

THE PAVILION MANAGEMENT COMPANY LTD.

Minutes of the Annual General Meeting held on Saturday 23rd of November 2019 at 11.15 am at The Post Office Club

Present:

Shareholders: Adam Baker, Sheila Bayes, Holly Dunlop, Sue Hudson, Gary Over, Gill Stonham, Pete Townsend, Darren Wheeler

Board: Gaynor Forrester, Ian Forrester, Marijke Read, Norman Read

Apologies: Hanna Grewcock

1. Welcome / Minutes last AGM

Ian welcomed all and expressed the wish to have a relaxed and informal AGM, open for discussions, ideas and how to improve the day to day running.

Minutes of the last AGM were sent out as pre-reading and were accepted.

2. Maintenance Report

- Norman summed up the work done in the past year. A particular item is the boundary wall adjacent to Burton Road. The wall is old and was in a bad condition. Specialist contractor Smith Kent was called in to make the wall safe and resilient. The majority of the bays have been repaired, still a few to do next year when new funds are available. Technically a proper job has been done with the use of selected mortars and reinforcements.

- The gardens: Gill Stonham and June Hudson are keeping an eye on it. Gardener does a good job and is good value for money.

There is a tap in the garden but no water comes out. It is an isolation tap, if you have that tap somewhere in your house/flat, please inform us.

- At the last AGM the removal of the parking bollards was discussed and agreed. This work will be starting soon. Also the lines along the bays will be touched up with reflective white paint.

- The arrangement with company Jigsaw is a great success, they attend promptly when a problem occurs. They also pay bills for us, using funds advanced by Ian.

- Ian has set up a website for the shareholders. To raise a maintenance issue, all they have to do is fill in the maintenance form online, which is then forwarded to Jigsaw automatically. Jigsaw also does a monthly check on the buildings to see if all is in order.

3. Fire Precaution Report

The Fire and Emergency Lights System was our biggest headache. No-one on the Board had an adequate knowledge of the legal requirements. Maria Booth came on board and used her experience as a care home manager to guide us.

A specialist company was invited to perform a Fire Risk Assessment, and Maria supervised the requisite corrective actions.

Unfortunately, Maria has moved away but she prepared the required paperwork for the next person to take over. At present Shaw Stockbridge (a sub-contractor to Jigsaw) performs the fire alarm and emergency lighting checks, maintains the systems as needed, and does the 6-month alarm test.

4. Finance report

Ian tried to reduce the service charges but the following issues came up which made this not possible for the year 2020:

- Weekly Fire Alarm test has gone up with 20%, we now need to pay VAT.
- We have cancelled the contract for the cleaning of the exterior windows. By doing so we saved a £ 1,000. This cancellation provided an offset for the costs of the Fire Alarm tests.
- Cost of electricity has also gone up since the standing contract we had through Lindum did end last year.
- The electric heaters in the hallways are expensive to run. We have switched them off to save money.
- The boundary wall repairs cost £ 5,500. We hope to tackle the remaining repairs in 2020.

* We currently aim to have a sinking fund of £ 5,00 to £6,000 for maintenance issues, but would like to gradually increase this to £10,000

* We pay the buildings insurance on a monthly direct debit to smoothen the cash flow.

* The Fire Alarm is a high priority and we put aside £ 750 as a contingency.

* The contract with Jigsaw makes matters run smoothly. They are given a £ 600,-- monthly standing order to make the regular payments for cleaning service, fire alarm, gardener etc.

* Gaynor does book keeping and Ian draws up the accounts.

5. Service Charge Budget 2020

Ian explained the service charges for flats £ 850,- and houses £ 225,- for 2020.

It was proposed at a Board meeting to move the service charge payment date for the flats and houses to the 1st of January instead of 7th February, to make sure that there is enough cash-flow available all year round. Ian proposed this new date to the shareholders and stated that a payment by the 7th February is still accepted for 2020 but not at a reduced rate.

