



## **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 VICTORY HILL MANAGEMENT COMPANY ANNUAL GENERAL MEETING 2020**

**Online held over Zoom  
Monday 15th June 2020**

### **Board of Directors:**

Matt Garvey - Chairman  
Martin Edge – Director  
Jaz Parmer - Director  
Des O'Neill – Director  
David Griffiths – Director  
Wayne Buckley – Director  
Matt Bertram – Director  
Stewart Smart - Director

### **Apologies:**

Edward Loughrey

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

Andrew Copley - Director  
Sarah Morrisen – Senior Property Manager

The meeting commenced at 18:30 Hours.

#### **1. Chairman's Message**

Matt Garvey introduced himself as VHMC Director and Chairman.

Lived in Cherry block for 6 years and then moved out after which he became a VHMC Director.

Is the Managing Director of West Berkshire Training Consortium in Newbury and has also been a Special Constable for over 11 years.

Basingstoke is a great place to live with lots of opportunities and the state of the Winterthur development is very key.

The last year has been challenging, became Chairman in the autumn after some difficult challenges, firstly the loss of Jeff Ross, Estate Manager, who was a fixture of the estate and well known to us

all. Then the virus came along which made it harder for Chaney's to do their job effectively. There have also been internal board issues that have proven quite difficult to resolve. Put all those together and that is why this AGM is late. We plan to get into the routine of November AGMs, making us accessible and accountable to all members.

### Winterthur Way:

#### Strengths:

Great location

Urban village which is more secluded than other town developments

Apartments are a good size

There has been significant investment into first impressions – lobbies, estate office, CCTV, undercroft security, fob access to the buildings and binstores, investment in the outside grounds, we are blessed with green, open areas onsite.

#### Weaknesses

Visitor parking, it is a contentious issue but is a limitation of the estate, however one of our new Directors has some ideas regarding this

The estate is over 15 years old and is an aging estate, water leaks are an ongoing issue which push up insurance premiums and excesses

Pigeons and pests

Leaseholder engagement i.e. VHMC Board engaging with Leaseholders

Feedback received from Romans letting agents that the exterior has held up well and that is the first impression, however this first impression is undermined by the second impression of the actual flats which are often not well maintained. This is in addition to the water leaks mainly from hot water cylinders that have not been properly maintained by Leaseholders. The plan is to engage with Leaseholders regarding this in the coming weeks.

Recently, 2 new Directors have been co-opted to the VHMC Board and a new assistant Property Manager is planned onsite soon.

VHMC plan to re-tender for the Managing Agent services to market test whether we have the best agent at the best price.

#### Threats

New modern blocks are being built, we must maintain Winterthur Way as an attractive and inviting place.

Cladding and balcony issues (will be discussed later) which will be time consuming and expensive  
A dysfunctional Board of Directors, which has been evident in previous meeting minutes. After taking over as Chairman last year, against a backdrop of bullying and sexism, we all have endeavoured to work in a way that is best for the Members, however a small minority have consistently refused to accept the outcome on majority votes. As Chairman my energy has been wasted dealing with arguments, disputes and obstacles rather than on board decisions. The Board should be made of the best possible people working together in a positive and courteous way.

5 of the 9 Directors are subject to approval by members today and would encourage scrutiny of these individuals to satisfy yourself that they are the right people to lead your Company.

#### **Apologies and proxy votes**

Sarah Morrisen detailed apologies and proxies received by noon, 14<sup>th</sup> June 2020:

115, Mr A Anand - Proxy to Chair  
137 - Mr T King - Proxy to Chair  
202/223 - Mr D Pluckrose - Proxy to Chair  
214/234/253 -Mr Mukesh Thakkar - Proxy to Chair  
260 - Mr & Mrs Allen - Proxy to Chair  
291 - Ms D Eatock - Proxy to Chair  
314 - Mr & Mrs Murphy - Proxy to Chair  
348 - Mr & Mrs Lais - Proxy to Chair  
382 - Vanessa Delaney - Proxy to Chair  
407 - proxy vote to Candice Karreman

## **2. Appointment of Directors**

MG – The Memorandum and Arts set out management of the Company and state that at each AGM, a third of Directors should retire and if they wish put themselves up for re-election. We didn't follow these rules previously, so in order to determine the 3 retiring Directors for this year and the following 2 years, we assigned lots. This process was carried out by the Company Secretary (Chaneys) and the 3 retiring Directors for this year are:

Matt Garvey  
Des O'Neill  
Dave Griffiths

Re-election is presumed unless a poll/vote is requested by the members.

