**VICTORY HILL MANAGEMENT COMPANY LIMITED**

**Minutes of the Board meeting held at Winton House, Winton Square, Basingstoke RG21 8EN on Thursday 18th April at 6:00pm.**

**In attendance:**

Mr. L. O’Sullivan – Managing Director, GH Property Management Services Ltd

Mrs. L Cobley-Wood – Property Manager GH Property Management Services Ltd

Mr. C. Davison – Chairman, Victory Hill Management Company Limited (CD)

Mr. W. Buckley - Director, Victory Hill Management Company Limited (WB)

Mr. D. Griffiths - Director, Victory Hill Management Company Limited (DG)

Ms. J. Pankhania - Director, Victory Hill Management Company Limited (JPk)

Mr. M. Belcher – Surveyor, Vivid Surveyors Limited (MEB)

**Apologies:**

Ms. J. Parmar - Director, Victory Hill Management Company Limited (JPm)

**AFA Court Proceedings**

A Pre-meeting attended by Board members only was held to discuss response to AFA Court Proceedings as follows:

• JPk confirmed court papers filed 15th April, response required within 28days;

• WB confirmed no contact from Major & Co or AFA beyond that previously declared to board members;

• Decision to appoint Gary Parkinson of Boyse Turner, Reading with directive to mitigate and/or minimise cost to VHMC;

• All options to be considered including settlement and counter claim (consensus to act in accordance with guidance provided by Boyse Turner)

Action: CD to appoint Boyse Turner (due Fri 19th April)

Action: CD to schedule follow on call with board members post update with Boyse Turner (due Fri 26th April).

6.30pm LOS, LCW & MEB were invited to attend the meeting.

**Surveyor Presentation PMS**

MEB gave a summary of purpose and construct of the PMS documentation of the thirty year planned maintenance schedule. The board requested MEB provide a log of outstanding works which should have been carried out to date. MEB explained this will appear as Year 0 and will be known as non-compliant items. The Board were happy for MEB to proceed and that output from PMS includes schedule & narrated report both physical and digital copy. The schedule will be produced for 26th April 2013 in CD format with confirmation that PMS can be used to determine required versus actual reserve value.

Action: All attend site briefing / tour on Friday 17th April 2013 with Vivid Surveyors & GHPM (to meet outside estate office) following Board Meeting. **Note**: appointment times altered later in the meeting under AOB.

Action: MEB to identify missed cycle maintenance and repair (to support AFA counter claim) (due Friday 26th April).

Action: CD & LOS to complete long term financial planning and determine necessary adjustments to schedule for reserve collections post PMS return.

Action: LOS to assume operational ownership of PMS; agree asset storage/retention (photos etc.) & formulate reporting structure to facilitate board communications.

Action: WB & LOS to review contract terms for GHP (ref inclusion/exclusion of tender support)

Action: LOS to develop and agree approach for developing specifications in support of PMS work schedule + tender support & analysis (master service agreement with Vivid?).

Action: LCW to arrange scanning of OEM manuals into digital format and retain in on-line content management solution.

Action: LCW to confirm PMS includes estate cost coverage.

Master service agreement > access & inspections

Master service agreement > specification & tender support

**External Clean**

MEB gave his recommendations regarding the external clean which included the need for a specification to include key information including building component, description of material, manufacturers cleaning recommendation and cleaning methodology as rendering and aluminum will need specialist clean in line with the O&M Manual. MEB also suggested the board consider wider external works to the external clean to include the painting of the monocouche render as suggested by Vivid Surveyors. The render could be painted with a ‘self clean’ paint which prevents rainwater from becoming trapped in the surface of the render and prevents buildup of lichen/green staining. MEB recommended while the works were going ahead a provision should be made for Contractors to report other items works which can be addressed at the same time.

MEB offered to action the spec at £475.00 however WB suggested the Board needed to consider the cost in regard to respective specifications to the external clean and the PMS.

**Internal Redecoration Update**

MEB gave an update of the Internal Clean Section 20. MEB confirmed recommended contractors had been approached and was awaiting return of tender documents. The tender deadline is 27th April 2013 and then MEB will provide the tender and report analysis

MEB left the meeting at7.30pm

**Management Report – financial report**

LOS presented the financial report; March was very heavy due to the considerable expenses incurred in this month, and that April’s will be considerably simpler.

Action: LCW to pass Park Lane invoice for payment

Action: All to review proposed policy on financial approvals.

**Management Report- maintenance report**

WB requested Management Packs to be sent PDF and not posted out then if the Board wanted to print off then it was up to them. He also requested an ongoing spreadsheet of issues. WB also requested the summary quote shows the budget and suggested LCW makes recommendations to the Board. WB suggestions were noted. It was suggested the format be accessible on the internet for tracking and LOS stated he thought this would be possible.

