**VICTORY HILL MANAGEMENT COMPANY LIMITED**

**Minutes of the Board meeting held at Winton House, Winton Square, Basingstoke RG21 8EN on Wednesday 20th March 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)

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

It was noted that the meeting was being recorded by JPk.

**Minutes for the meeting on 05/02/13**

The minutes for the meeting were approved.

**Minutes for the meeting on 13/02/13**

The minutes were not approved by two board members WB and JPk. WB stated he had not received a copy and JPk stated the minutes were not an accurate view. It was agreed the approval would be deferred. CD proposed any objections should be listed for further discussion prior to meetings and forwarded to be discussed as part of the agenda.

Action:

LCW to forward a copy of minutes to WB

**Resolution Approval**

The resolutions from January meeting were approved.

CD requested a record of actions from January & February Meetings.

Post meeting LCW recorded actions to be brought forward from January & February minutes as follows:

Board Meeting held 21.01.13

Defined job description required for site staff

Suggestion of the documents contained in the Estate Office by audited and all suitable plans and other documents and other documents be scanned and held electronically for future use.

Paper work issues meeting held 08.01.13

Website /web domain

Signage around the development

CCTV discussions from the past

Proposal to increase staff numbers/hours

Notice boards in the blocks- updated contact details – directors details with VHMC email addresses

Board Meeting held 12.02.13

Email/Letter head policy

CD requested an update on the internal clean of the small blocks. LOS confirmed stage one of section 20 process was in progress and no response from Lessees to date. LOS gave an overview of the section 20 process to the Board.

CD requested an update on the external clean. LCW presented a list of tasks required which included cleaning of rainwater goods, balconies, windows/doors/frames/sills, white cladding panels, roof level copping stones, silver roof bull nose capping, aluminum and brickwork/rendering finishes. The list was provided to show the extent of work required while taking into consideration terms of the lease regarding tenant covenants. The Board acknowledged the covenants were the Lessees responsibility however as, in some cases, the covenants are not followed, for the best interests of the Estate all external cleaning should take place. LCW stated she has received a quote from Vivid Surveyors for £475.00 including VAT to carry out a full specification. The specification is to include key information including building component, description of material, manufacturers cleaning recommendation and cleaning methodology as rendering will need specialist clean. The Board felt this was part of the Planned Maintenance Schedule which Vivid Surveyors have been instructed to produce at a cost of £5000.00. It was hoped there would be enough information in the schedule for quotes to be collated as and when works are required over the next thirty years. While considering options LCW requested 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. DG commented this would be a long term solution rather than having cleans periodic cleans whereas CD was concerned of the cost implications. WB stated there was no evidence to suggest which option was the best and once a clean has taken place we would be in a better position to monitor and at that point an external clean specification would be on file for use again in the future.

Action: LCW to request completion date for PMS from Vivid Surveyors and to ensure there will be enough information in the schedule for Contractors to provide quotes and associated documentation.

CD suggested one off cleans to balconies as a Health & Safety issue. His tenant had slipped on the balcony. LOS asked if there have been any other complaints as none had been received at GHPM. WB stated as the terms of the lease state cleaning balconies and glass balustrade is the responsibility of the Lessee they should be informed of this and that an external clean is being planned for the future.

Action: LCW to collate PMS information in order to obtain quotes for external clean

**Management Report – financial report**

LOS presented the financial report and confirmed he had reviewed the two Barclays accounts for period 31.10.12 to 31.12.12. There were several amounts of monies which could not be accounted for however Board Members were able to give an account and LOS requested them to provide associated documentation. LOS requested the associated documentation for accounting purposes for year end 2012.

Current account

01.11.12 Payment to Barclays £1289.50 Transfer IYP- Site Staff payroll

Action: CD to provide Site Staff payroll paperwork

01.11.12 Payment to Barclays £1305.89 Transfer IYP- Site Staff payroll

Action: CD to provide Site Staff payroll paperwork

12.11.12 Cheque to SE Water £34.77

Action: LCW to obtain copy invoice

26.11.12 Site Staff Salary £625.26

Action: CD to provide Site Staff payroll paperwork

26.11.12 Site Staff Salary £1352.09

Action: CD to provide Site Staff payroll paperwork

19.12.12 Cheque to SE Water £498.30

Action: LCW to obtain copy invoice

19.12.12 Cheque to SE Water £393.18

Action: LCW to obtain copy invoice

Reserve/Company Secretary Account

21.12.12 Payment to Vivid £1550.00

Action: JPk to provide invoice

31.12.12 Payment to Cranleys £1352.00

Action: CD to provide Site Staff payroll paperwork as payment made by CD owing to no access to Barclays account at the time

