

## **BRENTFORD DOCK LIMITED**

**Minutes of the 549<sup>th</sup> Board Meeting held in the Directors' Meeting Room  
on Thursday 8<sup>th</sup> May 2014 at 7:00 pm**

### **Summary**

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

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

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

#### **Apologies for Absence**

Sheenagh Thomas (ST) – proxy vested in HR

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

548<sup>th</sup> (April) meeting minutes were approved with one amendment.

**Proposal: That the minutes, once amended as agreed, are accepted as a true record of the meeting.**

#### **Matters Arising:**

**Monitor bikes on balconies once new bike stores available** – now that more bike stores are available it was agreed that any bikes on the walkways should start to be removed. Those that are clearly not in use, or have notices warning that they will be removed, should be removed first.

It was agreed that once bikes had been removed (and owners notified where possible) they would be stored for 2 months and then collected by a charity for re-use.

Photographs of any removed bikes will be taken, noting their original location on the photograph. AC will implement this policy.

JA will include an article in the Newsletter to inform residents and to contact Jonathan in the Office for information on where the new bikes stores are located and if spaces exist for their bikes.

#### **Michael Richards & Co Reports Service Provider KPIs**

##### **Facilicom (Cleaning)**

AH questioned the quality of the cleaning in her block, specifically the bin chute areas and asked if the daily tasks were being done. AC said that the quality of cleaning had been assessed as good during her inspections but she agreed to investigate further with the cleaning supervisor.

AH also queried whether the removal of moss at Otho court had been completed as reported. AC will also follow up.

CC said that in the future the supervisor will be able to log all complaints on the new facilities management software and will take 'before and 'after' pictures as evidence of the complaints being dealt with.

AH said she was generally concerned with the standard of the cleaning, which seems to have tailed off again over the past few weeks, in particular in Nero Court. Others thought things were OK in their blocks. AC will follow up.

#### **Facilicom's KPIs were passed as Green**

#### **Security**

##### **Trigion KPIs were passed as Green**

#### **Gardening**

##### **Ginkgo**

AG pointed out that a report had been circulated regarding the incident (*un-authorized 'passenger' in a towed trailer*) and that it had been handled well. There was general agreement although all thought it should have been dealt with much more quickly, within 2 weeks rather than 2 months. There was a discussion about how the incident had been handled and all agreed that since it had been acknowledged and staff trained appropriately the matter was now closed.

##### **Ginkgo's KPIs were passed as Green**

##### **Gardening ITT**

HR expressed concerns that the residents who had been maintaining the planters behind Romulus Court may be against the proposal to replant them. CC said she had already spoken to the main resident involved who is now OK with the plan.

CC said that if the proposal is passed, she will talk to them about it again before instructing Ginkgo.

**PROPOSAL: To instruct Ginkgo to proceed with the improvements to 18 black planters along the rear of Galba/Romulus Courts and 1 black planter on Augustus Close (next to Leo Ct/opposite Otho Ct), together with the six small planters along Augustus Close all in the sum of £4,415 + VAT (this is achievable within the current budget total)**

10 votes in favour, 1 abstention

Although some were uncertain about the central plant Ginkgo had recommended, after discussion, all agreed that CC/Ginkgo should choose the central plant. HR asked on behalf of ST that the associated bedding be colour co-ordinated with the colour of the chosen central plant.

#### **CCTV Proposal**

*(Note: our current 6 year rental contract at just under £7k per year, ends this September).*

CC confirmed that the new cameras would have the ability to rotate through 360 degrees. Once installed, they will be programmed to pixelate out all private areas e.g. flats (above garage level).

PB asked how the areas being covered were selected and should other areas be covered. AC said similar areas are covered as before but the replacement cameras are superior quality with much better resolution to enable the recordings to be used in a court of law. CC said additional cameras can always be added in the future. JA said the original cameras were set-up to cover entrances and exits to the Estate, hence a new camera was now being added where there are gaps in coverage i.e. at the Syon gate to cover the Syon wall-side footpath and one moved from outside the rear of the Security Office to the Southern Dock Road Gate allowing coverage of Dock Road and the canal-side footpath. One of the cameras will - as now - cover the existing BBQ area, but will be moved from the middle of Nero end wall to the Northern corner so that it can also cover the office and shop, and Justin Close parked cars and garages.

The resolution will be good enough to recognise the faces of anyone coming on or off the Estate but directors felt that there must always be a balance between having too many cameras but also the need to ensure that the entrances and exits and potential troublesome areas are covered.

The proposed cameras have infrared capability and recordings are kept for approximately 30 days.

