

MINUTES

RESIDENTS' MEETING

Held on Tuesday 6 March 2018 at 7.30pm at the Cooperative Offices, 33 Henry Jackson Road

The meeting started at 7.40pm. Catherine Desson, Chair, led the meeting.

1. Present/Apologies

- Present x7 - Nasser Hashemi + Sarah Stevens (WBC) + Ani Chakrabarti, Mike Biddick, Catherine Desson, Sarah Yetman, Elena Zanger
- Apologies x2 – John Fooks, Sandrine Tiller
- Quoracy – the meeting was not quorate (nine Committee members required; five Committee members present). The meeting will reconvene 13 March 2018 in order to confirm proposals taken during this meeting.

2. Minutes of the last Residents' Meeting (28 February 2017) - approval

- The Minutes were agreed as a true record of the meeting. The minutes were proposed by Catherine Desson and seconded by Sarah Yetman. All others agreed with the proposal.

3. Matters arriving from previous minutes (28 February 2017)

- Item 4 – Budget 2017/18 (bullet 3 re WBC refurbishments)
 - § Nasser confirmed that WBC's kitchen and bathroom refurbs have been delayed and are now likely to start in Spring 2018. Of the 46 WBC tenanted flats at least two thirds are likely to be upgraded.
 - § Nasser confirmed that another tree survey is in the offing soon.

4. Budget 2018/19

- Nasser Hashemi presented the budget for 2018/19
- General points of note:
 - § 2017/18 produced a surplus of just over £300
 - § Reminder that we receive £13k/£14k from WBC for cyclical decs (for major projects)
- **Income** points of note
 - § 2.26% increase in management and maintenance allowance from WBC
 - § 2% rise in service charges to leaseholders
 - § £13,000 transferred from reserves for fencing works
- **Block cost** point of note
 - § 2% overall increase on block costs
- **Estate cost** points of note
 - § 220% increase in bulk rubbish fees
 - § 41% saving on estate cleaning materials
 - § 4% saving on cleaning labour costs (this includes polishing of blocks)
- **Staffing cost** points of note
 - § 29% reduction of payroll costs
 - § Overall 3.25% increase in staffing costs (mainly due to impact of the Government pension scheme)
- **Admin/Service cost** points of note
 - § 7.89% saving on audit fees
 - § Overall 0.29% saving on admin/service costs
- **Tenant cost** points of note
 - § Overall increase of 2% for tenanted costs (in line with inflation)

- Catherine Desson thanked Nasser and John Fooks for all their hard work on developing a robust budget for the forthcoming financial year
- Those present agreed that there was plenty of content to share in forthcoming newsletters
- The 2018/19 budget was proposed for adoption by Catherine Desson and seconded by Sarah Yetman

5. Planned repairs 2018/19

- Nasser Hashemi took attendees through the schedule of planned projects for 2018/19 (below) and pointed out that repairs/projects will be prioritised as necessary
 - § Refurbishment of ground floor landing tiles
 - § Next block 17-24 Henry Jackson House, waiting on better weather
 - § Polishing of all communal landings
 - § Planned for late Spring/early Summer
 - § Removal of old satellite dishes and wiring
 - § Removal of old analogue aerials and wiring
 - § Additional night vision CCTV camera to Felsham Road
 - § Waiting on WBC to issue further guidance on potential changes
 - § **ACTION – Sarah Stevens – circulate new information with WBC guidance**
 - § Refurbishment of washing areas
 - § Planned for early Spring
 - § Repair and repainting of office exterior
 - § Replacement of and removal of worn signs in communal areas
 - § Reminder that we will be removing those signs focusing on ‘No...’
 - § Replacement of communal window glass
 - § Hoping to consider early Summer – to replace blown seals on windows – plans will involve leaseholders who wish to participate – will go to tender
 - § **ACTION – Nasser – chase Tony/provider for menu of small item costs (eg window catches, etc)**
 - § Jetting of stack pipes and gulleys
 - § Refurbishment/replacement of outdoor benches
 - § Replacement of wooden fencing
 - § Next phase Spring 2019 – yet to decide which part of the estate to tackle
 - § Planting of hedges behind new metal fencing
 - § Mike Biddick has taken advice on relevant hedging and attendees supported the suggestion to go for a *Lonicera nitida* hedge
 - § This hedging could be a candidate for a SIBS grant – the next Co-op Forum takes place in May 2018, and again on 17 September 2018.
 - § **ACTION – Nasser/Catherine – develop costing proposal for May SIBS application**

6. AOB

- Future SIBS grant idea – consider artificial plant screens to soften outside wall of office as an alternative to planting, which could be difficult due to old ivy roots
 - § **ACTION – Nasser/Sarah Yetman – investigate what's on offer**
- Observation that some of the bin chamber lights are currently too bright
 - § **ACTION – Nasser – swap light bulbs for lower wattage**
- Intercom panel lights now installed across the estate
- Resident participation – there was a general discussion about how to secure wider resident participation. Catherine Desson suggested investigating options such as Skype dial in to make it easier to ‘attend’
 - § **ACTION – Nasser – explore options and report back to Committee meeting**
- Spring newsletter – to contain pieces on 2018/19 budget and an update on hedging

- There was a general discussion about liability surrounding damage to neighbouring flats from tenants and it became clear that there is a lack of knowledge and clarity surrounding this
 - § **ACTION – Nasser** – seek clarity and guidance from WBC on how (and what) they communicate concerning different insurance products
 - § **ACTION – Nasser** – check out tenancy conditions
- Future newsletter content – piece on insurance, piece on noise pollution (guidance to use felt pads on furniture, shoes off, etc)

The meeting closed at 20.55