

WATERWAYS MANAGEMENT COMPANY

Q&A session for residents before MANAGEMENT COMMITTEE MEETING NO 64

Held at 7.00 pm on Tuesday 4 October 2016 in the Waterways Community Room

Present: Adrian Olsen (Chair), Greg Barnes, Tao Tao Chou, Ann Hall, Nicholas Orme, Paula Reynolds, Louise Robertson, Brian Shine

In attendance: Rebecca Burt and Rachel Dolacinski, FirstPort Property Services

Residents: Ms Mary Anthony, Mr Tony Foulsham, Mr Jim Moore

Minute taker: Imogen Olsen

1 Questions were invited

- 1.1 A resident asked how FirstPort oversaw repairs to apartment blocks such as roof replacements. FirstPort explained how their system operates, how contractors are chosen and how property managers are trained. However, Property Managers are not allowed to climb to roofs and would not be covered by insurance. Roof replacements are always under guarantee and so there is no need for FirstPort to inspect them after completion. A roof survey had recently been carried out on all flat roofs and a replacement programme had been set in place. Regular roof surveys would be carried out in the future.
- 1.2 A resident asked whether satellite dishes were allowed. It was explained that these are permitted for private houses but not apartments.
- 1.3 A resident asked about the privately owned alder trees on Frenchay Road which had not been pruned at the same time as those on WMC land and are becoming very large and intrusive. He wondered if it would be possible to persuade the owners to have them pruned or for WMC to have them pruned at their own expense. The Chair explained that it would be difficult to persuade people against their better judgement and that there are legal restrictions which meant that WMC money could not be used for this purpose. FirstPort will again send letters to the relevant owners.
- 1.4 A resident also commented on the parking in Frenchay Road and reported that he regularly complains to the Council. He has reported an abandoned car to the police. A director mentioned that parking wardens had visited the estate and that a resident who parked on a double yellow line had received a parking ticket. But it is not clear how often wardens visit.

The county council is now formally consulting on a parking scheme with double yellow lines for Elizabeth Jennings Way and Frenchay Road which is aimed at preventing the bad parking in these two roads. The deadline for comments is 28 October. If implemented, this may well prompt commuters and shoppers to park elsewhere on the estate but WMC has made it clear to the council that it wishes to see a Residents Parking Zone for the estate and that this current plan is only the first phase of that.

2 Question submitted in advance

2.1 Only one question had been submitted in advance, regarding the letterboxes in 2-32 EJW which one resident considered too small and insecure. As the resident in question lives in the far east it was suggested that she could find a neighbour to empty her letterbox regularly. A Director pointed out that technically letter boxes are the responsibility of residents, not the WMC. She had investigated alternative, more secure boxes in the past for her block and had come up with one useful company. A change to larger and more secure letterboxes has to be agreed by all residents in a block, a course of action that has been successfully achieved in other blocks. However, the boxes at 2-32 EJW have external flaps and are built into the façade on either side of the doorway,, and so might be difficult to replace. It was agreed that FirstPort would write to the resident explaining all this.

3 Meeting closed punctually at 7.30 pm