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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**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
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**Minutes of Meeting**

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| **Item** | **Description** | **Action** |
| 118:18 | 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.
 |
| 218:20 | 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.
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| 318:40 | 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.
 |
| 418:50 | 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
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| 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
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| 619:00 | PMS* LCW Confirmed On-hold until after AGM as per Board Agreement
 | * No action required
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| 719:01 | 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
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| 819:03 | 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
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| 919:08 | 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.
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| 1019:10 | 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
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| 1119:20 | 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
 |
| 1219:32 | 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
 |
| 1319:33 | Job Descriptions* Board to progress as per previous agreed actions.
 | * Board to progress as per previous agreed actions
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| 1419:35 | 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
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| 1519:40 | Lift Carpet replacement* Agreed to replace lift carpets @£120 per unit across all estates.
 | * LCW to raise works order for lift replacement carpets
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| 16.19:44 | Street lighting* Agreed to not progress SSE contract based on item repair rates provide by LCW.
 | * No action required
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| 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
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| 19:59 | Meeting Closed | * No action required
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**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