

WATERWAYS MANAGEMENT COMPANY
MANAGEMENT COMMITTEE MEETING NO.30
7.30 PM ON WEDNESDAY 12th JANUARY 2011

MINUTES

Present: Louise Robertson (Chair), Mireille Levy, Nicholas Orme, Richard Doyle, Sally Doyle, Miles Thompson, Raquel Stremme, Nick Robinson, Derek Summers, Martin French.

In attendance: Rebecca Hills (Managing Agent)

Minute taker: Emma Thompson

1. Apologies

Paula Reynolds, Peter Higgins, Richard Dorey (WRA).

2. Private Business

None

3. Approval of minutes from meeting 29 (09/11/10)

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

4. Matters arising

Item 6.1 – the Health and Safety Report had now been forwarded by a director to OM Property Management and the managing agent would provide a copy of its response at the next meeting – open.

Item 7.4 – a plan had been received from Evergreen for the re-landscaping of Lark Hill which was due to be circulated to those residents affected for consultation. The feedback email would be used for residents to respond. It was anticipated that work would commence in February and progress reported to the Gardening Sub Committee – open.

RESOLVED

To copy the Complaints Director into the proposals in order to field any responses received and the Chair of the WMC for information.

Item 9.4 - it had been confirmed by OM Property Management that block 1-25 Stone Meadow had been incorrectly allocated charges for the work conducted to manage the intrusion of badger sets under a number of premises within the development. As a result, revised charges (debits and credits) would need to be issued. It was anticipated that the maximum additional charge payable would be several hundred pounds.

The managing agent had investigated how the situation had arisen and had put in place additional processes to ensure that such a mis-allocation would not arise again. The Property Manager was thanked for resolving the error.

RESOLVED

Personalised letters of credit and invoices for additional charges to be raised based on the number of traps required for each building.

A narrative documenting the timeline and actions taken to resolve rodent/ badger infestation to be prepared for Annual General Meeting to pre-empt any questions which might arise.

Item 7.2 – it was reported that a proposal had been made at the WRA AGM in December 2010 to purchase 3 grit bins following feedback from the local Councillor that it could be some time before the Council purchased any equipment for the development. At the meeting, the Councillor had assured residents that the bins would be filled by the Council.

Raquel Stremme arrived.

RESOLVED

WRA to forward copy of original invoice to OM Property Management who would reimburse the WRA for the purchase of the grit bins.

5 New Directors and Directors' responsibilities

It was confirmed that one of the new Directors had agreed to take on the role of Deputy Treasurer and would participate on the Apartment Block Sub-Committee.

It was noted that Peter Higgins would be resigning his position as a Director. In his absence he was thanked for his contribution on the Gardening Sub-Committee.

RESOLVED

To email all Directors who had been on the Waterways Management Company for two years to remind them that they would have to re-apply should they wish to continue on the WMC.

To issue a letter aimed at canvassing new Directors.

The objectives for 2009-10 were also reviewed and it was agreed that with the exception of objective 3 – the managing agent – all had been progressed. In respect of item 3 it had been deemed inappropriate to review the managing agent at a time when there had been a change in Property Manager.

6 Health and Safety

No substantive items to report.

7 Update from the Managing Agent

None.

8 Items from WRA

RESOLVED

WRA to advise WMC of the next publication date for Waterways World. The next edition would include reference to the lake competition and details of the AGM.

9. Sub Committee news round up

9.1 Finance

It was reported that work would start on calculating the budget for 2011-12 in order to issue the next round of invoices.

9.2 Apartment Block Sub Committee

It was noted that the external pipe work remained on the exterior of numbers 1-25 Stone Meadow but the owner had been in touch with OM Property Management to take the remedial action required.

9.3 External Affairs

It was noted that 50 Christmas trees had been shredded as a result of the event organised by the Canalside Environment Group. The next litter picking event would take place in March 2011.

9.4 Complaints

It was reported that confusion remained over the use of the feedback email. It had principally been established for residents wishing to make a complaint. Any issue relating to the day-to-day maintenance of the development should be pursued through the usual route using OM Property Management's customer service telephone number.

