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|  | **Residential Management Company limited by guarantee with no shares**  **Co no.:**  **04659245 Registered in England and Wales Registered office:**  c/o Estate Office, Winterthur Way,Basingstoke RG21 7UB **Agent:** Lisa Cobley-Wood, GH Property Management  **t** 0845 3080 988 **e** [enquiries@gh-propertymanagement.co.uk](mailto:enquiries@gh-propertymanagement.co.uk)  **Office:** Basepoint Business Centre, 1 Winnall Valley Road, Winchester, Hampshire, SO23 OLD |

MINUTES of VHMC DIRECTORS MEETING

**Meeting Details**

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| **Date** | 15th August 2013 | **Time** | 18:18 | **Venue** | Cranleys Financial Services |

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| **In attendance** | **Apologies** |
| * Colin Davison (Chair) - CD * Jagruti Pankhania - JPk (joined 18:25) * Jaz Parmer - JPm * Wayne Buckley - WB * Liam O’Sullivan - LOS (GHPM) * Lisa Cobley-Wood - LCW (GHPM) | * David Griffiths - DG |

**Minutes of Meeting**

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| **Item** | **Description** | **Action** |
| 1  18:18 | Acceptance of minutes   * Minutes where accepted as a true reflection of the previous meeting. * CD noted his thanks for contributions from directors to ensuring both timely and accurate production of the minutes and the clarity with which actions were recorded. | * JPk to provide additional commentary associated with Item 6. |
| 2  18:20 | Management Report - Finance   * Board reconfirmed request for changes to the structure of the financial reports. * It was requested that   + The pagination of the finance report be adjusted to fit onto a single page;   + A management summary of income adjustments and debtors be provided to support document review;   + Executive summary highlighting VHMC cash flow, low light/high lights, issues/concerns, variance versus forecast budget etc.   + Issues & actions report   + Summary showing accruals, pre-payments   + Variances to be populated with variance to budget and variance to prior year (14 v 13) at an appropriate point in time. * LOS confirmed GHP commitment to produce new financial report structure ahead of next board meeting. * Debtor’s position was confirmed by GHP; CD reiterated need to ensure members were made aware of court cost and likely liabilities ahead of any action being taken; CD also noted need for members to be made aware of inability of GHP to work with individual members once the issue has been passed to solicitors. * WB requested the formal documentation of debt collection policy detailing approach, anticipated costs and issues. * CD noted that members with outstanding due were not to be invited to participate at AGM. | * LOS to action proposed changes to financial reporting for Sept board meeting. * LOS to document debt collection policy ahead of next meeting. |
| 3  18:40 | Management report – operations (request for new report)   * Request for operational reporting demonstrating scope and scale of issues & on-going maintenance / repairs actions. * Agreement to progress with on-line platform. | * LOS to progress automated on-line solution for 1/1/14 launch to be included in VHMC budget for FY14. |
| 4  18:50 | Update on Vivid   * LCW confirmed consensus reached with Vivid to supervise small block redecorating. * LCW confirmed payment for redecorating supervision had already been made. * LCW confirmed summary of invoices received and payments made was provided as a pre-read for board members. | * No action required |
| 5.  18:55 | Internal redecoration for small blocks   * CD noted that through retendering, cost reduced by c50% demonstrating the value of spending additional time and effort on progressing small blocks independently of main blocks. * CD raised concerns regarding damage to walls caused by bike in block Z. LCW agreed to investigate. * Confirmation of two properties currently being chased as a consequence of damage caused by inappropriate storage & usage. The two properties are as follows 62WW (worn lawn damage) & 172 WW (communal corridor ceiling damage outside apartment). | * LCW to investigate bike at Block Z * LCW to chase 62 WW * LCW to chase 172 WW |
| 6  19:00 | PMS   * LCW Confirmed On-hold until after AGM as per Board Agreement | * No action required |
