

# Windsor Road (Swindon) Residents Limited

15 Windsor Road The Lawns Swindon SN3 1JP  
Tel 0330 606 1402 Direct 01793 230498  
www.broughtongrange.rmcweb.site

Minutes of the Annual General Meeting held at  
Lawn Community Centre, Guildford Avenue, Swindon 14th August 2019 at 6.00pm

Present:

G Andrews  
M Cosgrove  
D Guyatt  
D Morris  
J Morris  
D B Thapa

Director  
Managing Agent  
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 everyone.

## Apologies:

D & M Brown  
M Holden Director

## 2. Minutes of previous meeting

Minutes of the previous Annual General Meeting (AGM) held on 7<sup>th</sup> August 2018 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 Deborah Violet Guyatt 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 24<sup>th</sup> June 2019 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 or in agreed instalments apart from;

No. 2 £1,080.00 New owner awaiting assignment  
No. 4 £1,080.00 New owner awaiting assignment  
No.22 £1,350.00 (Includes £270 from last year)

## 6. Maintenance

### a) Roof

Over the last year there have been two issues with leaks which have resulted in either the back or the front of the affected roof to ridge level being stripped back, re-felted and tiles re-laid.

**b) Electricity**

The supply was transferred to Green Energy as they did not charge a standing charge. Unfortunately, Green Energy withdrew the tariff during the year therefore the supply was moved to Ebico who do not charge a standing charge.

**c) Lighting**

Over the last year the program to replace internal communal lighting with sensor activated LED low energy lights was completed. This has reduced the electricity usage and made the temperamental vacuum switches redundant. The sensors now provide enough time for a resident to climb the stairs to the next level without the lights turning off. It was agreed to start replacing the external lights in the coming year with LEDs.

Despite the floodlight at the vehicle entrance being replaced several times it continues to be temperamental. It is agreed to review the situation and look for alternative solutions if the problem persists.

**d) Gardening**

The site continues to improve and the standard is far in excess of the previous contractor. Members present were happy with the gardening and it was proposed to plant additional photinias in the borders outside flats 32-34

**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. It was noted that since installing the automatic vehicular gates the incidence of fly tipping has reduced considerably.

**f) Large Trees**

Last year an arborologist was engaged to carry out a site wide tree survey and recommended removal of the tree outside no. 20 due to its proximity to the building. This work together with pruning the dead rowan tree outside no 32 was undertaken in July. It was agreed to continue to monitor the trees.

**g) Bin Area**

Members requested that the eurobins are sanitised. It was agreed to obtain quotes for an annual clean, possibly in June and present to the directors for their approval.

**h) Car Park**

Members discussed the visitors' car park situated off 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) Door Access Control**

During the year the lock on block 1-4 failed and a third Paxton door access control system was installed on the site. The system is working well on all three blocks and it was agreed to add an additional two blocks in the current financial year. This would leave two final blocks to upgrade to a proximity fob system either later in the financial year or the year following.

**j) Gates/Security**

The new vehicular gates have now been installed a year and despite a few teething problems they are working well and seem to be deterring casual visitors to the site. Drivers exit their cars and gain access using a code on the keypad system. As the Paxton door entry systems are being installed on the communal doors it was agreed that a reader would be installed for the automated gates to replace the PIN code entry. The same fob used to open the communal entrance door would be used to open the automated gate. This would restrict access to the vehicular gate to residents only. This would eliminate the code being distributed to parcel/fast food delivery drivers, etc., compromising the security of the car park.

**k) Pedestrian Gates**

Although the new vehicular gate is preventing unwelcome cars entering the site, individuals are still be able to enter via the pedestrian gates. Recently the gate to the Donnington Grove entrance/exit has been left open. It had been locked due to youths causing problems on the site, but following the disappearance of the padlock a few months ago, the gate has been left closed but not locked and the residents/visitors and delivery men for blocks 20-34 have been using this gate and it has been working well and is more convenient. It was agreed to obtain a formal quote for the installation of a standard code-lock and the managing agents will report back to the directors in due course. Further options will be investigated to provide security to the gate for the Windsor Road exit/entrance once all the doors have had Paxton systems installed.

**l) 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

**m) Wi-Fi**

As part of the CCTV monitoring system a 4G connection was installed on the site. It was agreed to roll out a program of installation of Wi-Fi equipment to provide residents free wi-fi for the site. There is an 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 proceed with this installation.

**7. Management Fee**

John Morris advised the meeting that the fee agreed as Managing Agents for the current year was £4,440 and proposed an increase to £4,610 for the financial year commencing 25<sup>th</sup> June 2020 and by £170 to £4,780 for the year commencing 25<sup>th</sup> June 2021. The increase was unanimously agreed by the members.

**8. Service Charges**

It was proposed that the service charge be maintained at the same level of £1,080 for the years 2020/21 and 2021/22 with a discount of £60.00 available for payment in advance. The members present and represented by proxy agreed.

**9. Any other business**

**a) Cleaning**

Several members commented that the porch floors are not mopped by the cleaners. The cleaners were contacted, and they advised that as there is no on-site water supply, they have been unable to perform this clean. Members commented that they are willing to provide water for the cleaners should they request it. The cleaners will be asked to comment. A member advised that she carries out cleaning in the communal areas herself on a regular basis.

**b) Leases**

A member asked about the length of the remaining term of the lease. The meeting was advised that it is approximately 56 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**

At the last AGM the members requested that the Juliette balconies be painted. Quotes were obtained and the work was carried out during the year. Members commented that they are pleased with the result.

**d) Windows**

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

**e) Health & Safety Warranties**

As discussed at the last AGM, following the Grenfell fire there had 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. This was implemented and the last two purchases have had to complete these warranties.

**f) Gutters and Downpipes**

Due to a number of complaints concerning overflowing gutters on the site it was agreed that a guttering company be approached to carry out a site survey then report to the managing agents with recommendations.

**g) Garage**

The garage roof area has been vandalised on a number of occasions and has resulted in many roof tiles being broken or cracked. The tiles on the roof area are discontinued. A limited supply has been sourced and there is a number of replacement tiles available in the event of further damage.

Members also requested that parking spaces are marked with "T"s to assist drivers park considerately. Site visits will determine whether this is possible, and quotes obtained.

There being no further business the meeting closed at 7.54pm