**VICTORY HILL MANAGEMENT COMPANY LIMITED**

**Minutes of the Annual General Meeting**

Thursday 19th September 2013

Red Lion Hotel, Basingstoke

18:00 Welcome members

18:15 General meeting commenced

18:55 Comfort break

19.05 Management meeting commenced

20:15 Meeting closed

**Directors present:**

Colin Davison (CD) Chairman & Company Secretary

David Griffiths (DG) Director

Jaz Parmer (JPm) Director

Wayne Buckley (WB) Director

**Agents present:**

Tim Roberts GH Property Management Services Limited Head of Property Management

Lisa Cobley-Wood GH Property Management Services Limited Property Manager

**Members present:**

9 voting members present, see attached register

**Apologies:**

Jagruti Pankhania Director

Paul Cheeseman

Hilary Pack

**1. AGM Minutes Approval**

23 approved

1 against

4 abstained

Resolution: The AGM minutes from Thursday 27th September 2012 were approved.

**2. Annual Report and Financial Statements approval**

CD distributed the Chairs’ report giving update on Alan Foster Associates retaining monies and update covering the work carried out this year (see attached).

26 approved

1 against

1 abstained

Resolution: The accounts for the period ending 31st December 2012 were approved.

**Special Business (decided by a Poll Vote Only)**

None

**3. Amend the constitution**

To approve the Directors’ code, this is applicable in the conduct of all registered and future appointed directors.

20 approved

4 against

4 abstained

Resolution: The Directors’ code is adopted

**Non-agenda item**

EGM

Non-agenda Discussion

Papers were handed to CD at the meeting by Martin Edge. He was interested to hold another general meeting to cover his appointment. He was keen to have open communication. David Griffiths presented his concerns regarding further changes to the make-up of the BOD, he highlighted the need for stability and continuity. Wayne Buckley stated the purpose of the EGM was solely to expand the Board of Directors and all were welcome to show an interest. Colin Davison stated he addressed new directors in the Report inviting them to the next meeting if continued to be interested.

**4. Management update (non-voting discussions)**

*GH Property Management Presentation*

Tim Roberts gave an introduction to GHPM, what work we have been doing so far working with the VHMC and an over view of the Dwellant software that GH Property will be introducing shortly. Specific thanks were given to the hard work of the site staff – Jeff Ross and Len Clark.

**5. Members forum**

*Overcrowding*

Members had identified that some apartments which were sublet and sometimes over- occupied and it was suggested this was policed. This would be a long term discussion for the board. A primary focus was thoughts to be creating better working relationships with the local letting agents

*Parking*

Members were concerned that parking was not enforced since clamping can no longer be used as a deterrent. GHPM to look at discussing with Parking Control to ensure they have correct parking space information.

*Children*

Members stated they were not happy with the conduct of children around the Estate and felt that a playground would benefit however this would be an improvement to the Estate. This would be a long term discussion for the board, although the potential location and cost of such an installation may be prohibitive.

*Damage to communal areas*

Members raised concerns with the amount of damage caused by Residents moving in and out of apartments. Members suggested a ‘non-refundable deposit’ however this would be difficult to police as site are not always aware who is moving in and out. GHPM stated there have been occasions where Owners have been recharged via Lettings Agents when the culprits have been identified. GHPM stated in the short time they have been responsible for the Estate they have built a rapport with Letting Agents. This working relationship was encouraged.

*Highways Maintenance*

Members felt the Estate should be given compensation with regards to the inconvenience of the installation of cycle path as Residents had to do large detours to access the Estate. GHPM stated Hampshire County Council was already carrying out works to repair & reinstate Victory Hill boundary walls and the likelihood of compensation was unlikely.

*Signage*

An update was given regarding the signage as this was currently being discussed with the board as an ongoing project.

*External Clean/PMS*

Members felt the external clean should have been carried out and an update was give. Once monies are released from AFA then works will go ahead. GHPM explained that a thirty year planned schedule has been raised and works to the build were planned based upon this in the future. It was stressed that this was a positive way forward in the management of the estate.

*Maintenance of Balconies*

GHPM confirmed the wood decking on the balconies is demised to the properties and the metal & glass are the company responsibility.

*Liaison with Lettings Agents*

Several members who are Owner/Occupiers suggested that the Estate was in need of attention and areas could be improved and felt that this was down to the high proportion of properties that are sublet. CD confirmed there needs to be strong management of rental properties and he has planned to meet up with Lettings Agents, possible open day, to improve tenants conduct on site. He agreed this was a company issue and not a property management issue. In turn, this will protect the image of the site and assist with the buying and selling of properties.

*Emergency Lighting*

The board confirmed the replacement of emergency lights was being addressed as a member stated there was a number not working. Works to the replacement of the emergency light will be budgeted for in 2014 budget with additional provision for further failings in 2014.

*Street Lighting*

A member informed the board that a number of porch lights and street lamp lights were not working. The member returns from work late at night in the hours of darkness. The member agreed to email GHPM the lamps which were not working so the issue could be addressed.

*Repair of heater*

A member raised the point that the heater next to their ground floor flat had not worked for several years. As the heater was in the main foyer it was agreed works to the heater.

*Car Park Lines*

Several members suggested the car park lines are reinstated as they have faded in parts. This would be a long term discussion for the board.

AGM minutes were approved by:

………………………………….

Colin Davison - Chairman

At the Board meeting of 15th October 2013 in the agreement of the following member(s):

…………………………….

…………………………….

…………………………….

**Vision, Mission and Goals**

A copy of the company’s Vision. Mission and goods is available from the Company Secretary.

**Registered Office**

All enquiries should be made to: The Estate Office, Winterthur Way, Basingstoke RG21 7UB

**Disclaimer**

The Board of Victory Hill Management Company Limited is not liable for any decisions taken as a result of reviewing these General Meeting minutes. The minutes were circulated to other members and non-members in attendance for their comments for confirmation of accuracy. They are stated with all best intention and the decision of the Chairman in the acceptance of these is only approved at the next General meeting in 2014.

**Confidential**

**These minutes are to be treated as confidential and should only be circulated to members as part of the Board approved copy in the notice period prior to the annual general meeting by the Company Secretary. No other copies of distribution should be permitted. If you have received a copy of this at any other time please contact the Chairman on 01256 832000 or vhmc@cranleys.co.uk**

**Attendance of individuals present:**

# Name Member

1 Paul Barrie 55 & 81

2 Simon Hirst 281

3 S Crudge 320

4 Paul Wright 333

5 L Henry 336

6 Phil Smith 339

7 E Lapper 361

8 Martin Edge 366

9 Richard Walker 378