

ST STEPHENS PAVILION MANAGEMENT COMPANY LIMITED

MINUTES OF ANNUAL GENERAL MEETING HELD ON WEDNESDAY, 11th NOVEMBER, 2015 AT 7.00PM AT CHAPEL FIELD ROAD METHODIST CHURCH

1. Members Present:

Clayton Hudson	1 Alexandra House/14 Leicester House
Sarah Goldser	16 Leicester House
Mr S Wright	21 Benjamin Gooch Way/35 Benjamin Gooch Way
Jeff Amis	42 Benjamin Gooch Way
Rod Voegeli	46 The Pavilion
Mr J Woods	59 The Pavilion
John Dawson	70 The Pavilion
Mr & Mrs Jim Atkinson	71 The Pavilion
Frank Porter	72 The Pavilion
Lisa Harwood	73 The Pavilion
Geoff Cooke	74 The Pavilion
Ian Stimpson	117 The Pavilion
Susan Jackson	125 The Pavilion
Mrs Walley/Yasmin Walley/Mr Walley	137 The Pavilion
Mr & Mrs Cullum	142 The Pavilion
Nathan Brunsden	169 The Pavilion
Mr & Mrs Rueger	201 The Pavilion
Mr & Mrs Ley	221 The Pavilion
Tim Batchelor	244 The Pavilion
Penny Field	250 The Pavilion
Laura Bocking	254 The Pavilion
June Hood	257 The Pavilion
Avril Douglas	274 The Pavilion
Yvonne Gowers	278 The Pavilion
Kate Varney	280 The Pavilion
Pamela Wilson & Miss Wilson	282 The Pavilion
Bill Roe	284 The Pavilion
Jill Wilcox	287 The Pavilion
Neil Betts	290 The Pavilion

The Managing Agents, Residential Management Group Limited, were represented by Michelle Ivemy Regional Manager, and Andy Hart, Property Manager.

2. Apologies for Absence:

Rita Nixon	6 Alexandra House
Melanie Austin	11 Alexandra House
Nicholas Pike	20 Leicester House
Dr & Mrs Young	25 Leicester House
Mr & Mrs E Steel	19 Benjamin Gooch Way
John & Regine Petri	24 Benjamin Gooch Way
Mike Betts	45 Benjamin Gooch Way
Jon Howard	49 Benjamin Gooch Way
Rene Hollinger	2 The Pavilion
Mark & Esther Wecki	3 The Pavilion
Philip & Sue Matthew	28 The Pavilion
Ollie Stilgoe	33 The Pavilion
Ricardo Freshwater	58 The Pavilion
Lisa Adams	61 The Pavilion
Bridget Kirk	67 The Pavilion
Rebecca Davison	105 The Pavilion
Daniel Bardsley	114 The Pavilion
Mr & Mrs Hopper	131 The Pavilion
Sonya Rice	151 The Pavilion
Penny Plowman	174 The Pavilion
Sarah & Peter Durke	188 The Pavilion
Robert & Lesley Black	190 The Pavilion
Wendy Shreeve	232 The Pavilion
Mark Webb	235 The Pavilion
Gary Linder	246 The Pavilion
Patricia Faulkner	266 The Pavilion
Rev Elizabeth Bellamy	285 The Pavilion

3. Minutes of last General Meeting:

The Minutes of the last Annual General Meeting held on 12th November, 2014 had been previously circulated and were approved as a true record of the meeting.

4. Matters Arising:

It was agreed that any matters arising would be covered under "Any Other Business".

5. Audited Accounts.

A Section 20b had been circulated to members in lieu of the accounts for the period ending 2014. The accounts were to be distributed at a later date. MI was asked if there were any problems with the accounts. MI advised that there was no problem with the accounts issuing an S20b was a requirement under the Landlord and Tenant Act if the accounts were not ready by a prescribed date.

6. Any Other Business:

General Housekeeping

There had been reports of cigarette ends being thrown from windows which were subsequently landing on balconies belonging to other properties, flat roof areas and landscaped areas. This should be ceased with immediate effect as it is both anti-social and will cost the service charge in repairs to the roof areas and for removal from landscaped areas.

Access for emergency services/carers

It is possible for arrangements to be made to have key boxes placed outside the communal entrances to allow access to ambulance crews/carers in the case of emergency. The property manager should be contacted in need. Arrangements are in hand to have all the information required by fire crews to be placed in a central location from which information/keys can be retrieved should there be a need.

Gas Boiler

There is a gas boiler in Ivory Building and it was raised by a resident that this had recently required repair. Whilst the engineer attended promptly it had meant that there were several properties without heating and hot water over a weekend. It was requested that this contract be placed so that call out within a limited period of time is required. RMG agreed to review this contract and to provide up to date information when there was an issue.

Residential Control:

It was asked if there were plans to put this company into residential control. Michelle advised that now all properties which form part of the Management Company have been completed, resident Directors can now be appointed. However, the members of the Steering Committee have so far not shown an interest in becoming Directors so no date is currently set for the handover to resident Directors.

Timers on lights outside The Pavilion

A member complained that the lights on the bollards outside the main Pavilion came on too early. RMG agreed to have these adjusted.

RMG Living

A member asked if more use could be made of RMG Living. It was agreed that the minutes would be posted to RMG Living as well as posted. Michelle advised that RMG were currently piloting a paperless service; moving forward members can elect to receive all correspondence via email rather than in the post. Members reported that correspondence on different matters were sent in separate envelopes and requested that in future these were sent in the same envelope. It was explained that as the correspondence was for different management companies it needed to be treated separately however the sentiment was noted and would be feedback to the organization.

Major Works, Administration Building

An overview on the pending major works to the administration building were provided to the meeting. There was a meeting with affected residents scheduled for 10th December, 2015. Leasehold owners from the Administration Building reported that they were still suffering leaks and requested that repairs be comprehensive rather than patched.

Planters

A member raised the planters outside the main entrance to The Pavilion. It was advised that these would shortly be moved further out. It was noted that this piece of work had been outstanding for a several months. The planters were originally commissioned by members of the steering committee and moving forward they will be moved further over so that the original features of the entrance are not hidden behind them and will be planted 2No times per year.

Minutes of The Steering Committee

A member asked if the minutes of the steering committee meetings could be circulated. The minutes of the steering committee had previously been circulated to all members. RMG had no objection to the circulation of the minutes and the posting of same on RMG Living. Members asked for clarification on how to communicate with the steering committee and were advised that this should be via Andy Hart, Property Manager.

Lifts

Two of the lifts serving St Stephens Pavilion had not been in service recently. It was agreed that should the lift be out of service then a notice to advise of this would be placed on the lift. Please report any problems to the front office so that this can occur promptly.

Front Office

A member asked that the excellent service provided by Steve to site was noted in the minutes. It was agreed to do so.

The Chapel

A full update on the chapel was given including plans to advertise. Members raised a question as to why the windows were not yet vandal proofed. Planning permission had been sought following the engagement of a planning consultant and once received the protection will be placed without delay as quotations had already been received and approved by the steering committee for The Estate.

Emergency Access

It was reported that the ambulance service had reported difficulty with the double doors in the main corridors and were expected to complain to the management company and suggest improvements. These improvements will be investigated once the complaint had been received and their expectations outlined.

Michelle Ivey
Regional Property Manager
Residential Management Group