

## Annual General Meeting Parkside Community Centre, 176 Goodmayes Road, Ilford, Essex IG3 9PP Wednesday 26<sup>th</sup> October 2016 @ 6.45pm

Attendees: Mr D Meredith                      Mr J Law  
                 Mr M Vijayan                      Mr P Graves  
                 Ms Y M Yunus                      Mr I Lodhi  
                 Claire Manton (PMMS)

Apologies: Ms S Brady  
                 Claire Manton arrived approximately 30 minutes late due to unforeseen traffic issues.

<b>1</b>	<b>To read the Notice convening the meeting</b>	
	The notice was taken as read.	
<b>2</b>	<b>Financial Statement – Year ending 31<sup>st</sup> December 2015</b>	
	The accounts were accepted as signed. There were no unanticipated areas of spend. However it was noted there is a significant sum (£32,487) in the maintenance reserve which could be used to help fund the work suggested by the meeting.	
<b>3</b>	<b>Resignation and Appointment of Directors</b>	
	There were no resignations and no new appointments, therefore the board remains unchanged.	
<b>4</b>	<b>Re-appointment of Accountants</b>	
	It was agreed Robert W Belcher had done a good job and should be retained for the current year.	
<b>5</b>	<b>Any Other Business</b>	
<b>5a</b>	<b>Security</b>	
	There was a detailed discussion over various security issues within the estate including youths congregating, potential drug dealing and non-residents use of the car park. A number of suggestions were proposed to assist with this.	
	<b>Gates</b> – There are a number of issues with installing gates to the car park. Initially all residents will need to be consulted as this is classed as an improvement within the terms of the lease. It is also possible planning permission will be required. Concerns were also raised over the ongoing maintenance costs.	
	<b>Action</b> – Claire will arrange for the initial consultation letter to be issued to gauge leaseholder opinion.	CHM
	<b>Signage</b> – It was suggested signs could be placed at the entrance to the estate and on the bin stating these areas are for the use of 21-95 (odds) only.	
	<b>Action</b> – Claire will arrange a mock up and price for these.	CHM
	<b>Lighting</b> – The lighting in the area can be reviewed and additional lights considered to discourage anti-social behaviour.	

<p><b>Action</b> – Claire will speak to the local Safer Neighbourhood Team to see if they provide security advice and arrange for the review and costs</p> <p><b>Parking enforcement</b> – It was suggested a ticketing scheme may deter non-residents from using the car park. Under the scheme, each resident would have a resident permit for their own allocated bay plus a visitor permit which can be used, on a first come first served basis, within the visitor's spaces.</p> <p>In addition to deterring drivers, a regular presence may also deter any other "loiterers" plus the operatives usually litter pick while waiting to issue the tickets.</p> <p><b>Action</b> – Claire will write to all owners giving details of the scheme plus a parking plan showing the allocated spaces. The company will then write providing the required permits before the scheme starts. This should be in place before Christmas.</p>	CHM
<b>5b   Illegal Gates</b>	
<p>It is clear at least 3 gates have been made from the new houses at the rear of the block. These are being used by residents to access the communal gardens and parking areas. Two gates have been sealed. However there is a third gate – which was the one originally reported – which hasn't yet been completed. PMMS are arranging for this to be done as a matter of urgency.</p>	
<b>5c   External Decorations</b>	
<p>There was some discussion regarding the external decorations which commenced prior to Claire Manton's arrival. The lowest formal quotation received for this work, which included all elements plus scaffold, was in the region of £87,000. However the directors agreed to use a small local company to complete the painting only for £8,850.</p> <p><i>Post Meeting Note: Claire suggested at the meeting the cost was lower than this. She was incorrect. The painting work cost £8,850 in 2015 and there were additional, smaller work completed in 2016 for a further £2,000.</i></p>	
<b>5d   General Maintenance</b>	
<p>It was reported the alley behind the bins needs cleaning as it is slippery to use.</p> <p>The shrubs outside of 81 look like they are dying. Claire will raise this with the gardeners.</p>	
<b>5e   Bin Stores</b>	
<p>There are continual issues with the bins. The shutters have now been eased and adjusted and can be fully closed. The refuse team should do this. However the gardener is on site on the same day and will ensure they are closed. All residents now have an FB2 key which opens the door to the bin store so all 4 bins can be used. If the shutters are continually opened, PMMS will arrange a padlock to be provided.</p>	
<b>6   Close</b>	
<p>The meeting closed at approximately 9pm. It was agreed an update meeting should be held in Spring/Summer 2017.</p>	

### **Director's Supplementary Notes**

Prior to the formal opening of the meeting, which was delayed 30 minutes due to delayed arrivals, discussions were held between those present. Shareholders expressed frustration and annoyance about poor management of the estate in the following areas:-

- Drug dealing and or the congregation of youths in parts of the car park
- Lack of action to deal with illegal gates made in the boundary fence and illegal use of the car par by neighbours
- Part of the recent decorations were not of a good quality and they started in winter 2015 and still have not been completed. Also the lack of quotes in between the chosen one of C.£9000 and the second one of C.£87,000.
- The state of the bin stores
- The 'promise' of electric gates at the entrance to the estate which have not been delivered.
- The poor performance of the managing agent and management of the Residents Company.

The points were addressed as follows:-

Details of when and how often drug dealing occurred was requested but specific details were not provided, only some photos of cars in which dealing allegedly occurs. This situation could be improved by better lighting and more liaison with the Police / local Council. Director David Meredith asked to be kept personally informed about any future problems of this sort – contact by the web site.

David Meredith explained that he had been chasing PMMS regarding fixing the illegal gates for over 2 years but unfortunately at least one was still being used. This delay in action was very disappointing and it will be sorted out.

It was explained the contractor chosen to do the decorations was both the cheapest option and had been used before with good results. The tendering process had gone out to several companies but only two responded with the cheapest being £87,000 to complete all aspects of the external work. As this was beyond the current money collected, the directors decided to look at an alternative option just to complete the basic painting work. Decorations were started as soon as possible after selecting the contractor but weather was monitored carefully. Any concerns regarding the quality of the work should be reported. The painting was completed as instructed, with the exception of the gable ends. The remaining work was instructed in May 2017 but this has still taken too long and PMMS are being asked to sort this out.

The bin stores doors and shutters have been repaired and access keys provided. Bulk rubbish will be cleared away. A letter has recently been sent to all residents regarding rubbish disposal.

David Meredith explained that at the previous AGM it was agreed to look into providing gates at the entrance to the estate. Two quotes were obtained in the region of £8000 - £16,000 depending on how extensive the surrounding fence was. It was also pointed out that there was not full support of the gates and that this was

required before they could go ahead. There may also be planning permission requirements. A full consultation exercise will be carried out with all flat owners.

David Meredith agreed that aspects of PMMS performance was disappointing but that more recently there had been improvements. Should they not continue then changing managing agent could be considered. David Meredith explained that there were only two volunteer Directors managing the Residents Company and asked for more volunteers to assist. Unfortunately no one at the meeting was prepared to become a Director and assist.