

WATERWAYS MANAGEMENT COMPANY
MANAGEMENT COMMITTEE MEETING NO.27
7.45 PM ON WEDNESDAY 14 July 2010

MINUTES

Present: Miles Thompson (Chairman), Mireille Levy, Louise Robertson, Paula Reynolds, Nick Sampson.

In attendance: Rebecca Hill (Managing Agent)

Minute taker: Emma Thompson

1. Apologies

Derek Summers, Peter Higgins, Raquel Stremme, Nick Robinson, Rob Howell (OM) and Richard Dorey (WRA).

2. Private Business

None

3. Approval of minutes from meeting 26 (17/05/10)

The minutes of the meeting were approved as a correct record.

4. Matters arising

- 4.1 Newsletter to be made available on the WRA website for non-resident owners – Mgt 26 matters arising, 22, item 5.8, Mtg 24, item 4.2 and Mtg 25 item 4.2.

RESOLVED

Minute taker to follow up again with WRA webmaster.

- 4.2 Chair to contact and offer the role of Committee Secretary to out-going director at the same rate as the minute taker, subject to the Company Secretary checking that this is permissible in accordance with the Memorandum and Articles – Mtg 26, Mtg 25 item 4.5.1 – *open*.

- 4.3 Item 6.2.2, Mtg 25 had been closed as the draft consultation letter had been circulated by the Managing Agent but the Committee had yet to be reminded of how to access its shared administration site.

RESOLVED

The Committee and OM to be circulated with instructions on how to access documentation on the group Google documents site.

Chair to contact director to establish whether they will take on the role of Committee Secretary.

5 Health and Safety

- 5.1 It was confirmed that following the damage caused by a tree beyond the boundary of the Estate, a visual inspection of all trees outside of, but in close proximity to the Estate's boundaries, had been conducted. Only one tree remained a concern.

RESOLVED

- 5.2 Managing Agent to contact Keble College, seeking written assurances from the landowner that following an inspection the tree did not continue to pose a risk to persons and property on our Estate.

- 5.3 It was reported that a burglary had been attempted through the open windows of a ground floor flat.

RESOLVED

OM to issue a letter to all occupiers on the estate advising everyone to be cautious about leaving windows open on the ground floor.

- 5.4 It was noted that members of the Committee had recently completed a tour of the development with one of the local PCSOs and the new Police Sergeant, who had commented on the low rate of crime and anti-social behaviour on The Waterways.

- 5.5 Rebecca Hill was reminded that OM had conducted an estate-wide risk audit last September from which an action plan had been produced. The Committee asked for reassurance that the necessary follow up actions had been completed or whether some were still in progress.

RESOLVED

Chair to issue original report to the new Estate Manager at OM in order for the Managing Agent to provide a progress report to the Committee.

6 Treasurer

It was reported that the handover from the current Treasurer to new Treasurer had been completed.

It was noted that the Estate Manager's accountancy department had been informed that they would need to have the draft accounts ready for submission to Critchleys and WMC by mid August.

RESOLVED

Director (ML) to inform other Committee members, WRA Chair, OM, Critchleys and Minute Taker of change of responsibilities to ensure a seamless transition of duties.

OM to contact Critchleys accountants to confirm when the accounts would need to be finalised in order to meet the deadline for the WMC AGM.

7 External Affairs, including items from WRA

- 7.1 The Lead Director for External Affairs had yet to contact OCHA in relation to the Rackham Place signage but the Chair reported the correspondence had been drafted.
- 7.2 The proposed articles introducing the new Property Manager at OM, the theft of lead and requests for new directors had been issued for inclusion in the next edition of Waterways World which was due to be circulated shortly. The subsequent edition would include an article on how residents in apartment blocks should respond in the event of a fire alarm.
- 7.3 After further investigation it had been identified that the lake did not currently have a name. As a result, it was agreed that the GSC should work with the WRA to agree a process of organising and judging a competition to name the lake. It was suggested that the competition could be run in conjunction with The Waterways Summer Event.

