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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 Chaneys Surveyors & Property Managers  Chiltern Court  St Peters Avenue  Caversham  Reading  RG4 7DH |

VHMC Directors Meeting

**Meeting Details**

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| **Date** | 18th May 2015 | **Time** | 19:10 | **Venue** | AECOM Basingstoke |

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

**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 20th April 2015 | * None |
| **2**  **19:20** | *Matters Arising:*  ME reviewed matters arising:   * Options for resolving water billing to be progressed by Chaneys c/fwd * Estate rule info graphics for notice boards c/fwd * Block F refurbishment c/fwd | * WB to provide Chaney’s with draft specification. |
| **3**  **19:30** | **Operations Update:**   * AC noted that estate office had been cleaned & new storage obtained at modest cost to enable restructuring of on-site services. AC confirmed the changes would now allow two staff to work on site concurrently allowing more back office administration to be undertaken on-site. * Volume of outstanding leaks have been reduced with 7 (of 40 peak) outstanding. * AC noted that fire regulations require, amongst other items, inspection of flat front doors (into communal areas) on an annual basis. The board agreed that where a door (or any other item) fails safety inspections, remedial action should take place immediately with retrospective billing to the leaseholder. | * None |
| **4**  **20:00** | **Project Update:**   * Estate rules.   + AC confirmed that estate rules had been well received by the majority of members and residents; no adverse reaction has been received. * First impressions   + WB committed to sharing the first impressions brief with to share brief with Chaney’s within next 48hrs. * External Appearance   + AC confirmed that a conveyance appointed – first meeting next week; anticipate full report & proposal being provided to the board in July. * Long term planning   + Report to be made available to board next month. * Site Services.   + AC committed to deliver new cleaning specification with third party and internal cost model applied ahead of the next meeting to facilitate site service review. * Self service   + No progress to report * Parking   + MG confirmed opportunities for 15-20 new visitor spaces had been identified; plan now to be reviewed by fire officer.   + Double bays to be reviewed to understand contractual limitations / original intent.   + New enforcement team to be appointed.   + New visitor parking bay policy to be progressed. | * WB to share firs impression brief with AC * AC to schedule board introduction to conveyance post appointment. * AC to confirm schedule for long term planning initiative * AC to provide board with site cleaning specification ahead of next meeting. * MG/AC to document proposed parking policy for formal approval post fire officer review. |
| **5**  **20:30** | Finance update:   * AC provided an overview of financial position & confirmed spend was progressing to plan. * Case Duttons screw up to be corrected. * Patels, Davison * Arrears report to board by end of week * Full financial report next month – budget review | * None noted |
| **6**  **20:40** | Strategy Discussion: Creating a Family Friendly Environment   * The board agreed to review opportunities for:   + Natural wildlife area & children’s park to be installed at the base of Block E. AC to open conversations with local authority wrt progressing feasibility study.   + Implementation of park benches   + Implementation of fixed BBQ   + Family fun day to engage residents | * AC to draft proposal |
| **7**  **20:40** | AOB   * The meeting closed at 20:40 * The next board meeting will take place on 15/06 at 7pm |  |