Wayne Buckley requested that a poll is held for each of the Directors due for re-election  
Colin Davison seconded that by way of a text message  
Andrew Copley – Does anyone want to oppose Matt Garvey being re-elected as a Director  
Colin Davison – There seems to be a misunderstanding as to what a poll means, a poll should be in writing to all members and not called in a meeting as is the case here  
Andrew Copley – an electronic poll has been set up for these purposes  
Colin Davison – a poll is writing to all members or a vote is held in a meeting  
Andrew Copley – we are carrying out a vote in this meeting  
Wayne Buckley – to clarify I wish to do a vote as this is something I wish to progress today

Matt Garvey – referred to the Mem and Arts:

- In the guidance a definition is not given and does not specify the nature of a poll
- A vote can be a show of hands or on a poll
- Votes may be given personally or by proxy
- Where a poll is called, the power is given to the Chair to say how it will be conducted
- I am therefore guided by that constitution
- The meeting vote will count as the membership decision

### **Matt Garvey re-election:**

Andrew Copley – does anyone have an objection to Matt Garvey being re-elected as a Director?  
No objections raised. Matt Garvey was re-elected as a Director.

Poll – Matt Garvey

41 – for  
3 – against  
6 – abstain

Re-election confirmed.

**Des O'Neil re-election:**

Andrew Copley – next re-election is Des O'Neill, does anyone have an objection to his re-election?

Wayne Buckley – Yes, I do. In 2016 I proposed that Des should join the Board and since doing so he has made a number of positive contributions, however over the past few months, I have grown frustrated at the perceived unwillingness of Des to work with other Board members and he has shown unnecessary confrontation. His decisive and bullying behaviour has created a toxic environment. There has been more time addressing these behaviours than talking to residents and members and his behaviour is alienating the majority of the board and whereby we are now questioning our positions. The situation has become untenable and unsustainable.

I have also questioned Des' intentions of being on the Board, he has refused to offer free advice or consultancy which has conflicted with what I consider the role of a volunteer to be. His decision to remain an active member of the Board whilst tendering for VHMC services and the orchestration of Chaney's to make changes to parking outside of formal governance arrangements leads me to question his motives.

I am also worried about his ongoing appetite to spend reserves.

I am concerned about his bullying behaviour, that if in a work environment, would result in his suspension. It was not appropriate that his behaviour in a meeting led to another Director leaving in tears.

It is not in our collective interest for Des to remain a member of the Board and I will be voting against his re-appointment and at least 2/3 of the Board will be voting against Des' re-appointment.

Des O'Neill – I am disappointed that it has come to this and I would like to read out the goals of the Board:

- To protect and grow the value of member's investments by a culture of continuous improvement
- To protect the image of Winterthur Way as a premier residential development

That's why I joined the Board, my investment and your investment needs to be spent wisely.

To achieve these goals and as you can read in my bio, I lead in the upgrade and enhancement of the lobbies. The development was run down and dilapidated which I did not want to see continue.

To reply correctly to the accusations that have been put, everyone should take it from the baseline, the day I joined the Board. Last year I called for an EGM, which was declined. It is important to understand that Wayne is making accusations about people leaving a board meeting in tears and that is inaccurate. Therefore, on this position, I would like to have an EGM, and make available all documentation, transcripts of emails (especially sent by Wayne Buckley and Matt Garvey) so everyone can see. I don't have anything to hide. I want my investment to grow and that's why I joined the Board.

Martin Knowles (335) – Do you run a business that may be pitching for VHMC work as alleged?  
D'ON – No, I run a business, I'm not pitching for any work at VHMC

Guy – 390 – Were any complaints received or minuted about the behaviour of Des?

MG – a good question, can I request that Andrew Copley as Company Secretary answers the question

AC – I don't believe there has been any formal complaint made that has been formally minuted and decided on.

MG – Unfortunately there isn't a formal complaints process hence why the Code of Conduct is being tabled for discussion today.

David Southgate – How long have Des and Wayne been on the Board?

MG – Wayne Buckley – 2012, Des O'Neill – November 2016

D'ON – to note Wayne Buckley was absent for 2 years with no formal apologies

Colin Davison – Has Des pitched for work in the past?

D'ON – I tendered for the cleaning contract last year, I formally asked the Board, which is minuted, whether I could tender, the Board said yes on the provision that should I be successful, I would resign my Board position. Everything is upfront and minuted. As it turned out, no tenderer was selected and we're in the current position of employing onsite staff.

Re Wayne Buckley comments, he should have thought about them more thoughtfully, I do believe that he is in breach of the current Code of Conduct.

Vernon – 406 – Des, you said earlier you joined the Board to protect your investment, Matt has made it very clear that he is working for the benefit of all Leaseholders and Residents, do you buy into that?

D'ON – Absolutely, I'm protecting my investment, which protects all investments. My aim was to enhance the appearance of the site as 1<sup>st</sup> impressions count for everything. If we collect money in, we should spend that money on continuous improvement of the site. If people look at the minutes, that process is halted.

MG – I will add to that as it should be a balanced picture. My experience has been constantly reining in the ambitions of Des with our money and as we enter these very challenging times, we have to protect the best interests of our members and we can't keep running up these discretionary projects. We have very different visions. Many of the Board could not continue along the current lines of working with Des.

