

The Pavilion Management Company

Annual General Meeting Minutes

17th November 2018.

The Post Office Club

Attendees:

Shareholders: Laura Edison, Garry Seddon, Sue Hudson, Pete Townsend, Adam Baker, Shelia Bayes, Darren Wheeler, Gary Over,

Board: Maria Booth (minutes), Marijke Read, Ian Forrester, Gaynor Forrester, Norman Read

General

1. Ian discussed the past years activity. The services of Jigsaw were introduced for the day to day maintenance of the Pavilion. This has relieved Norman of a lot of the work organising the day to day maintenance.
2. Norma and Phil have sold their flat and therefore no longer on the Board, which has resulted in the burden being on Ian Forrester and Norman Read . Maria Booth joined in mid 2018 to assist with the findings and management of the Fire Risk Assessment.

Maintenance Report:

3. Norman gave some background on activity in 2018. The gardens are now much tidier. We are tendering for renewal of the Cleaning Contract in the next year to check that we are getting full value for money in the current market.
4. When looking for a company to manage the building and associated works, We decided to use the services of Jigsaw. We decided on a smaller company which has been a real success. Jigsaw have been efficient and effective. Jigsaw have taken control and sub contract out larger projects such as the vagrant security resolutions.
5. Norman reminded everyone present about the Maintenance form on The Pavilion website for owners to raise issues about the communal areas.
6. The service has been reviewed with Norman, Ian and Jigsaw and both parties are happy with the current arrangement. Jigsaw pay the routine maintenance invoices on our behalf e.g. the fire alarm, cleaning and gardening to relieve the pressure on Ian.
7. We have reviewed the fire alarm systems in both stairwells and the AOV in Stairwell A. There was an intermittent fault found in Stairwell B fire panel, that being a loose connection which has now been rectified. There had been no routine testing of the AOV due to a fault which as been rectified and it is now being routinely tested.

8. There was a leak on the guttering on the front aspect of the apartment building. This has been cleaned and repaired and we are happy with the work completed.
9. There was the problem with the vagrants in June. They were smoking and taking drugs which is a risk of fire breaking out especially that they were leaving flammable rubbish around in the porches. The vagrants were also abusive to residents. We liaised with the police and installed notices informing people that the premises were regularly monitored. Norman contacted a local charity to support the vagrants.
10. We had the outer door fob system installed to the outer security doors which as resolved the issue.
11. Shortly after this we found used needles and drug equipment in the bin store. The police dealt with this and there has been no further problems. If problems occur again in the future we will need to have the bin store locked.
12. The outer door security system automatically locks after 5pm until 6am.
13. We had the lock to the back door to Stairwell A replaced due to people leaving it unlocked and increasing the risk of intruders. There is a Digilock in place so ensure the door is always locked. Residents were issued with the code for this lock when it was installed. The door opens without from the inside without need to operate the Digilock, for ease of exit in case of a fire.
14. We had Ward Cole assess the Boundary Wall. There were missing bricks collapsed bricks, pointing missing and some parts bowing inwards. We invited 2 contractors to assess the wall and we were had a number of options. We selected the option which gave the most professional advice. Work has commenced by Smith Kent. Some areas have had steel ties installed and cemented into place. Next year work will continue on the outside of the wall and replace missing bricks and coping stones. The total cost for this is £5000 and we have spent £1100 to date.
15. When we took over the Management Company we found there was no Fire Risk assessment from Lindum Homes. We commissioned PD Fire Services to complete an assessment to identify what areas needed focus. Maria discussed the actions required to comply with fire regulations. Signage has been placed around the communal areas with regard to actions, fire assembly point (adjacent to the bin store). Maria also discussed the side entrance gate adjacent to Flat 12. Currently this has a padlock. It was suggested that we have a keypad in place for ease of egress in the event of a fire. As this is not a designated fire escape the Management Company had agreed to put the padlock on a chain and store the key in a key safe in order for people to be able to unlock the padlock from either side of the gate. The Keysafe is located on the boundary wall by the bicycle storage . The code to access the key is the same as that of the outer security door keypads. Maria also discussed the requirement of owners to inform the Management Company when any internal building work is being carried out, with particular attention to hot works only being carried out during daytime hours.
16. The weekly fire checks are carried out weekly by Jigsaw. This is usually on a Thursday around 11am. There is a fire box under the staircase in Stairwell A where the records are held. The Risk Assessment

will also be stored in there together with the action plan. Maria randomly checks the fire records to ensure compliance.