Action: LOS to discuss with LCW ongoing format for the board

Action: LOS & WB to agree format of action/issue log

**Quote Summary**

• Additional Tree. Board agreed to restore tree & bark to single area at a total cost of £980 (from £1,000k budget).

• Carpet Clean. Board agreed to appoint Fabric Care at a total cost of £3,264 (from £4,580).

• High level repair to soffit on block C and repair to roof ladder on block C & D + additional item in block F. Industrial abseiling to be appointed at £2,025 (from block specific vat) plus incremental spend on other tasks as required up to £1,000k.

• Board agreed to obtain additional, third quote for MSCP stairwells clean, no authority to proceed with works.

• Works to Block D balcony so drying out can take place completed, for information only; no action required.

• (Emergency lighting repairs. Board agreed to develop specification for tender of replacement emergency light solution, subject to cost/benefit, preference to move from current solution to new resilient solution on an as-fail basis. Tender document to be based on FAFS response for "alternative solution", no authority to proceed with works. Quote to be based on basic minimum low cost solution

Action:

LCW to order additional replacement tree outside block Y & bark for blocks D & E

LCW to raise works order for carpet cleaning

LCW to raise works order for high level repair to soffit on block C, repair to roof ladder on block C & D and repair to roofing membranes to block C plus additional item in block F. Ensure no incremental spend excess of £1000

LCW to get third quote for cleaning of MSCP stairwells

LCW to investigate alternative cost effective works to emergency lighting

**Notice boards**

The board agreed to purchase new notice boards for all large blocks post decorating size (8\*A4 page); glass frontage; locking; felt back and the board agreed to publish draft notices developed by Lisa Cobley-wood.

Action: LCW to purchase noticeboards, erect in large blocks and furnish with signage

**Staff Report**

LCW produced a draft job description for Estate Manager and Assistant Estate Manager.

Action: Board to review draft job description for next board meeting

WB left the meeting at 9:15pm and agreed to email LCW his noted action points.

Items 7. Recording policy, 8. Expenses policy and 9. Other issues presented by WB were put on hold until the next Board meeting.

**AOB**

**Basingstoke & Deane**

Information was presented to the board regarding a guide to responsible renting which was rejected.

**Pest Control**

LCW stated that she had reviewed the Pest Control Contract and found a cheaper, local Contractor compared to current provider. CD requested a third quote. CD requested a notice is put up on site giving Residents notice of the pigeon cull to assist with safety.

Action: LCW to provide third quote for Pest Control

Action: LCW to facilitate notification of pigeon cull

**Cleaning**

LCW discussed with the board the standard of cleaning. LCW stated she had met a representative from Joint Services on site who stated works were being carried out to meet specification and any additional works would be needed to be paid for such as cleaning of the lift. CD explained that he has no signed contract which had been reviewed in December 2012. LOS stated that GHPM were finding it hard to communicate with Joint Services has they only wanted to deal with CD. LCW agreed to send the specifications to CD then CD would write to Joint Services giving explanation that GHPM were the property management agents who act on and behalf of VHMC. It was agreed the Estate Manager supervises the cleaners however he can only follow the specification Joint Services are working with. LCW stated that she was seeking comparable quotes and recommended a company she has used in the past.

Action: LCW to send Joint Services cleaning specifications to CD

Action: CD to write to Joint Services giving instruction to work with GHPM

**CCTV**

CD stated the board has discussed the installation of CCTV in the past and requested quotes are collated for CCTV in the MSCP and under croft car parks.

Action: LCW to collate CCTV quotes

**Conveyance**

LOS discussed the workings of the conveyance with CD giving examples of difficulties when dealing with property accounts during notice of transfer.

Action: LOS to put together proposal

**Communication**

The Board agreed all emails are to be sent to LCW. Board Meeting minutes are to be sent forty eight hours following the board meeting and if no response is received from the Board within twenty four hours then actions can be carried out. If there is an occasion where the minutes cannot be produced within forty eight hours then a bullet pointed action list will be a priority for twenty four hour response and the minutes will follow.

**Minutes for the meeting on 20/03/13**

The minutes for the Board meeting held 20th March 2013 were approved by CD, DG and JPk

The meeting concluded at 11:00pm

Items 7, 8 & 9 to be carried forward to **next meeting** to be held on **Friday 17th May 2013 2:00pm at Winton House, Basingstoke. The meeting will conclude at 4:00pm for a walk of Victory Hill at 4.15pm with MEB.**

Prepared by LCW, 22.04.13