

# Winterthur Way Leaseholder Meeting

25<sup>th</sup> March 2024

## Summary Of Meeting

### Attendees

Martin Edge – VHMC Chair  
Wayne Buckley – VHMC Director  
Jaz Parmer – VHMC Director  
Stewart Smart – VHMC Director  
Oliver Kirkham – VHMC Director  
Serif Omer – VHMC Director  
James Buckley – Head of Estate Management  
Sarah Morrisen – Senior Property Manager  
Lucy Broadfoote-Brown – Assistant Property Manager

### Leaseholders in Person

Amma Milburn - 97  
Cristian Stefanini - 134  
Enrico Sapia – 162  
Rafael Martins - 225  
Suzanne Cooper – 226  
Lorcan Loughrey - 248  
Sarah Mcomish – 251  
Hilary Pack - 257  
Albert Allen - 260  
Steve Crudge – 320  
Mark & Susan Allen – 336  
Anne McCabe – 351/386  
Paul Cheeseman – 258/483  
Glyn Thornloe - 400  
Vernon Needham – 406  
Nick Fox – 421  
Rachel Shearman – 478

### Leaseholders over Zoom

Valentina Noskova - 82  
Jill Kerr – 89  
Sau Cheung – 87  
Andy Mellows - 100  
Heather Kempston - 128  
Mr Kutumba Velivela - 138  
Helen Zhu – 154  
Michael Buck – 156  
Alex Fitzpatrick - 166  
Ritsuko Ozaki - 199  
Peg Thorn – 203  
John Green – 230  
Michela Ferraro - 264  
Chloe Judd - 244  
Nick/Anita Aston – 267  
Emily Leyshon – 270

Kathryn Ball – 280  
Jay Gregory Wroe-Brown - 282  
Dave Edwards - 297  
Helen Kenward – 298  
C Emmunuel – 312  
Steven To - 323  
Douglas How - 329  
Paul Wright – 333  
Paveen Kapoor - 338  
Graham Lewis – 354  
Virginia Georgeiades - 377  
Sarah Wentworth – 401  
Josh Drew - 405  
Jonathan Mensah – 481

### Meeting points and summary

Presentation slide appended to this summary

1. A desire to return to face-to-face meetings with transparent and verifiable voting
  - Leaseholders expressed their desire for face to face/Hybrid meetings
    - Hybrid meetings going forward – use of Teams rather than Zoom, better technology for the meeting room, utilise skills of Leaseholders to help.  
AGM, November '24 will be Hybrid
  
2. The reasons for the (2024) service charge increase and efforts to reduce costs
  - ME presented slides #5-19 summarising background to estate costs
  - Insurance accounts for 29% of service charges – actions:
    - The Freeholder (Freehold Managers) controls Insurance (Zurich) and Broker (AJG)
      - VHMC to initialise a project to examine what we can do to reduce insurance costs
      - Lobby letter to MP
      - Request AJG provide validation that they have sought the best cost from Zurich
  - JB provided details as to Chaney's management fees
  - SM provided details regarding waste management costs and what is in place to reduce costs for this period – cheaper alternative Contractors, monthly visits rather than collecting as and when, installation of CCTV and fobs on the binstores
    - VHMC to look into a supplier review project – Mark Allen to lead
  
3. The option of paying the service charge in instalments
  - ME presented slides #21-23 outlining Leaseholder arrears and top 5 Leaseholder arrears
  - ME presented the VHMC cash situation March 2024 – overall shortfall of £1,180,767
    - Debtors - £521,767
    - Claims HE/Fairview - £659,000
  - ME informed that we had recently received good news that Homes England have awarded VHMC £580,363.52 and this will have a positive effect on cashflow

- VHMC to look into payment rate analysis and payment policy

4. Concerns the site doesn't seem well maintained given the high charges

- ME opened this question to the room and the following concerns were raised:
  - Noise nuisance  
SM – no current reports of noise nuisance
  - Children playing in communal areas – causing damage to the lifts  
SM – CCTV
  - Lack of Visitor parking  
SM – explained that Visitor parking was being utilised due to the scaffolding works and was unavoidable

5. Opportunities for new members to join the board at the meeting

- Parveen Kapoor (338) – introduced himself to the meeting and his attributes to become a new Director
- Mark Allen (336) - introduced himself to the meeting and his attributes to become a new Director
- Both Parveen Kapoor and Mark Allen were co-opted onto the VHMC Board of Directors, this will be ratified at the next AGM.

6. Difficulties selling properties - a) Service charges have reached a level that mortgage lenders consider problematic and b) The performance of the managing agent has also made selling difficult

- SM detailed the number of sales enquiries 2023/24:
  - 2023 – 41 sales
  - 2024 (to date) – 11 sales
- SM also gave more detail regarding the complexity of the further questions received from Solicitors regarding fire safety
- Glyn Thornloe expressed his disappointment regarding the time taken to complete his remortgage queries, he also raised concerns that service charge levels were considered too high by Lenders

7. Lack of communication and seeking of leaseholder views

- Discussed the current avenues of communications including Facebook, Winterthur Way website, letters, meetings and direct communication with the team in the estate office
- ME opened this up to the room and the following concerns were raised:
  - Zoom meetings – caused a lack of trust due to questions not being answered  
JB – we answered as many as we could on the night and Leaseholders were told to email their questions in after the meeting if they were not answered
  - WB – Round table meetings were offered previously, however feedback from the meeting, Leaseholders were not aware of these
  - Website – not the best, needs updating and more accessible

- The opportunity for Leaseholders to contact the VHMC Directors directly by email
- Actions:
  - Arrange Director Round table meetings that are advertised to Leaseholders
  - Project to overhaul the Winterthur Way website and its content
  - Email regular communication to Leaseholders
  - Publish Directors email addresses to Leaseholders
  - Utilise Leaseholders with particular skillsets to aid with the above

### **Summary of actions**

1. Hybrid meetings going forward
2. Insurances
  - a. VHMC to initialise a project to examine what we can do to reduce insurance costs
  - b. Lobby letter to MP
  - c. Request AJG provide validation that they have sought the best cost from Zurich
3. Payment rate of service charges
  - a. VHMC to look into payment rate analysis and payment policy
4. Improvement of communication
  - a. Arrange Director Round table meetings that are advertised to Leaseholders
  - b. Project to overhaul the Winterthur Way website and its content
  - c. Email regular communication to Leaseholders
  - d. Publish Directors email addresses to Leaseholders
  - e. Utilise Leaseholders with particular skillsets to aid with the above