D'ON – this special resolution does not need to be voted on this evening, it needs to go to an EGM, I asked for an EGM last year and it was refused, so everybody understands the process that I went through. I'm being very careful what I say in this meeting otherwise it will be called a breach under the current Code of Conduct. I would like all 380 members to see what went on from the start of last year following through from Jaz, Wayne and Matt. It's very important for everyone to see. I urge everybody not to make this vote this evening, you as members have the right to say who is on the Board and this is an attempt to steam roller me off of the Board.

Jamie Robins – 243 – If Des is reappointed how will you work more harmoniously? Des, in your bio, you state your sole objective is to enhance the development and its appearance. What is your position on the matter of health and safety, cladding and leaks?

D'ON – I have mentioned to the Board re health and safety, we are in breach of that code with the employees we have onsite and the Board is fully aware. I have made comments re the cladding to Andrew and its very important that we get the cladding sorted and corrected. I have emailed saying we should go ahead with the cladding and we should submit for the grant. We are in a situation of reactive maintenance and that was something we were in 3 years ago. We spent money to put a planned maintenance program in place and the Board voted to halt all planned maintenance works. We rely on reactive maintenance.

MG – I want to clarify, you have brought up health and safety issues and when we asked that you support us with that, your reply was “I’m not here to give free consultancy”.

D’ON – that information was not given to the Board, it was given to Wayne when I was asked to come onto the contract review committee to review Chaney’s contract. The first question I was asked in that meeting by Wayne was “do you intend to bid for the tender”, I said “absolutely not” and therefore, when I was asked to do certain things, I said I am not a free consultancy, so Wayne who was in charge of the sub committee gave me tasks that I could go and perform which I did. What you’re saying Matt is info passed to you by Wayne and not minuted at any meeting.

MG – the first time you said it was in open forum, the second time it was at the committee meeting.

D’ON – are you supporting an EGM for this to be discussed openly and put to all members?

MG – an EGM is an entirely separate process, this is an AGM and the process in this meeting is the retirement of 3 Directors and their re-election and that’s what we are trying to do now. If somebody after the AGM requests an EGM, there is a process to do so and the board is obliged to hold that EGM. I’m satisfied that we have a request for a vote and that we should have a vote to abide by the democratic decision of our members.

7 – for  
33 – against  
13 – abstain

Des O’Neil was not re-elected to the Board.

### **Dave Griffiths**

DG – Over the years I have owned 6-7 companies and I always try to apply common sense. I have been on the Board longer than anybody else and I’m prepared to continue working on the Board for the benefit of the Leaseholders. Des has shown me he is not a team man and if Des stays, I will come off the Board.

42 – for  
10 – against  
7 – abstain

Re-election confirmed

### **Matt Bertram**

MB – I live at Winterthur Way as a Leaseholder and my experience has been mixed, there are positives, but some things can be made better which I have raised and complained to, to Chaney’s. I attended my first Board meeting 3 weeks ago. As volunteers, the time we put in should yield maximum benefits to Leaseholders.

Jack Blogg – what do you want to achieve as a Director?

MB – to improve the site from an angle as someone that lives onsite. There’s a fair bit to improve, projects move very slowly. I am happy to engage with other Leaseholders.

Colin Davison – why are so many Directors needed?

AC – The Memorandum and Articles don't specify a maximum and we are lucky to have people to give their time.

Poll – Matt Bertram

57 – for  
3 – against  
5 – abstain

Matt was duly elected to the Board

### **Edward Loughrey**

AC – Now for the appointment of Edward Loughrey

MG – Edward is not present at the meeting, he's a serving Police Officer in the Met and unable to attend today. He has only just got involved but has already shown an eye for detail and the ability to come up with solutions. He is focusing on ASB, drug use onsite, and has ideas regarding parking and pests and pigeons. He is a really good addition to the Board.

52 – for  
4 – against  
8 – abstain

Edward was duly elected to the Board

### **3. Minutes of previous AGM held November 2018**

- **Embankment lighting** – Lights have been installed all the way down the embankment area which was previously very dark. Following on from installation the lights were vandalised, we suspect from those that used the area to loiter. To make the area more exposed we carried out a cutback of the foliage by 1.5m either side. The lights were repaired and there have been no further occurrences of vandalism.  
Now completed
- **Elm Block insurance claim** – Following on from 5 identified leaks affecting flats 309/299/298/297/296, a major insurance claim has been raised overseen by Chaney's, Thames Valley Surveying and Cunningham Lyndsay Loss Adjusters. The associated works are progressing well, claim value IRO £300,000.  
Now completed and paid out in full
- **Fitment of individual SE Water Meters** – Following on from the s20 process, SE Water are due to start the fitment of meters in December 2018.  
Now completed
- **Children's play area** – A feasibility study will be carried out in 2019 regarding the provision of a simple play area onsite for children to be allowed to safely play in. At this stage this is in its infancy. Considered by the Board, after much deliberation the Board decided not to proceed
- **Fire Risk Assessment Reviews due** – Early 2019  
Now completed

