

## Directors Meeting

|             |   |             |               |              |                       |
|-------------|---|-------------|---------------|--------------|-----------------------|
| <b>Date</b> | Monday 22 <sup>nd</sup><br>September 2020 | <b>Time</b> | 18:00<br>hrs. | <b>Venue</b> | Online held over Zoom |
|-------------|---|-------------|---------------|--------------|-----------------------|

| Present   | In attendance  | Absent / Apologies  |
|---|--|---|
| <ul style="list-style-type: none"> <li>Matt Garvey (Chairman)</li> <li>Martin Edge (Director)</li> <li>Wayne Buckley (Director)</li> <li>Edward Loughrey (Director)</li> <li>Jaz Parmar (Director)</li> <li>Stewart Smart (Director)</li> </ul> | <ul style="list-style-type: none"> <li>Andrew Copley (Director, Chaney's)</li> <li>Sarah Morrisen (Senior Property Manager, Chaney's)</li> <li>Sara Martin (Assistant Property Manager, Chaney's)</li> </ul> | <ul style="list-style-type: none"> <li>Dave Griffiths (Director)</li> </ul> |

### 1. Minutes of Last Meeting

- Prior to start of the meeting the Directors introduced themselves to Sara Martin the Assistant Property Manager. Sara can be contacted on 07514625754.
- Migration to Go Daddy website domain/PMP analysis- will be ready in the next two weeks.  
MG- asked if the Winterthur Way website and VHMC Directors emails would be up and running  
AC- 90-day transfer from the existing domain had now expired, which caused a delay  
MG- we need Directors emails set up as a priority so residents can contact directors directly, it should be a directors@winterthurway type email that will email the 3 Directors of the Leaseholder Engagement Group in the first instance.  
Transfer of website and directors email address to be set up 1 week prior to AGM.
- Flat inspections – Training for staff involved later this week, trial inspections to start the week after in block Birch, there will be a period of debugging to iron out any teething problems with a view to roll out to all blocks by 1<sup>st</sup> November 2020. A Barcode system will be set up for each flat which will be scanned prior to each flat inspection and an inspection report will be brought up to complete.  
Debugging- several elements prior to roll out of full inspections:  
Making sure pronto forms works and exports to an excel file.  
What is being looked at, what is being inspected.  
JP advised is happy to use her property for inspections.  
Flat inspections to be placed as a standard item in the agenda.  
AC advised we can report under leaseholder issues.
- Newsletter- SM acknowledges that EL is busy, SM is going to put together the newsletter and EL can feed into.  
1<sup>st</sup> newsletter to be issued prior to the next AGM, SM will bring draft to next board meeting  
MG suggested that the newsletters should be little and often, max 5 items of conversation per newsletter, 1 being a substantial matter  
SM suggested that the 1st newsletter will include issues onsite & flat inspections, PCSO will write a piece to include covering current site issues  
MG advised that he would like the newsletter and some flat inspections to be completed by the next AGM and that he is happy to compile a 50-word email. SM will email MG to request when ready.

### Action Items

| No. | Description  | Action | Due      |
|-----|--|--------|----------|
| 1   | Go Daddy/PMP analysis                                    | AC     | 05/10/20 |
| 2   | Directors emails   | AC     | 01/11/20 |
| 3.  | WW Newsletter – SM to email MG re article to be included | SM     | 19/10/20 |

|    |                  |       |          |
|----|------------------|-------|----------|
| 4. | Flat inspections | AC/SM | 01/11/20 |
|----|------------------|-------|----------|

