

Victory Hill Management Company Annual General Meeting

Date	17 th November 2020	Time	6pm	Venue	Zoom Meeting
Present	In attendance			Absent / Apologies	
<ul style="list-style-type: none"> • Matt Garvey - Chairman (MG) • Wayne Buckley - Director (WB) • Edward Loughrey - Director (EL) • Jaz Parmer - Director (JP) • Stewart Smart - Director (SS) • Martin Edge - Director (ME) • Anne McCabe – 351/386 WW • Des O’Neil – 351/386 WW • Jack Blogg – 399 WW • Emily Leyton- 270 WW • David Tulloch – 378 WW • Martin Knowles – 335/353 WW • Jamie Robins – 241 WW • Paul Wright – 333 WW • Anita Aston - 191, 267 & 392 WW • Nick Aston - 191, 267 & 392 WW • Dave Edwards – 297 WW • Glyn Thornloe – 400 WW • Alex Fitzpatrick – 166 WW • David Southgate - Flat 276 • Enrico Sapia – 162 WW • Guy Makepeace - 390 WW • Colin Davidson – 88/150/152/176/178/216/231/236/254/256/275/300/332/344/345/362/484 WW • Candice Karreman (Proxy on behalf M Vietri)- 407 WW • Amma Nsiah- 97 WW • Nick & Aston- Flats 191, 267 & 392 • Mr To – 323 WW • Angela Wynne - 111 WW • Simon Hirst – 281 WW • Douglas Howe – 329 WW 	<ul style="list-style-type: none"> • Andrew Copley - Director (Chaneys) (AC) • Sarah Morrisen – Senior Property Manager (Chaneys) (SMo) • Sara Martin – Assistant Property Manager (Chaneys) (SMa) 			<ul style="list-style-type: none"> • David Griffiths - Director (DG) 	
1. Introductions					
<ul style="list-style-type: none"> • SMo introduced the VHMC Directors and Chaneys staff present at the meeting. 					

2. Chairman's message

- Matt Garvey introduced himself as Chairman and VHMC Director and thanked everyone for joining the meeting 6 months on from the previous meeting. MG explained that the Management Company is trying to get back to the autumn term cycle for the Annual General Meetings.
Since the last meeting we have been working on a number of projects, cladding being the number one concern. There will be an update within this meeting from AC and ME. We would like to encourage more Leaseholders to join the board, EL has joined the board and is also a Resident. DG is currently very poorly and may no longer be able to participate as a Director in the future. A few of the Directors have served for a long period of time and it would be beneficial to have new members who are passionate about the site. Leaseholders should contact MG, AC or SMO if they are interested in becoming a Director or even if they would like a trial period. The other priority is the arresting decline in quality of life on the estate with nuisance neighbours, anti-social behavior, excessive noise, lease breaches etc., which deplete the quality of living and impact the reputation of the estate. Some of the feedback from Estate Agents is that it also affects some of the interiors of some flats, not all but a significant minority. The Board have taken a significant amount of time to review how we can change the behaviour of others by as putting up signs and sending out rules and regulations which can actually have a very limited impact. It is clear what is now needed is something more comprehensive, perhaps even radical to arrest and reverse the decline that some Residents feel has occurred. If this is not actioned Winterthur Way could become a shabby, not very welcoming estate where only a certain type of person would like to live. We will present the actions which have been taken, will be taking and are taking to reverse these affects.

3. Apologies and Proxy Votes

- Only one proxy has been received from M Vietri 407 WW who has asked Candice Karreman to vote on his behalf.

4. Minutes of previous AGM

Summary of previous AGM in June 2020:

- Appointment of Directors- re-election of Matt Garvey, Edward Loughrey, Dave Griffiths. Matt Bertram declined to be re-appointed and Des O'Neil was not re-elected as a director.
- Directors Code of Conduct and special resolution - Directors Code of Conduct passed, however special resolution not passed as per vote: 60% for adoption but not passed as a 75% vote is required.
- Cladding
- Refers to Cherry, Holly & Elm – Andrew Copley provided an update. Further update will be provided today by AC along with ME.
- Indicative Poll Results:
A – Continue to improve the site, increase S/C– Increase - 9 (20%)
B – Minimise expenditure where possible, no change to S/C- Sustain – 28 (64%)
C – Focus on aggressive cost control, decrease S/C- Reduce – 10 (23%)
Subsequent vote to sustain

