

Minutes of General Meeting

Thursday 6th December 2018

Community Room, Entrance B, Goulden House

Attendees:

Bart Lai - Committee member BL (Flat 179)
 Sarah Rubidge (Flat 112)
 David Taylor (Flat 207)
 Rory Bucknall (Flat 172)
 Catherine Fitzpatrick (Flat 230)
 Anna Kirilov – Committee member AK (Flat 2)
 Richard Hickey – Committee member RH (Flat 66)
 Firdous Reza (Flat 69)
 Sunny Azarpour – Committee member – Secretary SA (Flat 182)
 Lois Davis – Committee member – Treasurer LD (Flat 106)
 Sasha Savich – Committee member (Flat 221)
 Michael Walsh – Committee member – Chair (Flat 206)
 Violet McLean (Flat 109)
 Michele Rowbotham (Flat 239)
 Marie Krum – Committee member – Co Secretary MK (Flat 150)
 Mrs Odinubaku (Flat 246)
 Will Sakyi (Flat 238)
 Boran Dimic (Flats 209, 185, 180) (arrived late & left after **Item 6 finished**)
 Rosario Green – Committee member (Flat 146)
 Foday Kamara – Resident Participation Officer WBC

1. **Apologies:** Jane Memmler, Gem Bryan, Rocco Tartaro
 Quorum of 15 members was achieved.

2. **Approval of Minutes from last meeting (28th March 2018)**

Read through all the minutes as no one had copies previously.

LD would like a correction to be made to P.2, Item 3. Budget Update 2018/19, “RH advised..... the word “tenants” ought to be ‘lease-holders’. Correction will be made to those minutes and recorded to reflect a correction has been made.

Minutes approved & signed off as a true record:

SA proposed

BL seconded

3. **Matters Arising:**

3.1 Rule Changes - RH said they needed further work and maybe we can do this sometime in the future if the need arises.

3.2 Budget up date – read from earlier minutes.

3.3 Lifts - Lots of complaints from various residents. This evening two out of three lifts were out of service! FK will let the appropriate department know about recent failures, but WBC have said they will be writing to residents about all three lifts & WBC’s intentions with regards to replacing/refurbishing them.

4. Introductions:

All committee members present introduced themselves, they were:

MW, SA, BL, MK, AK, RH, LD, SS, RG

The Chair introduced all CM's not present, they were: NK, JM, GB, SW, RT

5. Staffing update:

5.1 MW updates everyone about our current office manager who has been off sick for a couple weeks. Committee may have to look for a new manager. The Co-op office manager is a very responsible job & role and we need to get someone who is *very* competent. Members will be updated with the staffing situation by the next GM.

5.2 We are happy to report that our housing support officer (SJL) has returned to her previous post so the office is manned every day of the week. Explanation about Jeff's role who is now a 'contractor' but still doing the same job for us as before.

5.3 Quincy will be leaving at the end of December as he was temporary staff.

Cleaners - Have had agency workers since Frank and David left. At present we have Nadir from Star Agency and Adrian from Regents Agency. We will be ending the contract with Regents Agency at the end of February 2019 and will probably keep Nadir on as permanent. We need a caretaker/handy-man so we hope to be interviewing for the post soon and preferably when we've recruited a manager. Members will be updated by the next GM.

5.4 Gardening – We have re-employed Worldwide Gardeners. They cut their fees and increased their responsibility in various areas. Fees are fixed for a term of 3 years.

6. Budget:

LD treasurer gave an update: Under the headings Maintenance & Services – underspent £5,000 Tenants & Block repairs overspend £2,000. We're in the 7th month and underspend £12,000 on staffing. There is a deficit of £45,000 which will be paid off over time. Block repairs overspend £10,500.

There will be an extra cost for lift refurbishment. It's scheduled with WBC for 2yrs time.

Residents here feel it needs to be done sooner as it always seems to be out of action, especially in the last six months!

NB: At this point a resident (B.Dimic) came in to meeting to complain about the lifts breaking down all the time & the fact that *two* of them are out tonight.

FK from WBC is asked to comment about this very serious issue and, he reads a letter from WBC. MW states that if we the residents bought the freehold of the block, that we could do what we like in relation to replacing the lifts. The man (B.Dimic) says he wants to buy the freehold. FK states that the lifts are due to be replaced in 2021, but he will make some enquiries about this major works and get back to us.

7. Maintenance:

MW states that door entry system needs replacing as they are breaking down often but intermittently. We need to 'limp' along as there are more important urgent maintenance issues to worry about.

- 7.1 Door entry system, replacement parts are no longer being produced. WBC electricians may be able to have a look.
- 7.2 Fans are not fully functional. This is partly due to its age and partly because residents are remodelling their flats & making wrong connections. There is no easy way to replace them. Peter Hedges is contact at WBC.
- 7.3 What happened to the connection whereby residents could see on their TV, visitors to the block? Providers were changed. The solution maybe with the new broadband being installed.
- 7.4 CCTV - Government claims there are too many cameras and we should remove our system. We feel it is necessary for building security.
- 7.5 Gutters are all blocked. KS looked into this and was given a quote of 8 to 9K. As soon as we have a manager we can tackle this issue.
- 7.6 Walkways on 4th floor need attention. Service charges will need to go up in order to pay for building works. Something like a £100 per flat was suggested.
- 7.7 Entrance doors & all floors need replacing and a great many of the stairs have loose strips that are a tripping hazard.
- 7.8 Emergency lighting – no easy way to test them. Having spent £30.000 there is nothing further we can do but move on from a bad deal! MW reports that he will have to speak to the contractors to find out how they work! LD would like everyone to know that 30K was spent on lighting without any knowledge about how they work & there's no maintenance contract. RG states that her sub entry green light is not working.
- 7.9 Car parking and parking areas - to be found on WBC website.

8. AOB:

- 8.1 Residents showing an interest in obtaining the Freehold. Will keep all tenants and lease holders up-to-date on this issue. LD states that the Coop can not be involved in buying the F/H as we are WBC's agents. MW feels that we need to do a lot of work to the block & it seems the only way is to do it ourselves.
- 8.2 Maybe some communal activities could be organised.
- 8.3 No BBQs on grassy areas or balconies

9. Date of Next Meeting

Thursday, 26th February 2019 but liable to change at short notice.

Meeting end: **8:50 pm**