## 2. Repairs

- N/A

## 3. Maintenance

- N/A

## 4. Cladding

- AC – at future Board meetings we will agree who is going to talk on each point regarding the cladding discussion, these will be defined in agenda prior to the meeting
- ME- circulated a previous note to directors regarding the performance of Ridge Consultants, overseeing the cladding replacement work, it noted that he did not consider that Ridge had made progress. This was raised with AC who prompted them to take action.
- Ridge have now visited site and met SM, including inspecting cladding via ME flat which has given them a greater understanding of the site, layout etc.
- ME added some text to the first draft scope of works, however no further documents have been received from Ridge since.
- AC has chased Ridge and a response is expected tomorrow with a view to issue tenders to selected contractors by Friday.
- ME requested sight of the tender documents prior to issue.
- ME stated that 5 companies have been selected which all looked well qualified.
- ME - Abseiling contractors could be given the opportunity to subcontract to the company that wins the tender works
- ME enquired about the progress re communications with letting agents re understanding of cladding issues, in particular that they only affect blocks Cherry, Holly and Elm. SM advised that a letter has been sent initially, however had a call today from a resident of Yew Block who had been advised by Romans that she couldn't sell due to the cladding issues (Yew isn't affected by cladding). This demonstrates the lack of understanding that the agents have re the cladding. SM will arrange visits to each of the letting agents.
- Mortgage providers are increasingly asking for an EWS1 form for all blocks including those not affected by cladding. AC advised that the guidance is that blocks that are above 18m require an EWS1 form but likely to drop to a 11m requirement in the next year. SM will need to talk to Basil, Fire Consultant from Vemco to get an initial quote for EWS1 forms for the other blocks.
- SM- meeting Hampshire Fire and Rescue service onsite re the 3 larger blocks.
- MG- ME happy to lead on cladding for AGM? ME agreed
- MG-could we provide a link to Government website with regards to cladding guidelines on our website – SM to arrange
- WB- queried what is the position on funding. AC advised that there are currently 2 schemes. One scheme for AGM cladding and one for non-AGM cladding. The Non-ACM Scheme applies for Winterthur Way. The government rules say works for non-ACM cladding should start end of year 2021.
- WB- there are 2 barriers to start of the cladding works, which are 1. Availability of contractor and 2. Government funding. Will need to set realistic expectations to Leaseholders
- AC advised that 80% of the funds will now be provided upfront once tenders are qualified so works can proceed. Final 20% will be paid at the end of the works, quality checks will take place then.
- ME- enquired whether Homes England have to be provided with a tender report. AC advised that they require an email with required documents, which will then get added to their portal. ME suggested that the tender documents are vital. AC will update tomorrow regarding the tender documents.
- Agreed that ME will sign off and check the tender documents to avoid any bottle necks.
- ME advised that the original timeline foresees the appointed Contractor to start works in Jan 2021 which is still possible despite recent delays
- WB enquired on the process of releasing funds to Ridge. AC explained that they will charge percentages at various points. The lead manager was previously off with stress, issues have now been addressed, responses are now quicker, and things are moving forward.
- MG- suggested that the communication re cladding at the AGM is important. Careful thought needs to be considered for the communications to members.

- The board thanked Martin for his work to date.

#### Action Items

| No. | Description   | Action | Due      |
|-----|---|--------|----------|
| 1   | Arrange meeting with letting agents   | SM     | 01/11/20 |
| 2   | Discuss EWS1 forms for blocks unaffected by cladding with Basil from Vemco    | SM     | 05/10/20 |
| 3   | ME agreed to lead on cladding at the AGM                                      | ME     | 16/11/20 |
| 4   | AC will liaise with Ridge re finalised tender and will update the Board       | AC     | 23/10/20 |
| 5   | ME will check and sign off the tender documents prior to issue to Contractors | ME     | 25/10/20 |
| 6   | Link on Winterthur website to government guidelines re cladding               | AC     | 19/10/20 |

### 5. Leaseholder issues

#### Directors only meeting

- MG Summary:
  - a. Feedback from resident survey re life on site
  - b. Ideas for improvement

Spent a couple of hours discussing with AC to see actions to remedy, current issues onsite;

- a. Air BNB
- b. ASB
- c. Children

The issues seem to be coming from renters on site and any change in behaviour has to come through leaseholders. The renter community comes and goes. We need to focus on bringing down incidents of:

- a. Noise
- b. ASB
- c. Air BNB

- AC advised that lockdown has amplified issues that have been onsite for a couple of years. Dealing with the issues to date have been adhoc and now a strategy has been formed on how to deal with the issues going forward
- WB enquired if fines have been issued. AC reported that 40 fines have been issued over the last 2 years.
- AC - a database is required to identify agents, individuals and issues. SM currently uses a spreadsheet. SM mentioned that Chaney's do not convey the work that we do. AC suggested that a report should be provided at each board meeting to feedback on issues and actions taken. We need to be clear and specific to residents what they can do, what action we can take as Managing Agents and each action needs to be feedback to the leaseholders. SM is currently developing template letters to work alongside the steps in the enforcement process
- Expectations need to be managed upfront and a clear road map needs to be provided for residents and the board.
- ME suggested that the residents need to carry out their own homework in finding out who the offender is in the first instance
- EL mentioned that Environmental Health has not shown any support re the noise nuisance that he has been experiencing. The Managing Agents could work with Environmental Health, however Environmental Health are not willing to do so.
- MG mentioned that the new process for enforcement action will allow us to take a robust approach by using interpretation of the lease which will prompt enforcement action against the leaseholder. Ultimately consent to let will be withdrawn if Leaseholders refuse to take action to stop nuisance occurring. It will prompt the leaseholder to engage with the Agents/Tenants to rectify any issues.
- We have to engage with the leaseholder rather than the tenants and such engagement needs to be:
  - a. Robust
  - b. Timely
  - c. Well recorded
  - d. A methodical process
- EL mentioned that signage is very useful tool e.g. the keep off the grass signs recently installed which appear to have worked and suggested that signage should be used in the areas where the problems occur.
- SM shared EL's video of children playing in a car park where there are vehicles. EL suggested that signs be placed in the car park which should deter children from playing in the area. AC advised that signage could lower the tone of the of the development but if it works and is tasteful, we should proceed. SM to discuss with LEG.