Minutes agreed

#### **4. Adoption of Director's Code of Conduct**

##### Special Resolution

- *THAT the members of the Company hereby grant authority to the Board of Directors, to remove a Director from his office in such instances where the Director has committed a repeated or material breach of the Code of Conduct (prepared by the Company and entered into by the Directors). In such instance a "material breach" requiring a breach that goes to the heart of their obligations as a Director and is considered irreparable by the Company. Such removal shall only be possible if the Board of Directors vote the majority in favour of the removal of such Director. The Director in question not being entitled to vote on the matter. The authority so granted shall apply from the date of passing of this resolution and shall, unless renewed, varied or revoked by the Company, expire after a period of 5 years from the date of its passing*

MG – The Board have agreed the revised Code of Conduct and a brief was sent to the Head Partnership.

Currently the Board has the power to add a Director but not to remove a Director when they breach the Code of Conduct.

The Code of Conduct that has been adopted has a resolution that asks members to delegate that power to the Board so that by majority vote, if found to be in breach of the code, can be removed. Members still have the powers to request a vote to remove a Director as per the Mem and Arts.

AC – I will now summarise the pros and cons, firstly I have a letter from a Leaseholder to read out:

"I would like you to highlight the following regarding the proposed Code of Conduct.

The power to dismiss is vested in the Members under Article 186 of the Companies Act and in my experience, it would be unusual to delegate this power to the Board of Directors.

The Act envisages that a resolution to dismiss a Director could arise from within the Members in which case a general meeting has to be called, the motion is put forward and the Director concerned has the opportunity to put his own case and defend himself in front of the membership present at the meeting. A majority vote determines the outcome. Any Directors present vote as ordinary members"

AC – we look after around 250 developments and we don't usually get these issues and usually the majority rules.

The Directors see and can access the behavior of the group and the Directors are the right people to make this decision. There are pros and cons to both. Members still have the right to decide on the Directors by calling an EGM. We just want the Board to return to a harmonious state.

MG – one question that comes up frequently is that this resolution removes the right from members. It doesn't, the right of a member to request the removal of a Director remains, this resolution adds to this existing power.

Colin Davison – can you explain in more detail as our understanding is that it allows you as Directors to make that decision. Any disagreement should be put in front of the members at an EGM and allow them to vote on that decision.

MG – yes, Members need to give a 75% majority approval. It will allow the Board to remove a Director if they are in breach of the Code of Conduct. It is a resolution empowering the Board re a breach of the Code of Conduct.

Colin Davison – you should be asking a wider audience

MG – the original Code of Conduct fell out of use and we embarked upon a Code of Conduct that replaces the previous. The Solicitors had sight of the previous one and a lot of it has been transplanted across.

The Board felt that conduct was below acceptable by a Director and there was no way of regulating other than an EGM, this poor conduct has prompted this Code of Conduct. It requires a 75% majority vote from members to pass.

Colin Davison – re voting, are you respecting that we have different voting numbers for different Members present?

AC – The Mem & Arts as they stand is 1 member, 1 vote regardless of the number of properties they own.

### **Vote – Special Resolution**

For – 33

Against - 14

Abstain - 8

60% for adoption but not passed as a 75% vote is required.

## **5. Managing Agent report**

- Installation of South East Water meters and oversee of works

S20 process of installing SE Water meters to Birch, Cherry, Holly, Elm and Fir has been completed and took 3 weeks in early 2018 to complete the works. Subsequently Leaseholders/Tenants now receive their bills directly from SE Water.

- Insurance claim in Elm block affecting 6 properties, settlement value IRO £300,000. 3 separate leaks caused substantial damage inside 6 properties in Elm Block, 3 of the flat households had to be moved into temporary accommodation whilst the search and find and repair works were carried out. The entire process took 6 months to completion and cost in the region of £300,000 (which was covered under the buildings insurance). Luckily, we have not seen a rise in premium or excess upon renewal. We worked with the insurers and loss adjusters to make sure the process ran as smoothly as possible.

- New estate office

Will be covered later on in the agenda under Projects

- Refurbishment of the lobbies to the larger blocks

Will be covered later on in the agenda under projects

- Replacement main entrance doors to the larger blocks

Will be covered later under projects

- Increased security onsite – CCTV, automatic gates, access control

Will be covered later under projects

- Replacement bin store doors to Elm and Oak binstores

Will be covered later under projects

- Cutback of the embankment

- Full sized lampposts on the embankment path

- Working with Community Safety Officers and Local Councillors regarding children playing on the estate and various anti-social behaviour issues

Children playing in an unsupervised manner onsite, often inside the lobbies and in the car park area cause a lot of noise and disturbance to Residents, this gets particularly worse in the summertime.

- Actively working on pest control measures to reduce rat activity onsite, especially in the area of Birch Block.