| 7  19:01 | Post & Rail Boundary Fence line repairs   * Agreed not to replace fence line; * Agreed to repair split level fencing, gate adjustment and attach green mesh to gate from “Just a Mow” at a cost £850.00 inc VAT | * LCW to raise works order to carry out repairs |
| 8  19:03 | Block F Replacement Pump   * Agreed to proceed with Pump Seal at a cost of £2943.60 total * The board recognized that this was unbudgeted spend and would result in Block F going over budget; to be recovered at the end of the financial year. | * LCW to raise works order for replacement pump |
| 9  19:08 | AGM pack   * Agreed GHPM to be present throughout AGM in order to hear members’ comments/concerns during AGM ahead of management update. * CD/WB to review structure and content of AGM pack. * WB to create interim web solution to enable support pack to be published on-line negating need for publication. | * WB to sort out interim web solution. |
| 10  19:10 | Pest control   * The board confirmed members should be notified of planned pigeon cull prior to pest control arriving on site. Notification to be provided through communal notice boards. * LCW to confirm board decision to site team. | * LCW to confirm board decision to site team notification of pigeon cull |
| 11  19:20 | Emergency lighting   * Agreed that final quotes and recommendation to be provided for the next board meeting. Board confirmed issue to be raised during AGM for members to confirm desire & intent to adopt new lighting solution. * Fire risk assessment to be reviewed to confirm obligation for standard versus emergency light fitting. * Agreement to cost proposal based on minimum legal obligations. | * LCW to investigation to FRA and cost proposal based on minimum legal obligations |
| 12  19:32 | Block D   * Deferred pending DG commitment to review on-site. Proposal / commitment to be made to a recommended solution ahead of next board session. | * Deferred |
| 13  19:33 | Job Descriptions   * Board to progress as per previous agreed actions. | * Board to progress as per previous agreed actions |
| 14  19:35 | AXA & Sovereign HA   * Confirmation that AXA and Sovereign are not due to make any further payment with regards to the MSCP. * AXA have provided Deed of Grant stating peppercorn rent * Sovereign HA as follows: In respect of 100+ parking spaces occupied by the housing association flats their annual contribution is made up of a commuted sum held by Victory Hill Management Company and the interest earned each year is then applied as a credit to the parking costs. In 2011 the parking costs allocation that the Housing Association contribution was £1,526. For 2012 the interest figure will be the difference between the commuted sum of £192,700 and the deposit credited on 31st December 2012 of £195,515.34 there is a commuted sum of £192,700 therefore the annual contribution is based on the interest incurred on the amount. | * No action required |
| 15  19:40 | Lift Carpet replacement   * Agreed to replace lift carpets @£120 per unit across all estates. | * LCW to raise works order for lift replacement carpets |
| 16.  19:44 | Street lighting   * Agreed to not progress SSE contract based on item repair rates provide by LCW. | * No action required |
| 17.  19:50 | Communications   * GHPM request for separate threads/communication on a per issue basis to be communicated by board members to GHPM supporting long term migration to on-line solution. * GHPM request for communications to be short and concise, bullet point format is accessible thus limiting the opportunity for ambiguous communications. * LOS committed to provide a policy on communications to support more effective ways of working & aid board members in preventing incorrect/ inappropriate communications. * LOS stated he was putting together conveyance procedure * LOS to supply text for inclusion in solicitor enquiries. * LOS noted he would be providing written material to the board relating to on-going communication issues and concerns relating to the previous board meeting. * Financial accounts. LOS request details for Newbury bank account details from CD. CD to provide confirmation a.s.a.p. | * LOS to provide policy on communications * LOS to supply text for inclusion * LOS to supply conveyance procedure * LOS to supply written material relating to concerns to the previous board meeting * CD to provide details of signatories of Newbury Bank Account |
| 19:59 | Meeting Closed | * No action required |