31.12.12 Payment to Cranleys £479.65

Action: CD to provide Site Staff payroll paperwork as payment made by CD owing to no access to Barclays account at the time

31.12.12 Payment to JPk £208.75

Action: JPk to provide expenses details

31.12.12 Payment to Cranleys £951.32

Action: JPK & CD to provide receipts

LOS suggested the closure of the reserve/company secretary account as this account has bank charges. The Board agreed to close the account.

Action: LOS to Close Reserve/Company Secretary Account

CD requested LOS to look for an alternative account which paid interest. LOS took the opportunity to request information regarding a Newbury Building Account which he had only recently became aware of. CD explained the Newbury Building Account is a reserve account which was set up prior to the Barclays Accounts and opened as back up. He stated there is currently £260.00 in the account which is for Leaseholders service charges. CD stated he was happy for other Board members to be signatories and confirmed the account is for VHMC business only. JPk and JPm agreed to signatories. It was suggested the Newbury Building Account is used for the reserve funds.

Action: CD to facilitate JPk and JPm to become signatories on the Newbury Building Society account

LOS informed the board a total of £99,183.09 is owed to Oval regarding building insurance and suggested this was now paid. JPk stated she had arranged a payment plan before Christmas with Oval and she was concerned they were chasing for the monies. LOS reassured Oval were not chasing however felt it a priority building insurance was paid as funds were currently available. The board agreed to pay and clear the outstanding balance.

Action: GHPM to pay Oval insurance balance

LOS requested information from CD regarding conveyance. LOS stated GHPM had been made aware of a cheque made payable to Cranleys Consulting Limited and confirmation was required to show the cheque had been deposited to VHMC. CD confirmed he would investigate and it was agreed that the Solicitors had assumed they were paying the managing agent on this occasion. LOS requested CD and GHPM put together a procedure for the conveyance to ensure no further missing payments and to ensure all service charges are paid for the year.

Action: CD to ensure Conveyance payment of £250.00 in respect of 156 Winterthur Way is paid to VHMC

CD & LOS discuss conveyance procedure – to be discussed at next board meeting

LOS explained he was in procession of two debtors lists. One supplied by AFA dated 1st October 2012 and the other supplied by CD dated 31st January 2013. The Board agreed to use the debtors list supplied by AFA to chase debtors

Action: LOS to use Debtors list dated 1st October 2012 to chase outstanding debtors

LOS stated he had become aware of credits on some property accounts and he only has information relating to debtors. CD confirmed the credit is carried forward prior year 2011. JPk confirmed this and stated she has paperwork to show credit on her account.

Action: JPk to provide credit information

WB stated he felt better following clarification of who was controlling accounting; GH are responsible for the control of payments in and out which are overseen by the board at the production of monthly finance reports.

LOS requested the board discuss the water consumption charges/credits. It was agreed Lessees property accounts be billed for charges or credited depending on the water consumption for 2012. This would take place in the form of a memo to Lessees. A discussion took place to work out whether it would be in the Estates best interests to have South East Water bill Owners direct in the future.

Action: LCW to make contact with South East regarding water meter charging responsibility

LOS informed CD the Estate Office had forwarded annual return reminder from Companies House.

Action: LCW to email CH annual return reminder to CD

LOS informed the Board GH had received a handwritten note making derogatory comments regarding the board together with full payment of service charge from a disgruntled Lessee. CD requested a receipt is sent to acknowledgement payment of service charge cheque.

Action: LCW to send service charge receipt email to disgruntled Lessee

**Management Report- maintenance report**

The property management report pack received a positive response. LCW stated she had made the report concise to establish the amount of repairs needed on site and board approval was required for outstanding maintenance issues. It was hoped this would be considerably reduced time and it was agreed site visits reports could be reduced in format to show works carried out during the month and planned works. CD gave a direction that in future work could be carried out as long as budgeted for.

