



**Victory Hill Management Company Limited**

Residential Management Company limited by guarantee with no shares

Co no.: 04659245 Registered in England and Wales Registered office:

c/o Chaney's Chartered Surveyors

Chiltern House

Marsack Street

Caversham

Reading

RG4 5AP

**MINUTES OF THE VHMC ANNUAL GENERAL MEETING 2015**  
**Held at: Basingstoke College of Technology, Basingstoke, Hampshire**  
**Tuesday 24th November 2015**

**Board of Directors:**

Martin Edge Chairman

Simon Hirst Finance

Matt Garvey - Director

**Apologies:**

Wayne Buckley Operations

Jaz Parmar Resident Liaison

David Griffiths Director

**Chaney's Chartered Surveyors represented by:**

Andrew Copley

Sarah Morrisen

**Leaseholders in attendance:**

150 Winterthur Way – Mrs Onyuike

376 Winterthur Way – Mr Mason

329 Winterthur Way – Mr D How

193 Winterthur way – Mr S Smart

179 Winterthur Way – Mrs Ying Zhang

183 Winterthur Way – Mr Patel

Mrs Patel

269 Winterthur way – Mr N Souter

354 Winterthur Way – Mr D Hume

408 Winterthur Way – Mr R Davies

358/483 Winterthur way – Mr P Cheeseman

395 Winterthur way – Tenants on behalf of Mr & Mrs Kent

159 Winterthur Way – Mr L Wolnik

136 Winterthur Way – Mr K Craven

Mrs J Craven

130 Winterthur way – Miss A Etuazime

Mr H Orieke

339 Winterthur Way – Mr P Smith

Mrs L Smith

397 Winterthur Way – Mr Wilson

Mrs Wilson

82 Winterthur Way – Mr K Waller  
419 Winterthur Way – Ms Lubkowski  
255 Winterthur Way – Mr Duan

## **Other Attendees**

Romans Estate Agents

### **1. Welcome and Introduction.**

The Chairman welcomed the attendees and introduced those present, apologies for those not in attendance. The meeting commenced at 19:30 Hours.

- **Chairman's Message**

The Chairman summarised the current position, advising of a much improved situation for Leaseholders. Particular points raised were:

- A healthy cash flow
- A significant decrease in arrears/debtors
- Improvements on site
- Progression of the pending external cleaning works

The Chairman stated that the prospects for Winterthur Way were in great shape.

- **AGM 2014**

The minutes from the 2014 AGM were adopted as a true account.

- **Appointment of Directors**

No expression for new Directors

Despite the Articles of Association not expressing a time limit for how long a Director can stand, it was agreed that the following Directors would be stepping down and forwarded for re-election:

Martin Edge  
Simon Hirst  
Wayne Buckley  
Jaz Parmar  
David Griffiths

It was suggested that this process was held until further on in the meeting, so agreed to be revisited later on into the meeting.

### **2. Looking Back**

- **Financial Review 2014**

Simon Hirst advised that 2014 was a complicated year and required much tidying up. The accounts for 2014 are available to view on the Winterthur Way website and Simon also stated that he was happy to receive any queries by email.

Proposer – 329 Winterthur Way  
Seconded – 193 Winterthur Way

No objections were raised.

- **Financial Forecast 2015**

Andrew Copley detailed the financial forecast for 2015

No objections were raised.

- **Arrears**

Andrew Copley advised that compared to arrears of £220,000 for 2014, current arrears of £52,357 were a vast improvement.

### **3. Looking Forward**

- **Service Charge Budget**

Andrew Copley reported that the estate charge was down by 2.5%  
However there was a rise of 7.5% for buildings insurance (Inc IPT rise of 3.5%)

The board have agreed to a re-evaluation ahead of discussions with freeholder in an attempt to lower insurance premiums.

Martin Edge reported that insurance premiums accounted for 22% of the service charge budget, which was attributed by the number of leaks which in turn increased the insurance premium.

Andrew Copley reported that the light upgrade in the multi-storey carpark has meant significant electricity savings.

Andrew Copley reported that overall the budget increase was 2.5%

- **Service Charge Payment Terms**

Lease states due in advance of 1<sup>st</sup> Jan in each year.  
Board recognises that this is a difficult time of year for many.  
Agreed for 2016 to have 2 equal payments on 1<sup>st</sup> Jan / 1<sup>st</sup> July.

- **Project Updates**

- External Cleaning.
- Estate Rules.
- Lease Compliance.
- Long Term Planning.
- Member & Resident Self Service.
- Parking.
- Site Services.
- First Impressions.
- Water Meters.

- **External Cleaning**

Andrew Copley updated on the progress of the external cleaning works.

S.20 Notice of Intention served on leaseholders.

Building Surveyor appointed to oversee works.

Specification available on Winterthur Way website.

Consultation closes on 25<sup>th</sup> December.

Test areas being undertaken.

Statement of Estimates to be served in January 2016.

Works planned for Q1/Q2 2016.

- **Estate Rules**

- Given to each new owner/tenant.
- Daily and weekly inspection routines implemented.
- Lease breaches logged.
- Warnings and fines implemented.

- **Lease Compliance**

- Lease requirements
- Consent Process - Streamlining
- Documents Required
- Deed of Covenant
- Tenant References
- Tenancy Agreement
- Leaseholder/Agent Support
- Knowledge Base
- Document Download
- Estate Rules

Andrew Copley advised that consent to let queries can be done via the Winterthur Way website.

- **Long Term Planning (Planned Maintenance Schedule – PMS)**

- Consultant Building Surveyor appointed.
- Annual review.
- Informed reserve budgeting.

- **Member & Resident Self Service**

- Short Term - Helpdesk System - Now operative
- Medium Term – Resident Issue tracking.
- Long Term – Resident Account access.

- **Parking**

- Lineage repainted.
- Visitor's spaces clearly marked.
- New Parking Control firm appointed.
- Extra Visitors Spaces planned.

- **Site Services**

- Estate Manager
  - Digital reporting.
- Cleaning
  - Following review agreed to bring in-house.
  - Improved cleaning schedule but within current costs.
  - Operative interviews underway.

Landscaping

- Following review new contractor appointed.
- New planting undertaken.
- Bark replaced
- Seasonal flowers planted

- **First Impressions**

- New internal signage installed.
- External signed in development.
- Repair/renewal of postboxes underway.
- Provision of external communal waste bins done.
- Lobby Upgrades
  - Block F trial – Roll out over next 6 months.
- VHMC in discussions with SEW about direct billing.
- Investigating costs of installing SEW compliant meters.
- Simpler billing for residents and landlords with tenants.

- **Appointment of Directors (revisited from earlier in meeting)**

Put forward for re-election:

Martin Edge  
Simon Hirst  
Wayne Buckley  
Jaz Parmar  
David Griffiths

Proposer - Matt Garvey  
Secunder –Stewart Smart

No objections raised

- **A.O.B**

The Multi-Storey Carpark lighting was discussed. Whereby the lights only comes on behind you and not in front, which was raised as a safety concern – ongoing discussions

Concerns were raised regarding children running in the corridors and washing on balconies – lease compliance is ongoing

Pigeon mess on balconies was discussed – ongoing

Parking issues were raised, Andrew Copley advised that longer term solutions were being considered.

Meeting ended at 21:00 hours