

VHMC AGM November 2020 – Questions and answers

- Do you know why loads of us weren't invited to participate in the survey? Following a meeting with James Bailey and councilor Westbrook it was agreed late on in the process to commission a survey and in order to provide the survey in time it was agreed to post the survey on Facebook.
- Might be worth mentioning too that loads of people didn't get the invite for this AGM, I only saw it because of the Facebook group and had to directly reach out for an invite – Following feedback from the previous AGM, a lot of leaseholders commented that they would prefer to get the invitation via email in order to receive the link for zoom however it looks like a number of leaseholders have not received the emails and therefore Chaney's will look at reverting back to sending invitations via post.
- Will the scaffolding be in place for the full 6 months and will it obscure our tenant's views from the building? ME advised that the cladding work will be carried out block by block, it would not make sense to have all the cladding up at one time. so, the cladding would not be up for 6 months however there will be some restrictions on views whilst the cladding is in place.
- Why are we paying in excess of £70,000 to a consultant -Ridge when we have Chaney's? why have we got another layer of management? AC advised that Chaney's are Managing Agents, they are not Project Managers and Chaney's role is to manage the blocks and oversee minor works. Large scale works requires a professional Project Management Company under CDM regulations.
- There is refurbishment work in Holly block that has still not been completed and there are constant problems with the lift. When might we expect it to be done? SMO advised that there are issues with the left-hand lift which is taking a long time to repair. Chaney's have logged a complaint with Kone and looking to use an alternative contractor which will be discussed further at the next board meeting. The lift has now been repaired; however, residents have reported that a strange noise is coming from the lift, this has been investigated and a part is currently on order. SMO requested if the leaseholder could be more specific on the remedial works.
- The heating cable from the previous radiator is still exposed. The new heating has not been wired in. SMO advised that she was not aware that the new heaters in the lobbies had not been wired in and will ensure that this is actioned.
- Why were the fire doors non-compliant? The issues with the doors could be a hinge not being in place, the door closer not working, the door catching on the carpet, any non-compliant repairs required will notified to the Leaseholders to be rectified.
- With regards to the online Residents survey, what is the proportion of Residents complaining about children outside? My observation on the Facebook page has been a vocal minority complaining about this issue. SMO advised that she was not aware of the exact figures but around 65%. EL commented that the survey was his idea in order to get feedback from Leaseholders and Tenants regarding issues re living on site. There was an overwhelming number of complaints from Residents regarding children playing on site, running in front of vehicles within the car park, kicking balls against cars and damaging the grass on the estate. The Board want to try and deter this behavior from happening in the future.
- As you know climate change is affecting everyone, do you know if it possible to put solar panels on the roof also cutting electrical cost in the long term, maybe one for the "Future"? AC advised that this has been reviewed on other large developments, the issue has been the costs which proved prohibitive in the medium term and there were issues with access and maintenance of roof spaces. Winterthur Way does not have a flat roof, so it is not a simple fix. Will be discussed further at the next board meeting.