- Recently dealing with a leak on the mains water supply to Holly and Elm
- Managing external repairs and water ingress into several flats during the recent storms at the beginning of the year and undertaking the necessary repairs

## **6. Cladding – Cherry, Holly and Elm**

Presented by Andrew Copley

- a. Relates to Blocks Cherry, Holly and Elm
- b. Following on from Grenfell, the Government took to investigating cladding on high rise buildings
- c. The cladding type at Winterthur Way is not the aluminium composite type used at Grenfell
- d. At Winterthur Way the top 2 floors of the 3 blocks (Cherry, Holly and Elm) are affected and the cladding type is made of a high-pressure laminate (HPL)
- e. In January, the Government published their advice and an inspection of the cladding at Winterthur Way was undertaken
- f. The Board appointed consultant fire engineers to investigate if the HPL cladding was fire rated or not
- g. This required the physical removal and identification of a sample from each affected block
- h. It was found that the HPL cladding is not fire rated and does not meet building regulations
- i. The cost of remediation, removal and replacement of the cladding falls to the Leaseholders
- j. On 11<sup>th</sup> March, the Government extended its building safety fund to include HPL cladding
- k. The 3 affected blocks have been registered with Homes England for funding
- l. In the meantime, the Board have engaged Ridge & Partners and Vemco fire engineers to begin specification for the tendering of works
- m. We will be issuing a S20 notice. Whilst the Government are saying that they will underwrite the cost of works, the actual cost will come from the service charge accounts so we must follow the S20 process.
- n. Following the discovery of the non-compliant cladding, fire risk assessments have been reviewed and Vemco have advised a linked fire system to the 2 top floors of the 3 affected blocks. It will change the advice from a stay put to evacuate just for the 2 top floors. The remaining floors will remain as a stay put
- o. We are in the process of obtaining quotes for the linked fire system
- p. If it is over the S20, £250 limit we will be applying to the first tier tribunal for dispensation so we can get the works done straight away, avoiding the 3 months process associated with the S20 process

Questions to Andrew Copley

Funding to replace the cladding

We register with Homes England, they provide a link so we can start the process to apply for funding. We then upload tender and associated documents

Can you explain why the original builder is not liable for replacement?

They no longer exist and the building regulations at the time allowed the cladding to be signed off by building control

Why wasn't it looked at 3 years ago?

The cladding itself wasn't considered dangerous until the Government undertook its review which was reported in January 2020.

Has an application to the Government fund been started

Yes

MG – what is the process?

To apply for funding and make sure we are in a position to get that funding approved ASAP

MG – is there an estimated cost

Not at this point

MG – do you have to pay for the works and then claim the money back from the Government?

You have to submit phased payments, they have now streamlined the process and payment will now be upfront

Are the flats safe to live in? Will it have an impact on renting or selling?

There have been some issues with people wanting to sell. One of the Government recommendations was the issuing of an EWS1 form to show the status of the cladding. This has been undertaken for Winterthur way. The EWS1 form can be given to the buyer who will decide if they want to buy or request a retention of funds to cover any costs associated with the costs of replacement cladding

MG – Do we have a timeframe for resolution?

If a like for like replacement cladding is decided it will be a 2 month tendering process and 6 months for start of works

MG – do the costs fall to the block

Yes

MG – and what about balconies?

The advice note from the Government is to review and to take note of what the balconies are made of (in the case of Winterthur Way, they are made of wood) and as part of this whole exercise we are looking at dealing with this issue at the same time.

MG – if our application to the Government fund is successful, will all costs be picked up?

I cannot confirm that at the moment

Will Residents have to move out during replacement?

No, but access to balconies may be required

If we replace balconies, can we go for a different design whereby water doesn't fall through the slats?

It's something that can be addressed and looked at, it may not be covered by the Government fund but needs to be addressed

MG – how are we going to keep people updated?

Winterthur Way website – weekly updates, even if there isn't any actual updates but stating this and updates of key milestones in writing to Leaseholders.

## 7. Service Charge Accounts 2018

Block	Budget 2018	Actuals	% Budget	Variance	Balancing Charge
Estate	£ 181,352.00	£ 198,568.00	109%	£ 17,216.00	£ 46.78
Birch B	£ 49,202.00	£ 57,268.00	116%	£ 8,066.00	£ 161.32
Cherry C	£ 85,473.00	£ 90,079.00	105%	£ 4,606.00	£ 60.61
Holly D	£ 98,123.00	£ 103,296.00	105%	£ 5,173.00	£ 53.89
Elm E	£ 81,033.00	£ 83,936.00	104%	£ 2,903.00	£ 38.20
Fir F	£ 55,022.00	£ 55,875.00	102%	£ 853.00	£ 17.06
Willow W	£ 12,742.00	£ 15,867.00	125%	£ 3,125.00	£ 347.22
Oak X	£ 5,946.00	£ 5,247.00	88%	-£ 699.00	-£ 174.75
Yew Y	£ 7,496.00	£ 6,650.00	89%	-£ 846.00	-£ 211.50
Maple Z	£ 12,819.00	£ 14,538.00	113%	£ 1,719.00	£ 132.23
MSCP	£ 36,679.00	£ 38,756.00	106%	£ 2,077.00	£ 12.51
Undercroft Parking Charges	£ 3,204.00	£ 1,313.00	41%	-£ 1,891.00	-£ 32.05
Garage/Surface Parking Charges	£ 1,018.00	£ 955.00	94%	-£ 63.00	-£ 0.68
<b>Overall Totals</b>	<b>£ 630,109.00</b>	<b>£ 672,348.00</b>	<b>107%</b>	<b>£ 42,239.00</b>	

Estate - 9% over budget - Surveyors fees for PMP survey. Embankment lighting. Waste management costs

Birch - 16% over budget - Major repairs to waste pipes and a large insurance claim which was credited in 2019.

