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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 GH Property Management Services Ltd.  Chiltern Court  St Peters Avenue  Caversham  Reading  RG4 7DH |

VHMC Directors Meeting

**Meeting Details**

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| **Date** | 20th April 2015 | **Time** | 19:10 | **Venue** | AECOM Basingstoke |

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| **Present** | **In attendance** | **Absent / Apologies** |
| * Martin Edge * Wayne Buckley * Simon Hirst (Phone) * Dave Griffiths * Matt Garvey * Jaz Parmar | * Andrew Copley (Chaneys) |  |

**Minutes of Meeting**

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| **Item** | **Description** | **Action** |
| **1**  **19:10** | *Approval of Board Minutes*   * The board agreed the minutes of the meeting held on 23rd March. | * None |
| **2**  **19:20** | *Matters Arising:*   * ME reviewed matters arising noting actions to be carried forward. | * None |
| **3**  **19:30** | **Operations Update:**   * AC provided an update on operational issues relating to the Estate. * Specific issues of note:   + Major leak identified in block d. Remedial action is being progressed.   + Man safe inspection has noted material failures in safety equipment. Remedial action is being progressed.   + Grounds maintenance materially improved * AC presented revised quotes for MSCP lighting refresh. The board agreed to progress with contracting SMS to complete the refresh programme. ME requested that start date be confirmed ahead of the members meeting. * AC confirmed Sarah Merrison had started as estate manager and that the estate office was being refreshed to accommodate changes to on-site staff. WB noted that staff should be provided with tablets to facilitate estate reviews and reduce manual rework (enabling more time to be spent on value added work). AC noted that SM performance had exceeded his expectation. * WB noted that MI for maintenance defects and repairs needed collation to facilitate investigations and proactive incident management. | * AC to propose mechanism for capturing issues, defects, repairs & maintenance management information. |
| **4**  **20:00** | **Project Update:**   * Estate rules.   + AC confirmed published to all members, residents and local agents.   + The board agreed the following launch schedule: Environment (1st May soft, 1st July hard with penalty); Pet & vehicle registration (1st July soft, 1st Oct with penalty); leaseholder registration (1st Oct soft, 1st Jan hard)   + MG noted that rules should be summarised and posted on all building notice boards * First impressions   + The board agreed to accelerate delivery of the trial block (blovk F) lobby refurbishment. Once complete, the new specification will be implemented across each of the larger blocks with a target delivery timescale of 6-8 weeks.   + AC confirmed quotes had been provided for repainting of lines & grounds maintenance improvements had been actioned as planned. * External Appearance   + AC confirmed locations for trial cleans had been identified (multiple floors covering each material type) & that relevant members had been approached to request access. Next step is to identify potential vendors & commission trials.   + The board agreed to postpone progressing S20 notification pending completion of the trial. * Long term planning   + The board requested AC review previous survey information documented by Vivid surveyors. AC committed to completing this review by May. The board anticipates conversations with members regarding the potential impact during Aug/Sept. * Site Services.   + No progress to report * Self service   + No progress to report | * AC to publish estate rule summary in all foyers / notice boards. * AC to progress block F foyer refurbishment & provide photo’s to board for review at next months meeting. |
| **5**  **20:30** | Finance update:   * AC walked the board through arrears, budget and expenditure reports. * AS confirmed expenditure remained in line with budget forecast & that no material variances had yet been identified. * WB requested electronic copies of non-member specific financial and operational reports to be posted on-line. | * WB to post non-member specific financial and operational reports on-line as appendix to minutes. |
| **6**  **20:40** | Members meeting:   * WB shared the draft presentation for members meeting with the board. The board agreed to update the presentation & restructure the flow to move finance to end of presentation. | * WB to update presentation. |
| **7**  **21:00** | AOB   * The meeting closed at 21:00 * The next board meeting will take place on 18/05 at 7pm | * None |