

## **BRENTFORD DOCK LIMITED**

**Minutes of the 545<sup>th</sup> Board Meeting held in the Directors' Meeting Room  
on 16<sup>th</sup> January 2014 at 7.00 pm**

### **Summary**

**PRESENT:** Charles Kraus (CK), Ann Howe (AH), Veronica Wray (VW), Mike Edwards (ME), Paul Booth (PB), Helen Randall (HR), Pat Monro (PM), Sheenagh Thomas (ST), Leslie Ferber (LF), Chris Birch (CB)

**IN ATTENDANCE FROM MR&Co:** Adam Goldwater (AG), Carol Cherriman (CC), John Antrobus (JA)

**IN ATTENDANCE:** Nicky Plant (NP) – minutes Secretary

#### **Apologies for Absence**

Elizabeth Campbell Bevan (ECB) – proxy vested in PB

Katherine Baxter (KB) – no proxy vested

Roger Smith (RS) from MR&Co

Alishcia Campbell (AC) from MR&Co

#### **Minutes of Previous Meetings**

543<sup>rd</sup> (November) meeting minutes were approved with minor amendments.

**Proposal: That the minutes, once amended as agreed, are accepted as a true record of the meeting.** Proposed PM, seconded CK. Votes in favour: unanimous

544<sup>th</sup> (December) meeting minutes were approved with minor amendments.

**Proposal: That the minutes, once amended as agreed, are accepted as a true record of the meeting.** Proposed PM, seconded PB. Votes in favour: unanimous

#### **Michael Richards & Co Reports**

##### **Management Report**

###### **Service Provider KPIs**

###### **a) Facilicom KPIs (Cleaning)**

AG reported there had been much improvement in the service in particular due to the appointment of a new supervisor who is proving to be excellent.

**PROPOSAL: to pass Facilicom's KPIs as Green**

Proposed – MR&Co. 10 Votes in favour, 1 proxy vote against.

###### **b) Trigion KPIs (Security)**

VW suggested a vote of thanks should go to the Security Team, in particular for dealing with the vast number of parcels being delivered over Christmas.

**PROPOSAL: to pass Trigion's KPIs as Green**

Proposed MR&Co. Votes in favour: unanimous.

The Board have studied how Trigion handle parking tickets and consider that it is no longer necessary to receive detailed reports on the reasons for rescinding tickets. However, it was agreed to keep the existing detailed reports for one more month (*to cover the hand-over from Sam to Jonathan*) and then to move to receiving details only of headline figures.

### **c) Ginkgo KPIs (Gardening)**

#### **PROPOSAL: to pass Ginkgo's KPIs as Green**

Proposed: MR&Co. Votes in favour unanimous

Ginkgo do not remove green waste that has been dumped by the cleaning team, or others in the green waste area. CC explained that this is because it is not appropriately bagged and she has asked Ginkgo to provide quotes for getting rid of the build up. The new ITT for gardening includes removal of this green waste.

CC reported that the Autumn/Winter pruning plan had been forwarded to ST & VW earlier in the week.

#### **Management Website**

The Board queried whether any of the office staff had the necessary skillset required to maintain such a site. It was explained that since it would be maintained using Word, it would not present a problem. AG said the expenditure to create the site would be quite low and that most importantly the content must be correct, easy to navigate and look and feel right.

PB asked if an e-commerce element could be included so that shareholders' can check their accounts and pay their Service Charge. AG said this could be possible in the future by linking the site with something like their Qube software package (bespoke property management package). CB queried the value of offering this facility and AG said it would be worth investigating the cost/benefits in the future once the site is up and running.

This website will be completely separate from the independent Residents' website although there can be links between them.

AH asked how much this website would overlap with the proposed maintenance software project. The website will be more of a bulletin board whereas the maintenance product will relate more to asset management and the recording, monitoring and reporting of maintenance problems.

The Board agreed to the creation of the website in principle and asked AG to continue developing the idea and put together a costed proposal.