LCW went through the quotes in the report. LCW informed the board that the fire systems service and maintenance contract has been extended for six months as the contract expired in February 2013. LCW stated she had collated several quotes from other fire service & maintenance companies. JPk agreed Wessex was the most favourable and they will be considered when the contract with FAFS expires.

The majority of the quotes were agreed; some with the following comments:

Replacement tree outside C/X however CD stated there was also one missing outside blocks Y & D so requested an additional tree is ordered.

Carpet cleaning to go ahead with Hook Carpet providing they are happy to carry out works to blocks when required and quote still stands.

Stairwell clean to MSCP put on hold while Site Staff job descriptions are reviewed.

Graffiti removal to MSCP put on hold has CD suggested this could be painted over.

Quotes from Abseil & Access for high level repair to soffit on block C and repair to roof ladder on block C & D, was discussed and it was agreed second quotes should be collated as soon as possible in package form for comparison due to the amount of abseiling work required at Estate.

Quote from Vivid Surveyors regarding the drying out of ground floor lobby at Block D in order to complete internal redecoration put on hold as other works required to Block first in order to prevent further water ingress.

Quote from Vivid Surveyors regarding the saturated upper brickwork and work required to balcony; the board agreed comparison quotes required.

LCW agreed with the board that if alternative quotes came back cheaper; works could go ahead using cheaper quote, this was agreed to avoid further delays.

The Board discussed the outstanding invoices which total £10,066.80. WB stated if works had been carried to a satisfactory level then they should be passed for payment. It was agreed FAFS and Horizon invoices should be passed however the outstanding invoice for Park Lane Abseiling which relates to work carried out in September 2011 for £1,302.00 needs further investigation.

LCW discussed with the board the authorisation of works by Site Staff. LCW confirmed she had informed site staff that all works need to be authorised and works orders raised.

LCW informed the Board that an outstanding invoice needed to be paid for works to Abseil & Access in respect of work carried out late 2012 to investigate roof leak and coat water proof coating to roofing membrane at cost of £3,420.00 at Block C. It was not possible to claim on the buildings insurance. The board agreed to pay the invoice. LCW informed the board that there was a similar problem at the opposite corner of the Block. Due to the cost the board requested a comparable quote within the package format for all abseiling work as previously mentioned.

LCW brought to the attention of the board that the embankment overlooking main road looks very unsightly with buildup of rubbish, plastic tree covers, dead tress etc. over the years. LCW welcomed the board to visit the estate for a walk around especially to look at the Embankment. JPm agreed to meet LCW on site.

Action:

LCW to raise works orders on approved quotes

LCW to order additional replacement tree outside blocks

LCW to contact Hook Carpets and facilitate works

LCW to obtain second abseiling quotes including works to roofing membrane Block C above 181

LCW to obtain comparable quotes for brickwork saturation and balcony to Block D

LCW to investigate Park Lane Abseiling invoice further

LCW to reiterate the authorisation of works with Site Staff

LCW to pass Horizon and Abseil & Access invoices for payment

LCW to walk site with JPm regarding embankment and MSCP

**Staff Report**

CD requested an update regarding staff. LCW stated Site Staff were working well and suggested a job description in order for contracts to be signed. LCW explained Site Staff welcomed GHPM to site and a good rapport has become established. LCW informed the Board that staff morale was low due to not receiving Christmas 2012 bonus and there is no pay review planned for 2013. CD stated the pay review would be revisited once job descriptions were formalized.

Action: JPm, LCW & LOS to meet with Site Staff to review job description

**Appointment of Accountant**

Two quotes were presented to the board. One supplied by CD and the other from the preferred supplier for GHPM. The board agreed the accountant supplied by CD is the cheapest at £1000.00 plus VAT and CD confirmed the accountant knew exactly what was expected. Sherrington LLP to be given the role.

Action: LOS to make contact with Accountant

**AFA**

The Board agreed to write to AFA once again to reiterate £24,500.00, the facts available and request response within forty eight hours. If no response was received within forty eight hours then further action would ensue. JPk to draft letter and WB to send the letter.

Action: JPk and WB to write letter

**Solicitor**

It was agreed Solicitors would be sought if there was no response from AFA solicitors.

The meeting concluded at 11:00pm

Items 10 to 22 to be carried forward to next meeting to be held on Thursday 18th April 2013 6:00pm at Winton House, Basingstoke

Prepared by LCW, 02.04.13