- The members zone on the Winterthurway.co.uk website with meeting minutes, budgets and other financial information appears to be open to anyone, should this be password protected as this information should not be available to the public? AC advised that the site is public and that anything which is warranted being redacted is taken off the site. To be discussed further with the Board.
- Why did we only find out about Jeff's passing at the mid-year AGM? Seems a bit callous just to mention it in passing later instead of making residents aware earlier. Even it was just a notice in the lobby noticeboards, it would have been a bit more respectful to someone that has done so much for Residents. SMO advised that various means were used in order to inform residents of Jeff's passing and would like to apologise to any residents who were not informed.
- Can Leaseholders get copies of the full flat inspection report for their property? Please contact Sara Martin, the assistant property manager on site. If there is an issue with the property, the report will be sent to you.
- A question on the position of leasing out apartments via AirBNB. Apartment *** in Block E is let out and as such 297 (my apartment) has suffered several water leak issues which have taken forever to resolve as entry to *** been very difficult. Under the terms of the lease, it does not forbid AirBNB, however the subsequent issues and the invalidation of the building's insurance is an issue that is being explored. The fact that the property is being let out by AirBNB invalidates the building insurance and there will be issues surrounding the consent to let process. This issue will be tabled and discussed at the next board meeting and fed back to leaseholders.
- In May 2020 Wayne Buckley headed a team which was urgently put into place to review Chaney's contract. No board minutes reflect that this process is continuing nor has it ceased? WB advised that the board have recognized the need to review the contract for Chaney's, however the reality is that the board have agreed that now is not the best time to make the move away from Chaney's with the Cladding works pending. The re-tender exercise will be re-evaluated once the situation with the cladding is clearer.
- Andrew can you confirm that no contractor will be selected for the interim works or the main cladding works until ALL proposals have been sent to leaseholders? AC advised the VHMC Directors are the ones who would make the decision. It will be discussed at the next board meeting re the best way of communicating the finalisation of the tenders. Once the said finalisations are completed, the second part of the section 20 (Notice of Estimates) will be sent to Leaseholders and will allow Leaseholders to make their views known on which contractor to select and the costs.
- Should Leaseholders be allowed to vote on the provision of the mobile security patrol given the size of the increase on the estate charge? AC advised that the budget is set and agreed by the Directors, however Leaseholders feedback will be welcomed regarding the mobile security patrol.
- Martin Edge raised concerns regarding Ridge's performance at the Board meeting held on 17th August 2020 can you confirm to Leaseholders at this meeting what these concerns were and how they have been rectified? ME commented that this was correct and that concerns were raised in that the Project Manager appointed within Ridge was an inexperienced project manager and was not proactive to move things forward and after pressure from ME and AC the project manager has been substituted for a more experienced Manager. There has been an improvement from an internal point of view from Ridge.
- Isn't it a breach of privacy laws to inspect inside the flats? Can a tenant just say no? AC responded that the terms of the lease allows Victory Hill Management Company to inspect the insides of apartments.
- The Board have had discussions regarding Enforcement Agents and on-site watch, what are the details on this and what are the legal implications? AC commented that if this is regarding

the inspections the enforcement is in the terms of the lease to deal with the problems which arise from the inspections.

- If the children have nowhere to play, they will play where Residents might not want them to, why isn't there space on site for them to play in? AC commented that this has been covered many times at AGMs and directors meeting. There has not been an acceptable solution found.
- I have a big problem with pigeons at 162 Cherry Block. Can you please make sure during the cladding work to fit adequate pigeon defences as the previous ones did not solve the issue? Also, can you please make sure the pigeons defences are anchored properly as some of the previous ones flew off a few days after being fitted. We need something that will last. AC advised that the comments have been noted and extra works such as pigeon proofing will be added to the cladding tender as a separate cost. Will ensure that the works are included.
- Last meeting, lot of argument about improving the quality of the whole estate. Any actions new actions taken? AC commented that SMO has already covered and EL talked about in terms of Leaseholder engagement. Lockdown in the earlier part of the year brought a lot of the issues onsite to the forefront. Actions are now taking place in order to help improve those issues.
- Des O'Neill - I am personally requesting copies of all tenders to be sent to me before any Contractor is selected. Can you confirm that Martin Edge will not be signing this of himself? AC commented that this will be discussed further at the next Board meeting and suggested that the tender documents may be placed on the Winterthur Way website and the section 20 notice will be issued to all Leaseholders to make comment. Ultimately the decision will be with the Board to proceed with the works.
- I have asked for the names of the Contractors who are tendering for the cladding works and what is the qualifying criteria? AC advised that there are not many firms which would be able undertake the works due to its specialist nature. The Contractors which have been selected to date are those which have been suggested to us by Ridge and those that Chaney's are aware of having worked on similar projects. ME mentioned earlier there are several which were not suitable for the job and there are more being added to the tenders list which will be issued in December. All relevant Contractors have been checked by Ridge and the Project Managers.
- Who were the other contractors that we could have chosen instead of Ridge and where are the documented minutes in selecting Ridge? There were two other contractors considered, Thames Valley Surveying and Bennington Green, the fees were almost identical. Chaney's put forward Ridge as they have worked with them on several projects and they are nationwide and therefore have good reach but primarily because they have project managers who specifically work on these types of cladding refurbishments.
- Who are the inspectors and who has trained them and vetted them? The Fire Engineer (Vemco) had the suitable qualifications to carry out the inspections.
- The PMP was stopped in May 2020 and the Board have no intention of commencing this, how can the Board therefore ask for contributions towards reserves? The only works which were put on hold were the external cleaning, this will be reviewed at the same time as the cladding works.
- Do we get to vote on the guardian service? The Directors make the decision on the budget; however, feedback will be welcomed whether this is a negative or positive.
- Why remove the play areas they had in front of Block C? Chaney's are not aware of any play areas which have been on site.
- In Fir Block, a new fob system was enabled in August without residents being made aware or provided with the replacement fobs. SMO advised that Chaney's wrote out to all Leaseholders and it was the Leaseholders responsibility to inform their tenants. The works

were posted of Facebook and a fob was issued to all residents and therefore there has been clear communication regarding the works.