5. Managing Agents Report

Summary of estate issues 2020 and plans for 2021

- Flat Inspections- will be carried out by members of staff from Chaney's. A 'trial' inspection regime for Birch Block, completed last month, proved successful and further inspections will be rolled out to all the other blocks after the Covid 19 lockdown, early in 2021. The inspections were to cover fire regulations and compliance of front doors, identify the possibility of water leaks from hot water cylinders and the general condition of flats. 25 Flats were inspected overall. The results were: Fire door checks – 17/25 non-compliant which means we will inform leaseholders to carry out the necessary repairs, hot water cylinder leaks- no failures however there were 15 advisories which we will write to leaseholders to inform, condition of flats- none were in poor condition. Flat inspections can be carried out under the terms of the lease.

- Completion of estate office - The new estate office is fully operational. The 'old' estate office has now been converted to a staff break out area with a new kitchen and male and female WC facilities.
- Lease compliance framework- an online Residents survey was carried out following concerns raised regarding issues on site. The survey was conducted on Facebook and the prominent issues identified were:
 - a) Groups of children playing outside and inside communal lobbies, causing damage and noise nuisance. Whilst we are not averse to children playing on site, it does need to be controlled and children should be supervised in areas where there are vehicles, large groups late into the night, unsupervised children and noise. It is clear from the survey that these issues are causing a nuisance, distress and making some Residents feel like they didn't want to live here anymore.
 - b) Increased reports of noise nuisance onsite

We have developed a revised lease compliance framework to tackle the problems on site. Previously VPMC issued fines to Leaseholders for lease breaches, this really helped to knuckle down on the main issues which were occurring. SMO explained the revised framework (shown in the presentation) and the different processes which have been put into place for the different complaints received. When a complaint is received, we will forward the complaint to the tenant, leaseholder and the estate agent involved. A warning letter will be issued first, then a second warning letter with a £50 fine, the next step is a formal lease breach letter with a £100 fine. If the complaint continues then the last stage is consideration of legal action.

- Mobile Patrol Service- It has become very clear that issues identified often start when site staff leave at 5pm. Therefore, the Board have been reviewing the provision of a mobile patrol service. Outsourcing the service has been reviewed and it was agreed that the best option would be to keep the service in house as part of the on-site staff team. It is proposed to directly employ 2 part time mobile security operatives. The reasoning to employ 2 part time members of staff rather than 1 full time member is due to weekend hours being alternated between the 2. The staff would be named as Onsite Guardians as they would be members of the team who will get to know the site and Residents well and be able to actively deal with issues in a proactive way. A provisionally approved budget of £25,000 has been included in the 2021 budget to allow for the cost of this service. Feedback of Leaseholders is welcomed on this matter.
- Newsletter & estate rules – A quarterly Winterthur Way newsletter will be issued to both Residents and Leaseholders. November 2020 issue will be distributed this month. The Winterthur Way Estate Rules have been revised and will be distributed to Residents and Leaseholders. These will also be sent to new owners and new renters.
- Jeff Ross' Memorial Tree planting- On Wednesday 4th November 2020 Chaney's staff, Victory Hill staff, representatives of Victory Hill Management Company along with contractors and his wife Sue Ross were on site in order to witness the planting of a Canadian Maple Tree along with his ashes. Jeff will be sadly missed but his memory will live on with the planting of the tree.

Action Items

No.	Description	Action	Due
1	Estate rules to be issued to leaseholders and residents	SM	Nov 2020
2	Newsletter to be issued to leaseholders and residents	SM	Nov 2020

6. Project Updates

- Cladding – ME advised that the cladding directly affects leaseholders of Cherry, Elm and Holly but would be of interest of all leaseholders due to the timing of the works having an effect on the sustainability of the apartments. The top two levels of Cherry, Holly and Elm has cladding that has been shown to be non-fire resistant. The cladding at Winterthur Way is called high pressure laminate (HPL) which does not carry the same level of fire risk as the aluminum composite cladding present on the Grenfell apartments, however after thorough checks made by VPMC and as per Government legislation, is deemed as not sufficiently fire retardant and therefore is required to be replaced.
With Chaney's assistance the Board have been aware of what action is required since early on in 2020 and have been working rapidly to get the replacement completed. VPMC engaged a Fire Consultant who wrote a specification of the work required. Following the specification being completed, the Board went onto appoint a project management consultant (The Ridge Partnership) who will oversee the tender process to appoint a contractor to carry out the works and will also oversee ongoing works. The tender document has been completed and issued to 5 contractors. The process was not as straightforward as the Board would have hoped and it transpired that the contractors were either very busy, 3 of the contractors did not want to carry out the work as the job was not large enough for them, the other two contractors

advised that not enough information had been provided to them and required elevation drawings which were not available despite extensive search of historic records.