RESOLVED

- 7.3.1 Lead Director of External Affairs to copy Chairman in on correspondence when issued.
- 7.3.2 To complete and submit to WRA fire safety article for submission in the next edition of Waterways World.
- 7.3.3 Committee members to inform Chair of WRA if they would be able to support the Summer Event, in a personal capacity.
- 7.3.4 Managing Agent to investigate the potential of raising a standard surcharge, in addition to the information pack charge levied to residents purchasing property on the estate, to cover the cost of damage caused by removal companies. After establishing the logistics and practicality of this suggestion which would be reported at the next meeting by OM, the Committee would consider whether an article on the subject would be appropriate in Waterways World.

8. Apartment Block SubCommittee

- 8.1 It was reported that a letter had been issued to residents at Clearwater Place relating to the removal of bulky items, to avoid the bin store being used as a place to dispose of large items.
- 8.2 At its last meeting the ABSC had considered an application made to the WMC for consent to develop on a neighbour's roof. The Chairman declared a conflict of interest in the case because they knew the resident concerned and refrained from any discussion as to whether the proposal was appropriate.
- 8.3 The application had been made prior to the submission of a planning application and the ABSC had rejected the request. However, the Committee felt that anything that would set a precedent, as in this case, should be heard by the entire Committee if time permitted, or dealt with by email through a report from the relevant

SubCommittee. In this case the Committee agreed with the decision made by the ABSC.

- 8.4 A request had been received from a resident following an attempted break-in to a bike store off Elizabeth Jennings Way and a burglary, which had taken place when a window had been left open in a ground floor apartment and valuables on display had been taken. The Committee was being asked to consider the introduction of CCTV.
- 8.5 The Committee agreed, having regard to the overall level of reported crime on the development, the expense which would be entailed in the installation of CCTV and the difficulties of operating the equipment within the legal requirements, that to introduce CCTV would not be the most appropriate solution. The bike thefts had been stopped as a result of vigilant neighbours who had called the police. The high level of passive surveillance provided by the layout of The Waterways and vigilance by neighbours were considered the best deterrent to crime.
- 8.6 It was reported that OM had now secured the repair to the Clearwater Place porch from which the lead roof had been stolen. The lead had been replaced with a felt roof and aluminium surround. A second lead theft had also taken place from a front porch canopy. Consequently, it was determined not to replace the material with lead.
- 8.7 It was suggested that OM should, during its next site visit, take photographs of existing lead features so that they would be able to ensure a better match in future. One suitable alternative material may be fibre glass, as used on a number of high level dormers around The Waterways. This may only be worth the expense if or when there are more porches in need of repair.

RESOLVED

- 8.7.1 OM Property Management to write a letter of refusal to the resident who made the application to build on a neighbour's roof.
- 8.7.2 Director to write a response to the individual enquiring about the possible installation of CCTV advising that a letter would be issued to residents asking people to be vigilant and to report anything suspicious to the police.
- 8.7.3 OM Property Management to document lead roofing in order to ensure a close match with replacement materials.
- 8.8 A number of additional items were reported by the Managing Agent due to the timing of the meeting. It was noted that the emergency lighting in Clearwater Place apartments required maintenance and that an alternative quote had been obtained after the usual contractor had submitted what was considered to be too high a quotation. A second contractor had agreed to undertake the work for £1,000 less and the Committee agreed that this contractor should be appointed to complete the work.
- 8.9 As a result of a recent insurance report, OM Property Management had been advised that remedial work would have to be undertaken worth between £500 and £1,000 per apartment block in order to comply with advice on health and safety.

RESOLVED

- 8.9.1 OM Property Management to engage cheaper contractor to repair emergency lighting.
- 8.9.2 OM Property Management to refer issue of remedial works to lifts and costing of caretaker role to ABSC.

9 Annual General Meeting SubCommittee

RESOLVED

To notify owners that the next AGM will be held in March 2011 and not over the Christmas period, as in previous years.