Cherry - 5% over budget - Repairs & Maintenance - roof works.

Holly - 5% over budget - Electric was higher than budgeted, extra water tank works.

Elm - 4% over budget - Repairs on leak, Insurance claim settled in 2019.

Fir - 2% over budget - Electric higher than anticipated, repairs to water boosters.

Willow- 25% over budget (small block) Electric was higher and damaged communal windows.

Oak/Yew under Budget - Low amount of repairs.

Maple- 13% over budget - Electric and pending insurance claim due to damaged soil vent pipe

MSCP - 13% over budget - Light upgrades and repairs..

Overall 7 % over budget, Balancing charges were issued in 2019.

## 8. Financial Review 2019/service charge accounts 2019\*

Block	Budget 2019	Actuals	% Budget	Variance	Balancing Charge
Estate	£ 195,105.00	£ 204,417.89	105%	£ 9,312.89	£ 25.31
Birch B	£ 57,090.00	£ 62,020.39	109%	£ 4,930.39	£ 98.61
Cherry C	£ 91,322.00	£ 75,399.69	83%	-£ 15,922.31	-£ 209.50
Holly D	£ 101,571.00	£ 108,563.04	107%	£ 6,992.04	£ 72.83
Elm E	£ 92,391.00	£ 92,325.44	100%	-£ 65.56	-£ 0.86
Fir F	£ 57,444.00	£ 58,147.87	101%	£ 703.87	£ 14.08
Willow W	£ 14,570.00	£ 16,032.12	110%	£ 1,462.12	£ 162.46
Oak X	£ 5,890.00	£ 5,472.02	93%	-£ 417.98	-£ 104.49
Yew Y	£ 7,034.00	£ 5,167.71	73%	-£ 1,866.29	-£ 466.57
Maple Z	£ 15,204.00	£ 13,958.32	92%	-£ 1,245.68	-£ 95.82
MSCP	£ 38,002.00	£ 43,521.49	115%	£ 5,519.49	£ 33.25
MSCP Shared Costs	£ 6,230.67	£ 6,230.67	100%	£ -	£ -
Undercroft Parking Charges	£ 3,131.78	-£ 279.56	-9%	-£ 3,411.34	-£ 57.82
Garage/Surface Parking Charges	£ 1,065.00	-£ 1,065.00	-100%	-£ 2,130.00	-£ 23.15
<b>Overall Totals</b>	<b>£ 686,050.45</b>	<b>£ 689,912.10</b>	<b>100.56%</b>	<b>£ 3,861.65</b>	

Estate- 5% over budget - Estate repairs and waste management, updated site risk assessments.

Birch - 9% over budget - Water booster repairs, smoke vent repairs, insurance claim 2019 which was settled in 2020. (£9k)

Cherry - 17% under budget, very few repairs in period.

Holly - 7% over budget - High electric, Lift repairs

Elm - on budget

Fir - 1% over budget

Willow - 10% over - Electric and minor repairs.

Oak – 7% under budget - Lower repairs.

Yew - 27% under budget - Lower electric and very few repairs.

Maple - 8% under budget - lower repairs.

MSCP - 15% over budget - Lift repairs but mainly down to barrier repair issues.

Overall just over budget however these figures are subject to change in final accounts + £34k Insurance claim on Elm which is currently with the Financial Ombudsman.

\*Please note these are provisional figures.

## 9. Service Charge Budget 2020

Block	Budget 2019	Budget 2020	Increase	% Increase
Estate	£ 195,105	£ 230,013	£ 34,908	17.9%
Birch B	£ 57,090	£ 57,474	£ 384	0.7%
Cherry C	£ 91,322	£ 84,051	-£ 7,271	-8.0%
Holly D	£ 101,571	£ 104,330	£ 2,759	2.7%
Elm E	£ 92,391	£ 95,498	£ 3,107	3.4%
Fir F	£ 57,444	£ 57,069	-£ 375	-0.7%
Willow W	£ 14,570	£ 15,291	£ 721	5.0%
Oak X	£ 5,890	£ 5,673	-£ 217	-3.7%
Yew Y	£ 7,034	£ 6,410	-£ 624	-8.9%
Maple Z	£ 15,204	£ 14,612	-£ 592	-3.9%
MSCP	£ 38,002	£ 37,272	-£ 730	-1.9%
MSCP Shared Costs	£ 6,231	£ 6,231	£ -	0.0%
Undercroft Parking Charges	£ 3,132	£ 2,051	-£ 1,081	-34.5%
Garage/Surface Parking Charges	£ 1,065	£ 1,050	-£ 15	-1.4%
			£ -	
<b>Overall Totals</b>	<b>£ 686,050</b>	<b>£ 717,022</b>	<b>£ 30,972</b>	<b>4.5%</b>

Estate - Increased by 18% for planned estate staffing changes

Birch - Minor increase.