17. In an attempt to bring order to random parking in the first years of The Pavilion, Lindum had installed fold-up, lockable bollards on the individual flats' car parking spaces. These bollards have not been a success. They are too high when folded down, create both a tripping hazard, a risk of tearing the side walls of tyres and trap leaves and rubbish. Many have been removed by flat owners, others have been damaged by vehicles driving into or over them. Noting that they seem to be very seldom if ever used, Norman proposed removal of all remaining the bollards and grinding down of the studs to completely remove the tripping hazards. Ian mentioned that he uses the bollard on his parking place to line up his car when parking, and it was agreed to look into enhancing the visibility of the lines separating the parking places. Removal of the bollards and grinding down of the studs was estimated a while ago at £400. A vote was taken on a show of hands concerning whether to remove the bollards or not, and **by a clear majority the meeting decided on removal of the bollards and to grind down the studs.**

Finances:

18. Everyone will now have had chance to have a look at the website to review the financial information for 2018 and 2019. We are forecasting to use all monies received in this year from the service charges. The monies have been taken up with the door security at a cost of £1800 and the fire alarm being a constant maintenance issue.
19. The fire alarm checks are carried out weekly at a cost of £160 per month. We will review costs with the contractor Shaw Stocksbridge in March 2019.
20. The big expenses to charge against the reserves have been the boundary wall survey and repairs which will show on this year's accounts for the Phase 1 repairs. Phase 2 will be ensuring the pointing is completed. For sale signs are not to be mailed to the wall as has been previously causing damage.
21. We had agreed for a minimum reserve of £5000 however there is only likely to be £3600 at the end of 2018.
22. All service charges fees were paid on time. Ian has automated the website using Mailchimp free of charge. This will facilitate us to schedule to send out a reminder at the end of January. The Jigsaw management fee will continue at £100 per month.
23. There has been £17,700 income. The buildings insurance is £3000 per year of which we now pay monthly.
24. Service Charge 2019 – The budget for 2019 was presented and agreed as drafted.
25. The income from service charges is lower than last year however we need to build up reserves and we need to have a contingency for emergency costs. We are hoping by the end of 2019 the reserves will be more than £5000 and by 2020 we can take the service charge down even further, hopefully to approx £800.
26. The service charges for the apartments will be £898 and houses will be £278 for 2019.

27. We are unable to pay the service charge monthly a) due to cash flow and b) not enough administration time to handle this and c) we would need a credit license to do this.
28. There will be contingency for possible fire alarm test charges at an extra £35/month. The main contingency will be £1250 for unexpected repairs to the fire alarm.
29. All financial details are on the website together with the budget for 2019, for everyone to reference.
30. The insurance company details are on the website. The insurers are aware of the boundary wall issue.

Website

31. Ian showcased the website to all present. It was explained that if someone completed the online maintenance form on the website this auto sends an email to Jigsaw. There is also a Contact Us form for owners to send to the Management Company.
32. New owners must complete the New Owners details on the website.
33. If an owner sells their property, they must use the online form on the website which auto sends their details to the Management Company solicitor. The solicitor is Tom Scott of Clarke's. There is a £250 cost to the vendor for this service. We need to know who new owners are in order to issue a share certificate.
34. We ask Jigsaw to complete a form online weekly for the fire testing and there is also a section for uploading old test records rather than keeping paper copies.

Other Matters

35. We need volunteers for the following support:

Monitoring of communal areas completed by the cleaners

Security

Car parking

The gardens (Sue Hudson kindly agreed to keep an eye on this aspect).

36. It was agreed with a vote of hands, the parking posts in each parking bay can be removed. Ian Forrester did request that on the wall side it requires improved markings to identify the boundary to each car parking space.

Appointment of Director:

37. It was agreed that Maria Booth be appointed a Director of the Pavilion Management Company. This was seconded by Marijke.
38. Action: Now registered at Companies House.

Rules & Regulations of Lease:

39. Norman explained these can easily be accessed on the AGM page website. There are 34 points.
Norman ran through a few of them.
40. Garry at Number 14 agreed to look at stopping parking of cars outside the bin store.

Closing Remarks:

Norman thanked everyone for attending, and thanked the co members of the Board - Ian, Gaynor, Marijke and Maria – for their efforts over the past year.