|  |  |
| --- | --- |
|  | **Residential Management Company limited by guarantee with no shares**  **Co no.:**  **04659245 Registered in England and Wales Registered office:**   c/o Chaneys Chartered Surveyors Chiltern Court  St Peters Avenue  Caversham  Reading  RG4 7DH |

VHMC Directors Meeting

**Meeting Details**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Date** | 27th July 2015 | **Time** | 19:00 | **Venue** | Scott House, Basingstoke |

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

**Minutes of Meeting**

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Action** |
| **1**  **19:00** | *Approval of Board Minutes*   * The board agreed the unfinalised minutes of the previous meeting held on 18th May 2015   Matters arising:   * None | * WB to provide copies of previous minutes |
| **2**  **19:30** | *Exterior Cleaning Programme*   * Board introduced to Ed Layton of Thames Valley Surveying who Chaneys are proposing to oversee the exterior cleaning programme at Victory Hill * Ed gave an overview of his experience and the DOFF system of cleaning being his preferred method of cleaning, which uses steam and is gentler of the render of the building. * AC advised that Ed Layton’s project management fee would be 8% and Chaneys will charge 2% for overseeing S20.   The Board agreed to proceed with TVS subject to a contrasting quote to meet with due diligence. |  |
| **3**  **20:00** | *Chaneys Action Log*   * Finance Report   AC noted that he is still awaiting update from Simon  Chaney’s software providers have arranged a quarterly finance report as requested by the board  Agreed that AC and SH need to discuss how accounts can be properly collated.  ME raised concerns over manual transfer of information and that the financial reporting process may already be too complicated and is at risk of falling down.  AC assured the board that the system will work once agreed.   * Service Charge Budget   Spend to date discussed  AC advised that the larger blocks are on budget but the smaller blocks are over budget  MG highlighted that the electricity bills for the blocks appear high  AC advised that unpaid bills from the last period have been paid out of this period.  It was suggested that the budget for reserve funds should be separate for special projects  It was also suggested that there should be 2 budgets for legal fees – recoverable/non recoverable | * AC/SH to liase re finance reporting * AC to action * AC to action |
| **4**  **20:20** | *Operational Update*   * Arrears Recovery   Report presented to board, agreed that arrears are falling   * Buildings Insurance   WB asked that a future discussion is scheduled regarding the buildings insurance in particular if leaseholders would prefer to agree an increase in premium to allow for a lower excess per claim.   * Leaks   Leaks between individual properties discussed. Agreed that there must be clear boundaries regarding our involvement as currently we are being asked to get involved in matters outside of our jurisdiction.  Agreed that more time for discussion needs to be devoted in a future board meeting, however a help/fact sheet for Leaseholders and Letting Agents may be a good way forward.   * Cleaning contract   AC outlined his findings re the current cleaning contract and the cost comparisons to bringing the cleaning ‘in house’. AC summarised that it would be more cost effective to hire an in house team, which would provide more hours cleaning service at a cost saving.  AC suggested passing the responsibility for litter picking to Jeff Ross saving nearly £900 per month which was agreed.   * Kone lift phone upgrade   Agreed not a necessity at present as current system is functioning relatively well   * On Site Caretaker   AC advised that a tablet had been purchased and using a software package called Prontoforms, all block inspections would be carried out electronically ensuring everything is captured and carried out.  It was agreed that a job description for the role of Caretaker would be devised   * Lobby Refurbishment   F block lobby refurbishment complete. Board approved rollout to all other lobbies. Agreed that existing pictures will be replaced with more modern ones.   * Line marking of car parking spaces   Quote received from Parking and Property Management for £1995.00 + vat approved by the board. OK given to put the bay numbers on the floor rather than a sign on the kerb.   * Bins in outside communal areas   Agreed by board   * Purchasing of 2 dehumidifiers   Agreed but put on hold until next accounting period   * SE Water approved water meters   AC updated re our preliminary investigations into the installion of SE Water approved water meters. SM said that the changeover was possible and the process would be dealt with by SE Water, however an approx cost of £257 per flat would be payable.  Agreed that SM would meet SE Water engineer on site to get a clearer understanding of requirements and obtain a site report that the board can see. ME propsed that the idea is put to vote at the next AGM.   * Summer B-B-Q   SM reported that the response to the yes/no ticksheets in the lobbies gave a majority yes to a summer B-B-Q. | * Schedule for discussion future board meeting * AC/SM to look into content of fact sheet * AC/SM to present finalised report for agreement * AC/SM to implement * AC/SM to arrange * AC/SM * SM * SM * SM to draw up a proposal for approval by board |
| **5**  **20:30** | *Teamwork*  AC introduced the Board to cloud based software ‘Teamwork’ and its capabilities. Useful features such as the ability to allocate tasks to specific board members and using as a hub for conversation was also discussed.  WB said that it was important that tasks always had an owner/priority and due date and were closed as soon as appropriate. | * AC to check |
| **6**  **20:40** | *A.O.B*  ME advised that the Newbury bank account had now been closed. The closing balance of £2671.27 was given to AC to bank. |  |
|  |  |  |
|  |  |  |