- With regards to PMP you cannot request more than three years. Wayne Buckley has muted extending this to 10 years at the meeting of 28th July 2020 can you confirm that this is legal. The lease states that you can only review three years ahead and only hold funds for three years hence. This has not been resolved by the board yet.
- Please confirm Des is still a Director. AC confirmed that Des is no longer a director.
- The garage shutter doors keep breaking often at night we need it the most. I am not sure how much we are paying for the repairs or if we have some sort of maintenance cover. I propose to leave them open during the day or at least during busier times and keep them closed at night when it is most needed. This should hopefully reduce the usage and prevent to break up continuously. Should the actual system seriously break up I propose the next one to be a side sliding door, where part of the weight of the door is on the ground. SMO commented that this has been raised by one of the Directors and will be discussed further at the next board meeting.
- What happened to the Directors from the last meeting? Has anyone left as seems few people? Matt Bartrum was nominated but he decided not to take the role.
- How many noise complaints have been raised to Basingstoke BC? If there is an issue, we need to ensure they are coming on site to prevent. There have been complaints which have been raised with Basingstoke BC who seem on occasions not willing to intervene, depending on whether the type of noise is considered a nuisance.
- Apply for lottery funding for a proper children's play area? Free grants are available for this in most communal environments. The board have reviewed in detail and no solution or area has been found on site.
- As from the initial survey it looks like the majority of front doors appear to have some issues from a fire and safety point of view, can you upload a guide on the website on what to do to solve them should the issues arise? For instance, should the door not close properly who would it be the specialist to call. Maybe name a few companies/traders/specialists in the Basingstoke area? Chaneys to provide a guide to Residents and Leaseholders.
- Will the guardians be able to issue fines? AC advised that fines will not be issued but they will be able to report directly to Chaneys. Every person has 'power' under Section 3 of the Criminal Law Act 1967 to prevent crime. Furthermore, the purpose of the onsite guardians is to support the rules of the lease and the estate rules.
- Security services are outside the lease provision, surely. How are they going to knock on each door that has washing out? What are you doing with all the furniture and cycles? The evening security are not on site to knock door to door. Chaneys are carrying out flat inspections following lease breaches.
- There have been instances of water supply being cut off and contacting the emergency estate number in unanswered. If these instances are connected to plumbing works, should there be a notice to residents? Could have led to damaged washing machines running under load. AC advised that he is the emergency contact for the site and answers all calls and respond to all messages. If there are any incidents where no one has been on site, then accept our apologies. If a water supply has been cut off it will only be cut off in the event of an emergency.
- What are the chances of Elm Block water claim being paid? Are we expected to win or lose? The claim was rejected by the insurers and the loss adjusters and therefore was sent to an Ombudsman. This has now been escalated to a full Ombudsman and a decision is still waiting.
- Matt, we have always had votes on the day and you, and others have executed this right. We have no voting rights as members then? MG referred to the Memorandum and Articles and, in this case, it is very clear that at a general meeting, items for voting must be tabled in

advance. A rotation of directors being an example. The business must be run correctly, fairly and transparently. The board have not tabled any polls and no members have tabled any polls for this meeting, if any voting is required then an EGM would need to be called which is an AGM held outside the cycle.

Several Leaseholders mentioned that they would like a poll for the on-site security. MG advised that the Board of Directors have made the decision and it is not practical to put every decision to Leaseholders. Feedback is however welcome, and feedback has been received regarding lease breaches. As a Managing Agent and Board of Directors we are enforcing the lease and we are enforcing it robustly. Tenants are hanging out washing, being noisy, kids playing in communal areas and having a discard of the estate. The board are determined to improve the estate and the behavior of some of the Residents. The poll has not been requested before the meeting; however as previously mentioned feedback is welcomed.