

BRENTFORD DOCK LIMITED

**Minutes of the 554th Board Meeting held in the Board Room
Thursday 13th November 2014 at 7:00 pm**

PRESENT: Roy Swainston (RS), Chris Birch (CB) Pat Monro (PM), Ann Howe (AH) Charles Kraus (CK) Mike Edwards (ME) Phil Stephenson (PS) Veronica Wray (VW) Leslie Ferber (LF), Paul Booth (PB) Katherine Baxter (KB).

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

IN ATTENDANCE: Kath Richardson (KR) – Minutes Secretary

554/1 Apologies for Absence

Alishcia Campbell (AC)

554/2 Minutes of Previous Meetings

553rd (October) were approved with minor amendments.

554/3 Agree items of AOB:

- 1 Board Dates
- 2 Ballymore
- 3 Parking Working Group
- 4 Gardening Working Group
- 5 Newsletter

554/4 Michael Richards & Co Reports

1 Service Provider KPIs

a) Facilicom KPIs (Cleaning)

AG, AC and VW and RS met with Facilicom managers to look at ways of improving the cleaning service, giving cleaners more of a sense of ownership and pride in what they're doing and to give a better end result. Facilicom reacted very positively to discussions and the process has started well, including looking at the bulk waste issue, which is becoming a very expensive problem on the Dock. Board will consider alternative models, such as Residents paying for their own removals, although some directors thought that this wouldn't work as many residents would just dump their rubbish randomly.

Action: RS will continue to work with MR&Co and Facilicom to look at more creative ways to improve the situation.

Bulk Waste Removal:

The Finance Committee has been looking at bulk waste disposal costs; and due to historic invoicing issues from the bulk waste haulier, costs from previous years dating back some 18 months have been settled during the current financial year. Following this, it is now clear that the budget for the current year is inadequate for the scale of the operation and also changes in specific costs levied for particular items (e.g. electrical items, mattresses, etc.). PM queried whether we are obliged to pay historic invoices to the bulk waste removal company. CC explained that in the

original agreement it was understood that revenue from scrap metal would be offset against cost of skips and removal. At a meeting with the company, CC refused to pay all the invoices and negotiated a substantial reduction on them. PB suggested looking at alternative providers but JA said that these had been investigated and the current provider proved to be the most cost-effective and their service much improved now that the invoicing issues have been addressed.

PB was concerned about a likely projected over-spend and RS asked if procedures were in place for monitoring issues such as these. CC assured Board that there was now a robust system in place to stop such incidents recurring. VW queried whether it was possible for MR&Co to accurately assess the value of scrap metal removed by the haulier.

RS stated that he had caught people off-Dock dumping waste in the Dock warehouse and that there needed to be a robust way of monitoring and stopping this. Board will consider alternative models, such as Residents paying for their own removals, although some directors thought that this wouldn't work as many Residents would just dump their rubbish randomly. AG suggested the possibility that Board look at 'capping' how much rubbish each Resident could dump.

RS mentioned that 250-300 contract cleaning hours had been spent (over the year) handling the Dock bulk waste. He suggested that rented properties generate higher costs due to the frequent changes of tenancy and that the Dock should raise a levy on Landlords. AG stated that this is done on other Estates that they manage (under the terms of lease) and Landlords have to pay a deposit for each new tenant, which goes towards removing bulk waste. Board considered that this was a good idea and maybe one that should be adopted, although ME said that it would be difficult to monitor as tenants/landlords don't always notify the Office of any changes.

JA noted that there are ideas and proposals re: recycling and bulk waste coming to the next Maintenance Committee and this will be brought back to Board in due course.

Action: CC will analyse this year's bulk waste costs and advise on the cost options for tenants - for next meeting.

Facilicom's KPIs were passed as Green.

b) Ginkgo KPIs (Gardening)

Ginkgo

RS suggested that the Ginkgo's statement in their Report, "+8 hours" was unclear. He asked whether these are additional hours within their contract, or extra hours to be paid. CC explained that they have 'seasonal' additional hours as part of their contract and they work with the Facilicom cleaners to clear the 'soft' landscape. Facilicom sweep the 'hard' landscape.

Action: Ginkgo will be asked to make clearer the part of their report that relates to flexible hours permitted in their contract. AC

Ginkgo's Report was received and their KPIs were passed as Green.

c) Trigion KPIs (Security)

AH queried why Trigion had stated in their monthly report that all the bin room doors were being locked/unlocked every night when they were not. Trigion have submitted 2 reports about defective locks. The top and bottom bolts need to be in position to

stop doors from being easily pushed open; and in some cases need a different type of lock to secure doors. CB suggested that Trigion be told to be clearer in their report to avoid any misunderstanding.

AH said that holes in Otho Court covered by boards are a trip hazard at night, and as such should have been reported as an H&S issue to the Office. RS also said that MR&Co should check that staff had appropriate training in H&S.

