranty form. This warrants, for example, that for their property they obtain an EICR (Electrical Installation Condition Report) and provide a fire blanket in the kitchen, a fire extinguisher and two smoke detectors. That no portable gas cylinder/canister or paraffin heaters will be taken into the property and that if residents might have a particular problem with mobility that the management company is notified as this could be helpful in case of evacuation in an emergency. The meeting agreed that the provision of this Warranty by a purchaser should be formally adopted as a rule as allowed under the terms of the lease.

The meeting closed at 9.10pm