Cherry - decrease of 8% due to lower repairs.

Holly - 2.7% increase - insurance and RF increases.

Elm - 2.7% increase - insurance and RF increases.

Fir- minor increase.

Willow 5% increase electric and repairs.

Oak - 3.7% decrease, low repairs.

Yew - 8.9% decrease - Low repairs.

Maple - 3.9% decrease - lower repairs.

MSCP -minor decrease - obtained lower insurance premium.

## 10. Financial Forecast 2020

Winterthur Way - Expenditure Against Budget 2020		Actual Expenses Updated to 30-Apr-20				
Block	Budget 2020	Actuals to Date	% Budget	Forecast Y/E	% Budget Y/E	
Estate	£ 230,012.90	£ 136,618.95	59%	£ 245,113.53		107%
Block B	£ 57,473.67	£ 21,939.61	38%	£ 67,761.58		118%
Block C	£ 84,051.24	£ 25,382.92	30%	£ 86,452.55		103%
Block D	£ 104,329.60	£ 33,298.00	32%	£ 107,163.78		103%
Block E	£ 95,497.55	£ 21,313.73	22%	£ 96,310.58		101%
Block F	£ 57,069.02	£ 41,323.58	72%	£ 56,739.64		99%
Block W	£ 15,291.44	£ 2,142.22	14%	£ 15,211.83		99%
Block X	£ 5,672.55	£ 351.07	6%	£ 5,574.81		98%
Block Y	£ 6,409.78	£ 899.95	14%	£ 6,559.45		102%
Block Z	£ 14,611.90	£ 1,537.99	11%	£ 14,612.92		100%
MSCP	£ 37,271.55	£ 10,620.28	28%	£ 36,756.08		99%
MSCP Shared Costs	£ 6,230.67	£ -	0%	£ 6,230.67		100%
Undercroft Parking Charges	£ 2,050.86	£ 231.36	11%	£ 1,964.07		96%
Garage/Surface Parking Charges	£ 1,049.64	£ -	0%	£ 1,049.64		100%
<b>Overall Totals</b>	<b>£ 717,022.37</b>	<b>£ 244,766.95</b>	<b>34%</b>	<b>£ 747,501.12</b>	<b>104.3%</b>	
Prepared by SM	22/05/2020					
Reviewed by ME	22/05/2020					

The projection to year end doesn't include associated cladding works for Cherry, Holly and Elm  
Estate - 107% - Re-seeding of dilapidated grass area between Birch and Cherry, fence repairs,  
increased waste management during Covid lockdown

Birch - 118% - render repairs, provisional amount accounted in forecast to allow for future potential  
works.

## **11. Indicative Poll**

For the purpose of setting budgets for 2021, would members prefer;

- A) [increase] continue to look for opportunities to improve the site, recognising this may drive further investment and require an increase in annual service charges;
- B) [sustain] to minimise expenditure wherever possible whilst continuing to deliver existing services to the current standard (as-now) or
- C) [reduce] focus on aggressive cost control, reducing services to the absolute minimum level to depress service charges.

Poll result:

- A – Increase - 9 (20%)
- B – Sustain – 28 (64%)
- C – Reduce – 10 (23%)

The Directors noted the members direction.

## **12. Projects**

### **New onsite estate office**

- The Health & Safety at Work Act 1974 stipulates legal compliance regarding facilities for estate staff e.g. male and female WC's (as an example). Current facilities do not currently comply.
- The old estate office will become a breakout area for onsite staff
- Increased working space for growing Estates Team
- Addition of a reception area and meeting room

### **CCTV, access control and undercroft gates**

#### **CCTV and access control**

Following on from feedback from Leaseholders and Residents regarding security onsite, VHMC commissioned the installation of CCTV and access control to Birch, Cherry, Holly, Elm and Fir

- CCTV has been fitted to the communal lobbies and front external of Blocks Birch, Cherry, Holly, Elm and Fir
- Access control to the above blocks so that entry to all entrance doors is gained by use of a fob
- Cost of works have been funded by reserve funds

Why?