#### **BAA/HAL**

Concerns were expressed about the delay in installation commencing in Numa Court. Those in properties surrounded by blue netting are particularly disadvantaged. JA will send out a general update on what's happening with the night noise windows scheme following his meeting with them next week, first to Board and then to all residents/shareholders.

#### **Health & Safety**

MR&Co will, as well as reporting incidents, include in their monthly report information on potential risks that have been identified or reported to them. .

### **Record Decisions made out of committee**

JA reported on the renewal of the Gas contract with SWALEC. The previous rate with a different supplier was 2.999 ppkwh; the budget was for 3.14 ppkwh; the rate achieved with SWALEC was 2.855 ppkwh. The decision was voted on out of committee by the Chair, Deputy Chair and sufficient other Directors to form a quorum as previously agreed by Board for negotiating and agreeing gas prices.

### **Reports from Committees.**

#### **1 Finance Committee**

The budget notes from the meeting on 13/1/14 were referred to and there was general agreement to the 4 proposals listed respectively under General, Communal Windows, Riverside Lighting (*provisional funding, should the project be approved*) and Management Fee/Staff Salaries. The proposals voted on were as follows:

#### **PROPOSALS:**

- 1. The budget for 2014/15 and updated 10 year capital plan, as recommended by MR&Co, subject to considering the 4 proposals mentioned above.**
- 2. The changes to typical service charge, as recommended, with one exception: the Finance Committee recommends that the increase for Marcus Court be reduced from 2.2% to 1.76%. This would be achieved by maintaining the current level of block reserve contribution. The Finance Committee consider that this alteration will still retain more than adequate block reserves for Marcus.**

Proposed HR, seconded PM. Votes in favour of both proposals: unanimous.

#### **2 Maintenance Committee**

The Board discussed and voted on where to locate the new bike store whilst referring to the map provided by AH.

**PROPOSAL: To position the bike store next to the recycling bins behind Romulus court.**

Proposed PM, seconded VW. 6 votes in favour, 3 votes against, 2 abstentions.

JA will ask Jonathan to chase up the council regarding tidying up the various recycling areas, in particular behind Romulus court.

JA to approach the council regarding providing us with additional bike stores.

## **AGM**

MR&Co will meet with VW to prepare answers to all outstanding questions from the previous AGM & Shareholders' meeting and those provided in advance of the meeting this month.

*[MR&Co left the meeting at 21:30]*

All agreed that ME should give a short presentation at the AGM of the results of the Parking Survey. ME will produce a form to give out at the AGM to recruit volunteers to join a re-convened Parking Group.

### **Ratification of Bridge House as Company Secretary**

**PROPOSAL: to agree in principle to appoint Bridge House as Company Secretary subject to agreement of specific tasks and scope of work to be undertaken.**

Proposed PM, seconded CK, votes in favour unanimous.

VW/PM will write a letter of intent to Bridge House regarding BDL's intention to appoint them as Company Secretary.

### **Proposal regarding Table Tennis table**

After much discussion around the pros and cons a proposal was made.

**PROPOSAL: That AH develops a funding process to raise money for 1 table tennis table to be installed on the Marina Warehouse roof.**

Proposed AH, seconded PM, 4 votes in favour (PM AH VW CB), 6 against (HR ME PB ECB(proxy) ST LF) and 1 abstention (CK).

Many commented that although they voted against the proposal, they are in favour of an indoor play area that will create less noise.

### **Any Other Business:**

#### **Augustus Close Parking sign wording**

All agreed that unless ME is able to find the original wording of the sign it should be a single sign which reads "25-38 Augustus Close" on the top line with another line underneath which reads "Residents' Parking only". PB asked it to be recorded that many are unhappy with the idea that some areas of the Estate are only for the use of certain residents.

**Next meeting: Thursday 13<sup>th</sup> February 2014 at 6:30pm**

The Meeting closed at 11:05pm