

## **BRENTFORD DOCK LTD**

### **Minutes of 582nd Board Meeting**

13<sup>th</sup> October 2016 @ 7.00 pm

**PRESENT:** Veronica Wray (Chair VW), Mike Edwards (Deputy Chair ME), Brigid Scott-Baker (BSB), Roy Swainston (RS), Paul Booth (PB), Chris Birch (CB), Leslie Ferber (LF), Katherine Baxter (KB).

**IN ATTENDANCE FROM MR&CO:** Carol Cherriman (CC), Jonathan Wheeldon (JW)

**IN ATTENDANCE:** Joanna Houghton (Minutes Secretary).

#### **582/1 Apologies for Absence**

Phil Stephenson, proxy given to ME; John Antrobus.

#### **582/2 Minutes of Previous Meeting (581 15<sup>th</sup> September 2016)**

Minutes of meeting 581 held 15<sup>th</sup> September 2016 agreed as a true record.

#### **582/3 To Agree Any Other Business Items**

- 1) Dock Map Stationery
- 2) New Solicitors - Ann Cohen Retirement
- 3) Augustus Bridge Works update
- 4) December Board Meeting
- 5) Appointment of Directors
- 6) Sky TV Provision to Dock
- 7) Parking Policy/Ticketing provision
- 8) Marina Overnight Usage
- 9) Coloured Mortar Policy

**582/4** To Dispose of Business if any remaining from last Meeting - None.

**582/5** To receive such communications as the person presiding may wish to lay before the Board - None.

**582/6** To receive and consider written reports and any other reports from the Company's Managing Agents, Michael Richards & Co.

### **MR&Co Management Report**

**Service Provider KPI's** - for information only as KPIs had been passed by Directors at the Operations Support Committee (OSC) meeting.

## **Lift Maintenance, Condition and Refurbishment**

The Board considered the independent lift engineer's report along with the detailed background report presented by JA, with recommendations for new contractors and Directors noted their excellence in summarising the past problems and the proposed future plans. PB raised the issue of the auto-dial function in the lifts, as currently there is no option for contacting the voice Control Centre in some of the lifts. PB felt that until these auto-dials were operational again there should be a direct link to the Security Office. However, CC pointed out that although having auto-dial functions in lifts is best practice, it is not a legal requirement and there is an alarm system in place that alerts Security. But Directors agreed that this current alarm bell-only situation in some lifts was not ideal, especially if someone was stuck in the lift, but it was understood that BDL was not contravening any regulations.

Directors discussed this matter fully and PB/RS both felt that Notices should be put inside/outside the lifts concerned informing residents that at the current time there was only alarm-bell provision and should the lift breakdown and the alarm bell was heard, residents should contact the Security Office immediately. It was agreed that Notices should be put inside the lifts and the same information put in the next Newsletter.

VW asked the meeting to focus on the matter in-hand - which was to choose the new lift contractor to appoint. PB raised the matter of the 2-hour response time that the recommended lift contractor was offering as the other companies were offering a better response time with a greater numbers of technicians in the locality. PB felt that a 2-hour response time was unacceptable and the Board, via MR&Co., should ask the company if they could match the shorter response times offered by the other 3 companies.

However, although Directors agreed that the new company should be asked, they didn't think that this should hold-up the decision to appoint a new contractor, as the lift refurbishment was a high priority. CC informed Board that MR&Co. had a lot of positive contact with this specific lift company and in her experience their response time quoted of 'within 2 hours' had usually been faster. LF asked if call-out's could be tracked by the Office so that response times could be monitored and JW agreed that this was possible.

The 4 companies had also been asked to quote for making the necessary refurbishments, as set-out in the engineer's report, and ME commented that he thought a month to carry out this work was too long for Nero which had only one lift. Again CC commented that in her experience the quoted refurbishment time of one month was very good, as most refurbishment projects took 8-12 weeks. VW felt that although the finer details of the contract needed more discussion with the company, JA could do this and Board needed to make a decision based on the report in front of them and to vote on the recommendation. PB and RS both voiced their concerns

about response times again but were happy to agree to vote on the recommended lift company provided they could match the other companies.

VW asked Directors to vote on each of the 4 lift companies – and the recommended company, Patron Lifts, gained 7-1 votes. It was therefore agreed to appoint them on a 3-year comprehensive maintenance and servicing contract as outlined in the report, with a proviso that MR&Co. would ask the contractor if they would be able to provide faster response times.

### **External Refurbishment** (non-accessible areas i.e. requiring scaffolding etc.)

CC asked the Board to vote on the MR&Co. recommendation to appoint Earl Kendrick as contractors for this project and she also asked if some Directors could help by joining a sub-committee to work on and agree the 'brief' for the contractors. This would involve decisions on the exact details for the whole project and give contractors a specification to report back on with costings, etc. ME, RS and KB agreed to join this sub-committee and although PB felt that he did not have the time to join the sub-committee, he agreed to assist in an advisory capacity.

### **Company Legal Services**

JA/VW had interviewed 3 solicitor practices, to choose a possible replacement (to take over BDL's legal services) when Ann Cohen of MacDonald Cohen, retired at the end of 2016. VW presented the report on the Q&As and hers and JA's comments on these interviews and although Directors were impressed with all 3 companies' profiles they wanted to know if there were any conflicts of interest with any of the companies. VW informed the meeting that were not, but that one practice was particularly impressive and stood out from the others and they could also cover the required company secretary services for BDL. Directors asked about their charging for ad hoc legal advice and VW said that they were all happy to provide this, except for one practice, but that all their general charging structures were in-line with those of MacDonald Cohen. Ann Cohen had spoken to all the candidates, prior to their interviews and had briefed them on BDL's requirements. Directors asked VW for her views on these 3 solicitors and she said that both she and JA felt that Curry Popeck stood out as the best 'match' for BDL. Directors agreed to accept the proposal to appoint Curry Popeck as BDL's new company legal services provider on Ann Cohen's retirement.