- MG suggested that there should be a diversity in residents.
- ME mentioned that it is a huge topic, we need to work with leaseholders, but residents onsite need to want to co-operate. Turnover of renters is fast. We need to confront those in breach of the rules/signage. We should consider employing an enforcement agent.
- WB echoed Martin's point. We need to know the cost implications of an enforcement agent, possibly short term.
- MG advised that this is a high priority
- EL agreed that there needs to be enforcement.
- AC mentioned that there is an element of us being more proactive, a presence of site would allow us to identify offenders. We need robust communications and a presence on site. Maybe we should trial an onsite watch, we need to show it has the desired effect.
- It was agreed:
  - a. Put together costings for an onsite watch
  - b. Check consent to let, Chaney's catch up on CTL process
  - c. Enforcement action
  - d. Withdraw CTL
  - e. Noise, ASB, use of drugs, items on balconies
  - f. Detailed records
  - g. Feedback loop to complainant
  - h. Feedback trends and themes to board
    - I. Weekly report- MG
    - II. Monthly report- board
  - i. Enforcement framework up and running
  - j. Link on Facebook to allow Residents to report issues
- MG said that we should gather information via the CCTV. SM advised that she is happy to do this, however this does take time.
- EL suggested that the person reporting the issue should provide the time and location to allow checking of the CCTV more efficiently. Should ask residents to provide time and location as part of their report.
- SM/AC will develop the idea.
- ME mentioned that you can check the recordings, but you don't know who the perpetrators are. AC advised that we need residents to inform us which flat they reside in.

### **2nd Part of Directors Feedback**

- A broader dynamic between Chaney's & Directors is needed. If a Director makes a request, it needs to be prioritised.
- Feedback regarding the quality of workmanship can be variable. DG to lead.
- A process needs to be put into place to alert DG of works so that he can check the quality of works.
- AC advised that the quality of project delivery will improve now that resources are in place.
- SM will be able to check minor works and major works will be checked by DG.
- EL commented that when issues such as workmanship have been raised, SM has chased contractors. If the contractors are not delivering, we should change the contractor. MG also raised that bad workmanship, when not rectified quickly undermines the estate. SM advised that we often do not give feedback to the board on reasons why things are not being completed, things are often going on in the background which isn't often communicated, communication is key. We are very passionate about Winterthur Way and we should convey what we do.
- AC mentioned that we need to shout about our successes and address our failures.
- EL mentioned that people need to know our successes as well e.g. drug issues in the bin stores have been solved by Chaney's, i.e. work re access control and gates. A success story.
- JP suggested that this is fed into the newsletter.
- AC advised that he had previously sent a revamped version of the minutes and suggested that Chaney's will now take control of the agenda and the directors can add anything they wish. It was mentioned that the actions on the minutes are not clear, these are now defined in the minutes. The minutes will now include a project tracker and the board can see progress. This will allow directors to set priorities. Agreed re the agenda and new format of minutes.

- All other items will be carried over to the next meeting.

#### Action Items

| No. | Description   | Action | Due      |
|-----|---|--------|----------|
| 1   | Feedback of resident issues onsite to MG weekly and the Board at the monthly meetings   | SM     | 19/10/20 |
| 2   | Further develop enforcement framework   | AC/SM  | 19/10/20 |
| 3   | Ensure CTL process is implemented and in place  | SM     | 01/11/20 |
| 4   | Investigate a patrol service onsite and relevant costing  | SM     | 19/10/20 |
| 5   | DG to sign off major works onsite before payment of contractor invoices   | SM/DG  | Ongoing  |
| 6   | Additional signage onsite   | SM     | 25/10/20 |
| 7   | MG to circulate summary of actions re D'ON to the board by email and will as THP to define our options regarding further legal action | SM     | 01/11/20 |
| 8   | AC to clarify with THP re Laura's credentials   |        |          |

#### 6. Management Company

- BM/budget prep/meeting to take place on 19<sup>th</sup> October.
- AGM to take place on 16<sup>th</sup> November.
- MG advised he would like the format for the AGM to be presented at the next meeting.
- SM will circulate an email for comments along with the board meeting agenda 5 days before the meeting.
- The AGM notices will be sent out in a timely manner.
- MG advised that we are not planning on a rotation of directors as only 6 months since the last rotation at the last AGM. AC advised that he has no issues with that. AC also thanked MG for his time last week

#### Action Items

| No. | Description   | Action | Due      |
|-----|---|--------|----------|
| 1   | Issuing of AGM notices                              | SM     | 14/10/20 |
| 2   | Format of AGM to be presented at next Board meeting | AC/SM  | 19/10/20 |
| 3   | Budget prep   | AC/SM  | 09/10/20 |

#### 7. Any Other Business

- N/A

Meeting ended: 20:25 Hrs.



**5. Projects & Board Initiatives**

| <b>Project</b>    | <b>Desired Outcome</b> | <b>Current Status</b> | <b>Next Steps</b> | <b>Action</b> | <b>Due</b> |
|-------------------|------------------------|-----------------------|-------------------|---------------|------------|
| Cladding          | See 4. above           |                       |                   |               |            |
| Fire Alarm        |                        |                       |                   |               |            |
| Balconies         |                        |                       |                   |               |            |
| External Cleaning |                        |                       |                   |               |            |
| Flat Inspections  |                        |                       |                   |               |            |
| Lease Compliance  |                        |                       |                   |               |            |
| CCTV              |                        |                       |                   |               |            |
| Website           |                        |                       |                   |               |            |
|                   |                        |                       |                   |               |            |