- Feedback from Leaseholders and Residents who expressed concerns regarding safety and security at Winterthur Way
  - Unauthorised entry into the blocks
  - Drug dealing and drug use in the bin store
  - Drug dealing and drug use in the undercrofts
  - A recent 'County Lines' Police raid at the neighbouring Housing Association block
  - Children playing in and damaging the lobbies
  - Children playing unsupervised in vehicular areas
  - Feedback and advice from Basingstoke & Deane Community Safety Wardens who have been pro-actively trying to help with issues onsite

### Replacement undercroft gates

- Fitment of automated gates to undercrofts of Cherry, Holly and Elm
- Access control to pedestrian doors
- Fitment of CCTV in undercroft

#### **Why?**

- Evidence of drug use in undercrofts
- Increased security for the blocks

### **Replacement Bin Store Doors – Oak Block**

Replacement doors and fitment of access control so only authorised Residents can enter the bin store and to prevent drug use in the area

### **Cut back of embankment and additional lighting**

- Drug use on the embankment and the discovery of hypodermic needles
- People loitering in the area
- Feedback from the Community Safety Wardens to allow children to safely walk to the park

### **Refurbishment of communal lobbies – Birch, Cherry, Holly, Elm and Fir**

- Agreed by VHMC to improve the look and feel of the tired communal lobbies
- Paid for out of reserve funds
- Works include:
  - New flooring
  - Internal redecoration
  - New sofas
  - New mirrors
  - Plants
  - Replacement heaters

### **Reseeding of grassed area between Birch and Cherry**

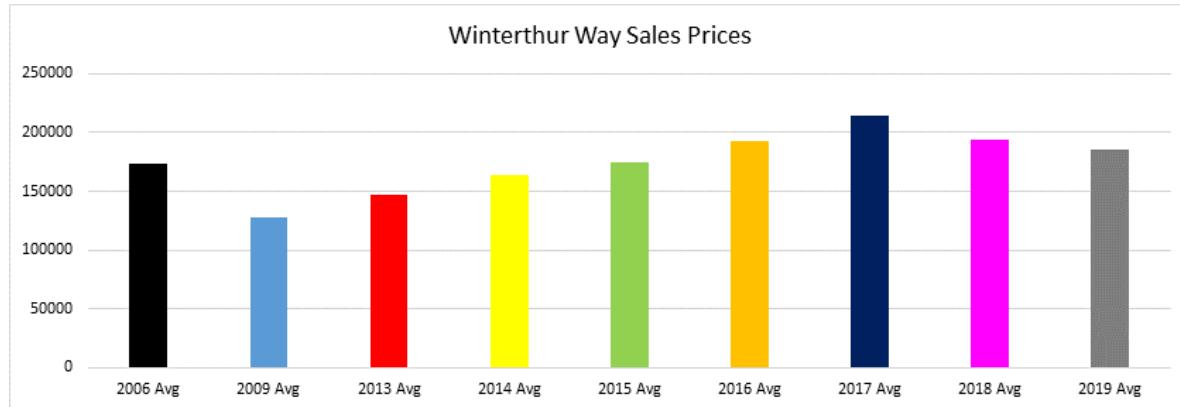
- Area had become dilapidated due to children playing in the area
- Area has now been re-seeded and cordoned off with fencing to allow the area to regrow

### **Replacement main entrance doors**

- Main entrance doors replaced to Birch, Cherry, Holly, Elm and Fir
- Main entrance doors were replaced due to dilapidation of the old doors prompting increased repairs
- Increased security for the blocks

## **13. Purchase and rental values review**

Rental values remain strong. A typical 2-bedroom flat will rent between £900-£950 pcm. For a 1-



bedroom apartment the rental is £815-£875

The median rent for 2-bedroom properties in Basingstoke is £923 and the median rent for flats in Basingstoke is £850

There is a good initial impression of the estate but the state of the inside of some of the flats ruins that first impression

#### 14. Q&A's From Leaseholders

Bike storage – can it be extended?

We have previously attempted to identify additional areas for bike storage. We will add it to the agenda for the next board meeting

Chaneys were upgrading their billing system, what is the progress?

It is in progress but has been delayed due to Lockdown. We are targeting the 4<sup>th</sup> quarter of this year to implement. Leaseholders will be able to access a Resident's portal

Roller cage doors – limits access to car parking space, why has no consultation taken place?

AC – I will look into this for you

Reserves – what are they in monetary terms and how do they compare to similar size developments?

A planned maintenance program was developed to put 'science' behind the figures. It gives us a horizon of 10 years for major works. The overall reserve funds are understated but money has been spent to improve the look and feel of the development. Leaseholder engagement takes place before funds are spent.

MG – we have had instances where minutes were not put up, transparency is key and going forth, as soon as board minutes are signed off by the Board they will go straight on the website

MG – Any unanswered questions will be compiled into a Q&A document. Also, we will endeavor to get AGMs back to the usual November frequency. As Chairman, I am always happy to hear directly from Leaseholders and always keen for new Board members. Thankyou to Chaney's for putting together the meeting and for their hard work over the past few months and thanks to all of the Directors.

[PLEASE NOTE: The Zoom system did not save the text of the chat. If you have any questions which you raised on the night which have not been included here please can you email [help@winterthurway.co.uk](mailto:help@winterthurway.co.uk). ]

The meeting ended at 21:30 hours