### **Communal Window Replacement**

Notes from the pre-contract meeting with The Window Company were attached. CC invited Directors to view the test installation adjacent to 36 Nero Court after 14<sup>th</sup> October 2016 and send any comments/view to JA by 3<sup>rd</sup> November 2016, which is the date of the next meeting with the contractors. PB queried the thickness of the frames and if they were thinner, then the residue white paint would need to be removed. It was agreed that this could be double-checked when viewing the test site.

## **Additional Cycle Shelters / Re-positioning Recycling Bins**

JA has been working with the Canal & River Trust and London Borough of Hounslow recycling contractors to agree a way forward to re-site the re-cycling bins in a position acceptable to the contractors, and enable siting of the additional cycle shelters, which were a planning requirement to allow the 4 additional parking spaces outside the Office. The new cycle shelters are 50% funded by LBH and BDEL although BDEL pays for them and then claims back the other half. BDEL can also claim back the VAT. MR&Co. asked for a decision on BDEL's half-funding for the project. VW also suggested that the re-positioned recycle bins should be screened-off with a pagoda-style construction, perhaps with planters, (as at The Island development in Brentford). She suggested that MR&Co took a look at these and took photographs with a view to following a similar design. VW asked Directors to agree 'in principle' to BDEL funding half the match-funded cycle shelter provision/relocation project so that JA could continue with the project, working with planners and other external organisations. Directors also passed specific thanks to JA for his sterling work on this project, which was proving to be a very difficult process.

## **Insurance**

MR&Co. has worked on an updated insurance guide for leaseholders, produced by CC, to form part of the Handbook. This was because understanding residents' in-flat insurance policies alongside BDL's buildings' insurance policy did sometimes cause confusion to residents. Directors had felt that the BDL Estate policy should be clearer for leaseholders and form part of their Handbook along with putting the information on the website.

RS asked if BDL's insurance policy would be void if there was in-flat multiple occupancy. CC informed Board that multiple occupancies have to be licensed by the Council and this would indeed affect any insurance cover if the occupancy was not licensed/legal. Any known multiple occupancies should be reported to MR&Co. who are legally obliged to report this to insurers.

**582/7 To receive and consider any other reports, including those from committees.**

**Minutes from other Committees were received.**

**582/8 Any other Business (agreed at start of meeting)**

**1) Dock Map Stationery** – KB presented examples of the map in card format. She felt the colours needed to be brighter and would discuss with the printers. VW said KB should include a credit with her website information on the back of the card. Directors asked for cellophane covering for the single cards and a boxed option for 10 cards. KB would take this request back to the printers. Directors discussed the marketing of the cards and larger maps and agreed that information should be given to Estate Agents, put in the Newsletter and a 'flyer' put on the Noticeboard. The new

external signage should be ready to be installed in 4/5 weeks' time and a promotion could be organised once the final date was known.

**2) Ann Cohen's Retirement** - VW had received a handwritten letter of thanks for the Fortnum & Mason hamper sent for her retirement. She will circulate this letter to Directors for information.

**3) Augustus Bridge** – update from LBH had been received, to be posted on Noticeboard and included in the next Newsletter.

**4) December Board Meeting** – it was agreed that as usual there would not be a December Board meeting, but VW announced that there would be a Christmas gathering at her flat. This would be on the usual Board date, second Thursday of the month, 8<sup>th</sup> December.

**5) Appointment of Directors** – there was concern over the difficulty in recruiting Directors and Board discussed whether the amount of support given to new Directors was enough, with perhaps the idea of a 'buddy' system for new Directors so that when they are first inducted onto the Board they have another more-experienced Director to help them. The idea of some sort of remuneration for being a Block Director could perhaps be considered again. It was agreed to bring this to a future meeting.

**6) Sky TV Provision** - JW circulated an update on the Sky Q services on the Estate. Directors reported that 5 residents from Julius were Sky subscribers and JW agreed to take this back to Sky. It was agreed to send out full information to Residents on how to access the Sky Q services once all Blocks had been upgraded and connected. JW said that once the whole Estate had been connected then Sky could organise a promotional event for residents.

**7) Parking Policy/Ticketing** - PB wanted to know the policy on persistent offenders who parked in allocated private spaces. Signs have been put on offending vehicles but they have taken little notice as the tickets cannot currently be enforced. JW informed the meeting that a new parking compliance company has been sourced to re-implement formal ticketing, and the Office is working with Security to install this company asap. JW will report back in due course.

**8) Marina Overnight Usage** – this had been raised at PB's Block meeting – as some residents believed that one or two boat owners were overstaying the permitted overnight stays on their boats. The Marina was now a member of the Yacht Harbour Association and as such could access legal advice on how best to deal with breaches of the rules and any unwanted vessels/owners. CC would bring this back to Board. PB had also noticed that Quilliams were advertising a 'leasehold' on a 3-bed vessel in the Marina, and his Block residents felt this was not sending out the right message. CC was aware of this and another leisure mooring and would look into it and deal with it.

**9) Coloured Mortar Policy Amendment** – A proposal from the Operations Support Committee’s meeting on 6<sup>th</sup> October, (Minute item 4, Matters Arising), stated that:

It was agreed to change the existing policy on coloured mortar and that the policy should be amended to:

*‘All mortar repairs should be colour-matched as far as is reasonably practicable’.*

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**MR&Co and Minutes Secretary left meeting at 10.10pm**

**Date of Next Meeting:**

**10<sup>th</sup> November 2016 @ 7.00 pm**