Action: AC

PROPOSAL: to pass Trigion's KPIs as Green

2 Website

AG commented that they were not in a position to demonstrate the new website but the link will be sent round asap.

3 decisions needed before it goes 'live':

- (i) Agree which information should be the private area and which in the public.
- (ii) Private area (password-enabled) is for viewing and downloading.
- (iii) Handbook – should it be circulated electronically only as printing would be very costly? Board agreed that residents should be able to opt for a hard copy – and a note will be put in the Newsletter.

ME asked how changes will be made after it is issued. CC stated that Appendices were used for more dynamic information and she will look at possible printing formats with the printers to facilitate page replacement. The decision on how many copies to print will be made once costs and the numbers required are known.

Action: CC will send link to all Directors and they should send their comments to VW by Monday 1st December. Board agreed that VW could sign-off the final version with MR&Co.

3. Directors' Handbook

AG suggested that the Handbook could be formally adopted at the AGM as rules and regulations are enforceable under the Lease.

Final comments/edits to be sent to CC for editing.

Action: VW/AG to put on Agenda for AGM sub-committee.

4. Replacement 'Street' Lighting

Proposal was that the 3 alternative sample lights should be installed either adjacent to the corner stairwells in Leo, Maurice and Servius Courts so each lamp could be viewed in isolation, or placed in front of the Marina, close to each other for comparison. JA suggested installing separately and then moving them to the Marina, but this was rejected due to the cost implication.

Board agreed to trial them in the public area in front of the Marina.

(Note: the original poles will remain, it is just the lamp on top that will be changed).

Action: To set up the trial lights in public area in front of the Marina once the Christmas lights have been taken down. (JA)

5. Additional Gardening Project

AH suggested that Board may wish to reconsider the extent of the extra gardening proposal, as they may need to make savings this financial year. Although the proposal is within the gardening budget, CB suggested that Board could postpone the work until the final year-end financial position was clear. However, PM agreed

that we should look at overall finances, not just omit one project as an easy option. CC agreed that this gardening project could be done in the early Spring but that we would need to instruct Ginkgo to order the plants in the early New Year.

Action: To postpone decision until January Board when finances were clearer.
Agenda – VW.

17. Smoking

A note asking smokers to refrain from smoking on walkways, etc. was put in the latest Newsletter and JA has also produced a letter which can be sent out to Residents, should there be any further complaints.

ACTION: The Office will send out the ‘smoking’ letter to Residents if any complaints are received. Monitor the situation and if necessary include a further piece in the Newsletter again. JA/JW

18. Christmas Lighting

The Office have organised for there to be 2 ‘real’ trees - one to be located on the lower plinth at the Marina, and the other in Otho Court gardens. Other lights will be at the Residents’ Clubroom, on the bridge by Security Office and in the trees in Augustus Close. There will also be lights at the end of the Marina by the river.

(Note: these lights are funded from BDEL Reserves and not from service charges)

554/5 Reports, including those of Committees:

A Reports from Committees

1 BDEL Committee

The report was circulated prior to the meeting.

2 Maintenance Committee

The report was circulated prior to the meeting.

Next meeting changed to Friday 21st November at 9:30am

3 Finance Committee

Reports were circulated before the meeting for 18 September (correction of previously circulated) and 16 October.

JA announced that a gas rebate of just over £25k had been received. This is as a result of our request for an additional meter reading due to the spasmodic nature of earlier readings around the time of our new gas contract.

B Record Decisions made out of committee

None

554/6 Any Other Business

1 Board Dates

Christmas Board will be Thursday 11th Dec (without MR&Co)

January Board moved to 6.30 pm Thursday 15th (combined BDEL and BDL).

2 Ballymore

It was noted that the Ballymore plans would be brought to London Borough of Hounslow’s Planning meeting on Thursday 27th November and it was agreed that ME & VW would attend.

3 Parking Working Group

AH asking why the Parking Working Group had not had a meeting recently. She suggested that residents wanted to get involved in issues, such as electric power points, etc. However, VW said that although the last Parking Group meeting had been widely advertised only 2 residents attended and that in the circumstances she had felt that there was no point having any further meetings until there were new issues to discuss. In her view Block meetings covered these issues, although AH suggested that some Block meetings are not held regularly enough to enable residents' participation. JA suggested that as part of the upcoming bulk recycling proposals where extra parking spaces may be generated and other parking proposals are in the pipeline, it would be worth reconvening the Working Group in the New Year.

Action: VW to reconvene the Parking Group in the New Year.

4 Gardening Working Group

RS has offered his support as the new director to lead this group and will reconvene the group with AC in the New Year.

Action: RS/AC To reconvene the Gardening Working Group in the New Year.

5 Newsletter

Directors discussed whether there should be tighter deadlines in place for the publication of the Newsletter as currently it isn't produced on any fixed date.

Action: VW suggested that it should keep to scheduled dates and she will liaise with the Office.

MR &Co left meeting at 10:30pm

NEXT MEETING:

Thursday 11th December 2014 at 7:00pm (without MR&CO).