The Board addressed the issue of lack of elevation drawings and commissioned a drone and laser survey which allows for the drawings to be produced. The Covid 19 2nd lockdown has delayed this process. The surveys are now booked in for the end of November. Tenders are planned to be issued to relevant Contractors in December 2020. We are hopeful that the winning Contractor will be appointed by March 2021. The three affected blocks will require scaffolding from top to bottom and it is estimated that the works will take 9-12 month to complete. The replacement of the wooden balconies is also being considered as part of the scope of works. Whilst the scaffolding is in place, we are also looking at carrying out external cleaning of the blocks.

ME advised an application for funding for the works has been made to the Government.

7. Accounts

- Dormant Statutory Company Accounts 2018-19 – AC advised that the Mem and Arts do state that Chaney's are required to provide a copy of the statutory accounts before the meeting. This has not been completed for a couple of years primarily because the statutory accounts are different to the service charge accounts as they are of nil value. (Due to VHMC as a Company having no assets or liabilities) This was shown on a slide within the presentation. The 2019 accounts are pending finalisation.
- Service Charge accounts – AC reminded leaseholders that in June 2020 a section 20B notice was sent out in order to notify Leaseholders that Chaney's will have to issue balancing charges after the 2019 accounts are finalised. The 2019 accounts are being held for finalisation due to an issue with an insurance claim for Elm block which is currently with the Ombudsman. A decision from the Ombudsman is expected in the next 2 weeks and relates to a sum around £34,000 which is going to be an extra charge to those in the Elm block (just under £500) if subsequently the decision is not held in our favour and we do not receive a payout for the claim. Once the decision has been received, the accounts will be finalised and any relevant balancing charges will be sent with the January 2020

AC went through the accounts and advised that estate charges are 7% over budget (due to waste management over the Covid epidemic and the updating of risk assessments). Birch, an overspend of around 9%, due to repairs and render issues. Cherry, under budget by around 17%. Holly, 8% over budget due higher electrical costs and lift repairs. Elm, as previously mentioned, 38% over budget due to a £34,000 insurance claim, waiting for the Ombudsman decision. Fir, 2% over budget due to one off water pump repairs, Willow, 4% over budget due to increased minor repairs, Oak, 7% under budget, Yew, 27% under budget, Maple, 8% under budget. The multi storey car park under budget although very minor. Overall with the inclusion of the £34,000 there is an overspend of 6% on the 2020 budget.

8. Financial Forecast for 2020

- SMO went through the expenditure against the 2020 budget.
Estate- 80% over budget -Increased waste collections, Increased cleaning supplies due to Covid, increased planting and reseeded of grassed area, bin store refurbishment.
Birch – 11% over budget due to several one-off water pump booster repairs.
Cherry – 93% over budget due to several one-off water pump booster repairs £8225 recoverable cladding fees.
Holly – 107% over budget Over budget due to several one-off water pump booster repairs and increased electricity costs £8225 recoverable cladding fees.
Elm – 7% under budget
Fir – 5% over budget due to a one-off water pump booster repair
Willow – 5% over budget due to leak on communal stack pipe, awaiting insurance claim settlement
Oak and Yew will be under budget
Maple – 7% over budget due to increased repairs and electricity costs.
MSCP- under budget by 33%
Undercroft car park- under budget by 42%.

9. Service Charge Budget for 2021

- SMO advised that there will be an overall increase in the 2021 budget by 4.71% taking into account the mobile security service within the estate charges. There has been an increase for water pump maintenance for Birch, Cherry, Holly, Elm, Willow and Fir. There has been an increase for Maple due to repairs and maintenance.

10. Any other Business

- AC thanked Sarah Morrisen and Sara Martin for their commitment during lockdown as they are on site every day and are trying to improve the site. There is a sign on the estate office door advising residents that the office is closed. The rest of Chaneys staff are working on a rota both working from home and at the office.

Meeting ended: 8pm