

Minutes of General Meeting

Thursday 21st March 2019

Community Room, Entrance B, Goulden House

Attendees:

Catherine Fitzpatrick - (Flat 230)

Alassad (Flat 13)

David Taylor (Flat 207)

J.Gibbs (Flat 248)

Catherine Fitzpatrick (Flat 230)

Anna Kirilov – Committee member AK (Flat 2)

Richard Hickey – Committee member RH (Flat 66)

Firdous Raja (Flat 69)

Sunny Azarpour – Committee member – Secretary SA (Flat 182)

Rocco Tartaro – Committee member – (Flat 203)

Sasha Savich – Committee member (Flat 221)

Michael Walsh – Committee member – Chair (Flat 206)

Gem Bryan (Flat 58)

Michele Rowbotham (Flat 239)

Marie Joa-Cortijo (Flat 47)

Hancher(?) (Flat130)

Natasha Koshnitsky – Committee member (Flat 225)

C Gomez (Flat 143)

Ann Ward (Flat 250)

H Kysiit? (Flat 51)

Marie Krum – Committee member – Co Secretary MK (Flat 150)

Rosario Green – Committee member (Flat 146)

1. **Apologies:** Foday Kamara & Martin Byrne of WBC

Quorum of 15 members was achieved.

2. **Approval of Minutes from last meeting (6th Dec 2018) and corrections if any:**

Read through all the minutes.

Correction - NK states that she gave her apologies to the last meeting as she could not attend but it was not minuted. **Correction** – FR would like his surname to be spelt correctly as ‘Raja’ not Reza as it appears in minutes.

Minutes approved & signed off as a true record. **MSR proposed, FR seconded.**

3. **Matters Arising:**

MR states that in the last meeting she did in fact ask if committee could make some enquiries about people extending their lease, but doing it collectively in order to save money?

4. **Introduction of new manager AG:**

MW introduced AG to members & AG gave a brief bio about herself and the types of work she’s done throughout her working life. AG states the main jobs she’s had to deal with since taking up her post in January, mainly being leaks, lifts breaking down frequently, and in a couple weeks WBC will be conducting an audit. AG gives a report on the urgent maintenance issues in GH which are

all receiving attention and must be dealt with ASAP so that people are safe and the block is compliant according to our management agreement and obligations with WBC. The serious failure of all three lifts within GH is another major item which is being addressed. WBC have a new contract with company called Precision who have a maintenance contract to repair & maintain them, WBC are also keeping a watchful eye on the lifts as too many people have been trapped in them recently & all the breakdowns, sometimes two or all three is not acceptable. AG explains that she has had meetings with engineers & WBC to find a workable solution & will continue to monitor the situation. WBC will not deviate from their plan to replace/refurbish lifts in 2021. Watch this space. All works are ongoing and serious issues are being addressed.

5. Budget update 2018/19 & approval of new budget for 2019/20:

MW introduces new Treasurer, SS, to the meeting and asks her to take everyone through the old budget for 18/19 & new one 19/20. Please refer to the Excel spreadsheet document provided - SS explains the reason for the increase in service charges for next year, mainly because of the serious maintenance issues AG has highlighted & the fact repairs *must* be carried out so that we don't end up having to pay even bigger problems in the future. In addition the entry phone systems are breaking down quite a lot recently because the system is old and obsolete so when they break down it's difficult to find parts but we are having to make do this year as there are too many other expenditures which are more urgent. The staffing structure & why so much spending on this, have had to use agencies for office staff and cleaners as we hadn't offered enough pay in order to attract a better calibre of staff but we are trying to address this now. The contingency cost of 10% or £8500 is needed in case of emergencies, i.e. if we go under we would have to pay our staff and routine costs & obligations for at least 3 months.

6. Staffing Update:

MW explains the staffing structure & why more money will have to be spent, we want to avoid using agencies. Reasons why agencies were used in the past, i.e. long term staff retired in quick succession and at a time when we didn't have a manager in the office which made things even more difficult. There was no choice but to use agencies most of the time.

7. Maintenance Update:

Resident asks why about why so much approx. £15000 spent on lighting? MW explains how the lighting doesn't work. A contractor has given us an estimate of £12000 to get it right, so we want to spend £6000 this year and do half of them and then spend £6000 next year to do the rest. We are attempting to put things right. SS says that we haven't looked after the block for quite a long time, so we now need to spend some money in order to bring the standard of maintenance to an acceptable level where dealing with repairs doesn't turn into a major issue. Resident makes a comment on the fact that he keeps hearing the same rhetoric every time he comes to a meeting i.e. things will be better once repair's or works are done but it seems to never end. although he does appreciate all the work CM's do for everyone else.

8. AOB:

FR makes a comment about the budget being put on the GH website so late in the day. SA apologises to FR and takes responsibility for the delay in getting the budget on the website so late, & we will endeavour to put this right by starting to prepare for the new budget a few months in

advance if possible, although sometimes we can't avoid doing committee work when we can fit it into busy lives. Everybody's patience is very much appreciated. FR accepts my apologies.

Another resident enquires whether we have pest control contractors which we confirm we do indeed. He reports seeing rats or mice on the 4th floor walkway. AW states that it doesn't help when so many people leave their bin bags full of smelly rubbish outside their flat door which attracts vermin. Agreed. SA will report this to the office in an effort to deal with this horrible problem.

Resident reports that her entry phone system is not working again! FK, our RPO said he would look into this for us at our last committee meeting so SA will enquire about the result and let everyone know at the next GM. We are aware that quite a few e.phone systems have not been operational for a few weeks now although we have seen engineers working on some of them for the past couple weeks. SA will enquire. Accepted.

Unanimous approval of the new budget for 2019/20:

FR proposed it

RG seconded it.

9. Date of next meeting which will be the AGM:

The meeting was scheduled for 22nd August but as lots of people may be away on summer holidays in August, it was agreed to have the AGM on **22nd July** instead.

Meeting ends: **8:30pm**