10 Report from Parking and Traffic SubCommittee

- 10.1 It was noted that the entrance to Complins Close had been the only part of the development where it was felt necessary to erect a sign stating 'residents' parking beyond this point' ahead of the adoption of the remaining adoptable roads within the development and the painting and enforcement of yellow lines on sections of the estate.

It was highlighted that one area within Clearwater Place might also warrant signage but the WMC did not have sole discretion in this area, which made this more complicated. It was decided to await the introduction of the on-road parking restrictions and then to monitor the situation here.

RESOLVED

- 10.1.1 OM Property Management to prepare and erect one 'residents' parking beyond this point' sign at the entrance to Complins Close.
- 10.2 There was nothing additional to report on the progress of the road adoption and it was felt that somebody should be nominated to progress the issue with the local council. It was felt that a director from the WMC should monitor and oversee the situation but that an ex-director, who had shown commitment and tenacity in helping to bring this issue this close to a conclusion, should be invited to take on the task of chasing the relevant parties to complete the process. Following the adoption of the road and the implementation of the traffic restrictions, the WMC would monitor the impact of the restrictions.

RESOLVED

Director for Parking and Traffic to invite said resident to act on behalf of WMC to pursue with those organisations that are to be a party to the agreement for the adoption of the roads as highways maintainable at public expense, the completion of the adoption process. Directors (DS or ML) to be invited to work closely with said resident to ensure scope of terms of reference are clear and are not contravened and that all correspondence issued by the resident on behalf of the WMC is appropriate in content and tone to maintaining the good reputation of the Company.

11. Report from Scrutiny Committee

11.1 Nothing to report.

12 Complaints

12.1 OM Property Management apologised for the length of time taken to repair the damage following the ingress of water through an apartment's flat roof. Unfortunately the report and action had been lost during the hand-over between property managers, but remedial work had now been undertaken.

12.2 The new Estate Manager was advised that whilst customer services had been able to provide the WMC Complaints Portfolio Officer with a summary of calls received so that these could be analysed for themes, a similar situation did not exist for those complaints received by email. The Committee requested that a suitable system be put in place.

12.3 OM Property Management stated that improved arrangements would be possible now that the estate had a designated customer service co-ordinator.

RESOLVED

12.3.1 OM Property Management co-ordinator to provide synopsis of email complaints received as well as those arising through the call centre.

12.3.2 Existing Complaints Portfolio holder to complete handover to Director due to take over role, including email passwords.

13. Gardening SubCommittee

13.1 It was noted that a new public litter bin had been provided by the City Council and had been placed by one of the entrances to the Lake. It was reported to be well used. Another bin was being considered for Rackham Place.

13.2 The cordon had been removed from the grass in Lark Hill and the letter circulated to residents as agreed at the last meeting. A complaint had subsequently been received which was reported at the meeting.

RESOLVED

Director for Complaints to reply to the complainant stating that the Committee accepts that the planting remains very poor and that the situation is not closed. However, planting could not now take place before the Autumn. An audit will be undertaken of all the necessary replanting required across the development.

13.3 Following a review of the planting scheme along the wildlife corridor adjacent to Bainton Road it had been agreed that it would be managed by the garden contractors from the Autumn.

RESOLVED

GSC to monitor the condition of the grass on the green adjacent to the canal and Frenchay Road.

14. Community Room SubCommittee

Solicitors had been instructed to secure the completion of the agreement for the Room.

15. Updates from Managing Agent

No additional comments.

16. Any other business

Nick Sampson tendered his resignation from the WMC with effect from 9th August, due to his work taking him overseas.

The Committee thanked him for his very considerable support of and commitment to the WMC during his time on the Committee, including his spell as Chair.

The Chair informed the WMC that he had started a new job which could have an impact on his ability to dedicate as much time to the WMC as he had been able to in the past. His ability to continue in the role as Chair would be reviewed at the next meeting.

17. Next Meeting

8th September, 7.45 pm, The Conservatory at The Anchor PH.