Some directors did have concerns over the outright purchase versus renting the proposed equipment and it wasn't clear whether the cost of maintenance of the equipment was the same, whether renting or purchasing. MR&Co will double-check.

**PROPOSAL: to enter into a contract with Trigion for the outright purchase of the CCTV equipment as specified in the documents circulated with the Board papers in the sum of £23,780+VAT plus a live monitoring system – at a cost of £1,200+VAT (which allows cameras to be controlled and viewed at Trigion's security centre) to support the guards on patrol on the Dock.**

**PROPOSAL: to enter into a contract with Trigion to purchase and install a column mounted camera opposite the gateway to Syon Park in the sum of £4,578 + VAT.**

There was an informal show of hands which resulted in unanimous agreement to obtain the proposed new CCTV system with the addition of a camera at the Syon gate from Trigion. But more information was needed before deciding whether to rent the equipment or make an outright purchase. A formal decision will be made by email once a comparison of the purchase versus rent information had been circulated by MR&Co.

### **BAA/HAL Night Noise Windows Scheme**

There was a meeting on Tuesday this week when JA and HR met with Mark Welch (senior project manager from Nationwide) and Martin Faulds (TFT). Contrary to our request, no senior people attended and no-one from BAA/HAL. JA reported from this meeting that Numa installations are now progressing to the most recent plan and the scaffolding dismantling will commence from 13<sup>th</sup> May and will take around 3 weeks; some of the scaffolding will be moved to Romulus. Romulus will be done in 4 sections with the scaffolding in each section being up for around 6 weeks. White

netting will be used instead of blue; they expect to finalise a plan for the rest of the Estate this week.

Subsequent to the meeting an email was received from BAA/HAL indicating that there were issues with putting an Estate plan together because of ongoing discussions over replacement windows for the Hounslow Homes properties. JA will continue to liaise with them to get an Estate plan.

### **Blackjack Trial**

*(Additional top surface coating on the footpath adjacent the lock-keeper's house).*

Directors said that residents were equally divided between 'loving and hating' the red 'Blackjack' surface. AH suggested putting an article in the Newsletter to invite comments to be sent back to the office. **Action JA**

### **Reports from Committees**

#### **Finance Committee**

CB commented that the section on delegation of financial powers was interesting and very useful. CC & VW will send a letter to Numa residents to explain that neither ECB nor HR are standing again for their constituencies, in the hope that others will be encouraged to stand as new directors.

#### **Maintenance Committee**

Concerns were raised about Estate inspections as the current reporting system wasn't altogether clear what progress was being made. However, directors didn't want to overburden staff with more paperwork. JA felt that this would improve once the new software is installed (during the next 12 weeks) as there will be much more information available and generating reports will be easier. Directors agreed but also felt that it was important for Board to have a degree of confidence that issues were being picked up and dealt with.

#### **BDEL Committee**

CB gave a verbal update on the recent committee meeting and said he would circulate the notes from the meeting by email. VW offered thanks on behalf of the Board to the Lock-Keepers for their hard work attaining the Marina to full capacity. It was reported that the work on the pontoons is progressing well.

NP reminded the Board that the next BDEL Board meeting will be combined with the BDL Board meeting on 12<sup>th</sup> June. All agreed to start at 6pm on that day and that BDL business will be dealt with first as CB is unable to attend until 7pm.

#### **Arrange walkaround for Board to look at BBQ & memorial for Numa resident –**

it was agreed that the brick BBQ and surrounding trellis should be removed. JA will produce a proposal to Board for this work to include installation of benches and tables alongside the river in an area further away from the lock to reduce the noise nuisance in the vicinity of Marcus Court.

The Board agreed in principle to the memorial and authorised AC to liaise with Ginkgo about how a tree may be installed (pot or planted) and what type of tree to use. There is £500 available for the memorial as donated by friends of the resident

who passed away last year. HR offered to send AC & CC ST's original email about the memorial.

**PROPOSAL: in principle to accept the suggestion of allowing a memorial on the Donald Plummer podium and allow MR&Co to liaise directly with the partner of the deceased to make the arrangements with the money donated.**

Votes in favour, unanimous.

**Any Other Business:**

**BDRA in the Newsletter**

Jennifer Corbin has asked for space in the Newsletter for BDRA events. Directors agreed that it was entirely appropriate that the Newsletter should have a community aspect to it. However, space is still at a premium but it was considered that space should be dedicated to events happening on the Dock to include e.g. BDRA, charities, choir, kids music & movement, etc. It was suggested that a larger paper format such as 'legal' should be used as and when extra space was required.

VW/JW will make this happen!

**Next meeting: Thursday 12<sup>th</sup> June 2014 at 6:00pm to include the BDEL Board Meeting**

Meeting closed at 11:10pm