RESOLVED

To periodically continue to remind residents of the correct process for reporting problems in Waterways World and through OM Property Management due to the high turnover within the development.

It was noted that a letter would also be issued to one particular resident to ask them to adopt a more courteous and respectful tone in correspondence.

9.5 Gardening Sub Committee

Matter arising – item 4.9 – it was reported that following a successful meeting with Bainton Road residents, it had been agreed to retain a defensive planting scheme on the wildlife corridor.

RESOLVED

OM Property Management to investigate when the re-planting and pollarding of the dead tree around the lake was due to be completed.

9.6 Parking and Traffic Sub Committee

It was noted that the WMC had been informed that Oxford County Council had adopted Elizabeth Jennings Way in mid December.

A number of remedial actions would have to be taken by the Council – the replacement of the damaged street light on Elizabeth Jennings Way and the missing bollard on Frenchay Road.

RESOLVED

Director to complete an audit of the development to identify any other issues which would need to be reported to the County's Highway Engineer.

Lead Director to establish the timetable for the provision of yellow lines from the engineer.

The WMC was reminded that signs had already been installed on WMC property in Complins Close, Stone Meadow and Frenchay Road to minimise any potential impact arising from the introduction of parking controls on the development.

Where commuters continued to park in private parts of the development, the DVLA would be contacted to obtain owner details to take enforcement action.

RESOLVED

To monitor the impact of the restrictions and decide on what action, if any, should be taken as a result.

9.7 Community Room

It was reported that a meeting had been organised by residents before Christmas to retain the momentum to secure access to the community room. It was envisaged that a petition from residents would be the next stage.

Simultaneously in December the Council had served an enforcement notice on the owners of the community room for a breach of planning condition. Nothing had been received in response from the owner to date. If they did not comply, or appeal, the Council would be able to prosecute.

A new firm of solicitors had been secured who were prepared to complete a certain amount of work at their own expense, after which an hourly charge would apply. The WMC remained indebted to OM Property Management for agreeing to fund the on-going legal costs. It was envisaged that the matter could be resolved fairly swiftly.

The WMC thanked the Director responsible for their perseverance and agreed the course of action detailed.

Nick Robinson arrived.

9.8 AGM Sub Committee

It was noted that St Margaret's Institute had advised the Lead Director that they could no longer accommodate the fall back date for the WMC AGM in April but that they had offered an alternative date.

RESOLVED

OM Property Management Company Secretary to confirm legal requirements concerning notification and timeframe within which the AGM has to be held before revised fall-back date was booked.

OM Property Management to include a note on its system to ensure staff reminded those residents who contacted them over the next few months about the AGM.

Letter inviting nominations to be issued imminently.

Directors to encourage resident owners to attend the AGM in order to ensure a quorum.

AGM Sub-Committee to review the actions required according to the aid memoir produced outlining the timetable of activity.

10 Review of Good Neighbour Guide

The penultimate draft was tabled at the meeting. The minute taker reported that they had forwarded the logos for OCHA and WRA. It was recommended by the WMC that a logo should be designed to represent the Management Company.

The final document would be circulated to owners, uploaded on to the website, provided to OCHA and sent to letting agents.

Finders Keepers had expressed a willingness to sponsor the publication but the WMC felt it would be inappropriate given the number of similar providers in the area. Other letting agents would be unlikely to hand out the welcome pack if it was branded with a competitor's logo. It would be better to secure sponsorship from a business which had limited competition.

RESOLVED

Directors to contact Chair with any final edits within a week.

Chair to obtain permission from OCHA for use of its logo. No objection was received from the Director who also sat on the WRA to the use of the WRA logo.

Directors to explore the potential to obtain sponsorship from Esporta, Summertown Wine Café and the Wiseman Gallery to pay for an A5, colour edition.

Minute taker to enquire whether individual who designed the WRA logo would be willing to do the same for the WMC. An alternative graphic designer could be sourced if required.

Any other business

None.

12 Next Meeting

17th February, AGM Sub-Committee – Chair to issue relevant paperwork in advance.

22nd March, AGM, St Margaret's Institute (fall back date in April to give sufficient time to notify residents)

30th March, 7.30 pm, The Conservatory at The Anchor PH

Closed 9.30 pm.