From 2021 a 15% penalty will be charged for late payments. At a show of hands all agreed with the new arrangements.

Ian pointed out to all present that each apartment in The Pavilion owns a 24th part of the freehold for the site which was bought from Lindum for the unbelievable price of £ 1.- (Lindum payed approx. £ 1.5 million to buy the site). When the lease (250 years) ends we can extend a new lease as we are our own landlords. This enables us to keep the service charge

down. Something most of us are not aware of.

Ian asked all present if they are happy with the service charge for 2020. All agreed and by pressing a button on his computer, the bill was sent to all households.

6. Website – Pavilion

Ian has set up an elegant website which provides owner information, the Management Pack for those selling, the maintenance form etc.

7. Volunteers Required

Ian handles Financial Accounts and Norman manages the Facilities and is Company Secretary. Gaynor maintains the cash book.

Ian and Norman have accumulated quite some knowledge of their 'jobs'. They would like to share this knowledge with new shareholders as they feel that the Company is vulnerable in case they were to leave.

They have been on the Board for several years and have put a lot of effort and time into setting up and running of Management Company. As they feel they don't want to do these jobs forever they urgently requested volunteers to contact them to discuss how they can be of any help in the near future.

Holly Dunlop mentioned that she is a specialist in communications, she and the Board will meet to see how she can give her assistance.

Holly, Gill and Sue will be invited to the next Board meeting.

8. Reminder of Lease Rules & Regulations

Norman explained the rules of the lease for flats and houses:

- No animals (dogs, cats, birds, reptiles etc) are allowed in the flats
- All shareholders can be made Directors (in case the Board were to resign, all shareholders are responsible for the running of The Pavilion)
- Only ONE car per property is allowed, and then only in its allocated space
- Trade vehicles are NOT allowed on the car park, and parking is not permitted on the verges or obstructing the bin area, emergency vehicle access etc.
- Obstructions, eg bikes and prams are not permitted in the Flats' communal areas
- Bin storage area is only meant for the Flats, not for the houses, they have their own bins.

It is important and the responsibility of the shareholder to inform their tenants about the lease document. By a show of hands it was agreed to make it an obligation to include this into the tenancy agreement. The Board will create an extract of the relevant documents for shareholders to add as an appendix to tenancy agreements.

The extract will be placed on the Pavilion Website.

9. General Discussion

a) Cars are regularly parked on the pavement in the bend at the exit of the car par, which is an

obstruction for people passing with prams or in an invalid vehicle. Also people park blocking the bin store gate, which on occasion has caused the refuse collectors to leave our bins unemptied.

After a discussion, it was decided to provide warning notes to put under the windscreen of the wrongly parked cars.

b) It was mentioned how the bin area is often used as a dumping place for unwanted items. It is suspected that departing 'owners' dump left over items there. Jigsaw has cleared the mess, but at a cost. It was suggested to 'drop-off' notes in letterboxes with suggestions how to recycle items properly (flatten cardboard boxes etc) and what **not** to dump there.

c) A question was raised if the Management Company can take care of Gas certificates for houses and flats? We cannot, it is the responsibility of the landlords.

d) The TV system for the flats is housed in a hall cupboard in Stairwell A. Occasionally someone wishes to have Sky Q installed which requires alterations and changes. The Management is not responsible for the success of the individual installations, which need to be done by a professional company.

10. Closing Remarks

Norman mentioned that this past year he has not been able to be as 'fulltime' as he would have wished. Ian took over much of his work. He thanked Ian for that and also he thanked Gaynor and Marijke for their contributions.

Ian stressed to remember to use the form on the website, if any maintenance issues with The Pavilion crop up.

Norman thanked all for attending the meeting, for all the ideas and suggestion and for the pleasant and cheerful atmosphere.

Gill, Darren and Pete thanked the Board for their work.

The meeting closed at 12.45pm