**Action Log JULY 2013**

| **Ref** | **Description** | **Owner** | **Due Date** | **Status** |
| --- | --- | --- | --- | --- |
| **13072501** | * JP to provide additional commentary associated with Item 6. | JPk | Tbc | Open - Cfwd |
| **13072502** | * LCW to review structure and format of board report with LOS. | LOS | Tbc | Closed |
| **13072503** | * LCS to revise board report to show additional executive summary. | LOS | Tbc | Open - Cfwd |
| **13072504** | * LCS to confirm LOS availability. | LCW | Tbc | Closed |
| **13072505** | * JPk to forward original agreement (confirmation e-mail) to LCW. | JPk | Tbc | Closed |
| **13072506** | * LCW to validate amount paid matches amount due to confirm no remaining payment due. | LCW | Tbc | Closed |
| **13072507** | * LCW progress external clean specification and quote | LCW | Tbc | Open - Cfwd |
| **13072508** | * LCW to arrange payment to VIVD for outstanding £750. | LCW | Tbc | Closed |
| **13072509** | * LCW to progress quotes as directed (variable quantity for fit only, supply and fit and supply only). | LCW | Tbc | Open - Cfwd |
| **13072510** | * LCW to contact Fairview homes to understand potential liability under construction guarantee. NHBC | LCW | Tbc | Closed |
| **13072511** | * CD to schedule conference call to agree scope of work to be considered as part of initiative. | CD | Tbc | Open - Cfwd |
| **13072512** | * LCW to apply credit to account. | LCW | Tbc | Closed |
| **13072513** | * LCW to issue as part of AGM pack. | LCW | Tbc | Closed |
| **13072514** | * All to pass comments on outstanding JDs to WB. | All | Tbc | Open - Cfwd |
| **13072515** | * WB to consolidate and circulate revised version for review ahead of next month’s meeting. | WB | Tbc | Open - Cfwd |

**Action Log AUGUST 2013**

| **Ref** | **Description** | **Owner** | **Due Date** | **Status** |
| --- | --- | --- | --- | --- |
| **13081501** | * LOS to action proposed changes to financial reporting for Sept board meeting. | LOS | Tbc | Open |
| **13081502** | * LOS to document debt collection policy ahead of next meeting. | LOS | Tbc | Open |
| **13081503** | * LOS to progress automated on-line solution for 1/1/14 launch to be included in VHMC budget for FY14. | LOS | 1/1/14 | Open |
| **13081504** | * LCW to chase 62 WW | LCW | Tbc | Open |
| **13081505** | * LCW to chase 172 WW | LCW | Tbc | Open |
| **13081506** | * LCW to investigate wall damage from bike at Block Z | LCW | Tbc | Open |
| **13081507** | * LCW to raise works order to carry out repairs | LCW | Tbc | Open |
| **13081508** | * LCW to raise works order for replacement pump | LCW | Tbc | Open |
| **13081509** | * WB to sort out interim web solution. | WB | Tbc | Open |
| **13081510** | * LCW to confirm board decision to site team notification of pigeon cull | LCW | Tbc | Open |
| **13081511** | * LCW to investigation to FRA and cost proposal based on minimum legal obligations | LCW | Tbc | Open |
| **13081512** | * LCW to raise works order for lift replacement carpets | LCW | Tbc | Open |
| **13081513** | * LOS to provide policy on communications | LOS | Tbc | Open |
| **13081514** | * LOS to supply conveyance procedure | LOS | Tbc | Open |
| **13081515** | * LOS to supply text for inclusion | LOS | Tbc | Open |
| **13081516** | * LOS to supply written material relating to concerns to the previous board meeting | LOS | Tbc | Open |
| **13081517** | * CD to provide details of signatories of Newbury Bank Account | CD | Tbc | Open |

End

Post AGM Note Next meeting will be held prior to the AGM on 19th August 2013 at 5:00pm at The Red Lion Hotel.

LCW 30.08.13