

BRENTFORD DOCK LTD

Minutes of 591st Board Meeting

12th July 2017 @ 7.00 pm

PRESENT: Veronica Wray (Chair VW), Mike Edwards (Deputy Chair ME), Ade Greenhalgh (AHG), Brigid Scott Baker (BSB), Paul Booth (PB), Phil Stephenson (PS), Leslie Ferber (LF), Karen Kemble (KK)

IN ATTENDANCE FROM MR&CO: Adam Goldwater (AG), John Antrobus (JA)

IN ATTENDANCE Minutes Secretary Joanna Houghton

591/1 Apologies for Absence Chris Birch proxy given to ME; Katherine Baxter proxy given to VW.

The Chair informed the meeting that Roy Swainston had resigned as the director of Section 3; she explained some of the circumstances around this matter and that he had announced his resignation at a block meeting.

MR&Co expressed their sadness at his departure from the Board and said that his expertise would be missed. This was also reiterated by directors.

The meeting discussed the difficulties that sometimes face directors as a number of residents do not seem to appreciate the hard work that they do and on a voluntary basis.

It was also discussed how best to deal with the tiny percentage of residents who are persistently abusive towards directors and how best to support directors in such situations. AG advised directors that other Estates have policies in place to support staff/board members and it was felt that something similar should be adopted by BDL.

It was agreed that VW would liaise with MR&Co. and draft some appropriate wording that can be used by directors and staff as necessary.

591/2 Minutes of Previous Meeting (590th 8th June 2017)

Directors accepted the Minutes of Meeting 590 held on 8th June 2017 as a true record

591/3 To Agree Any Other Business Items

- a) Watering Points on Estate BSB
- b) Access Report Seat Heights BSB
- c) Sun Awnings/Canopies PB
- d) Bridge Opening VW
- e) Heat Pump Presentation

f) Communication with Shareholders BSB

591/4 To Dispose of Business if any remaining from last Meeting
None.

591/5 To receive such communications as the person presiding may wish to lay before the Board None.

591/6 To receive and consider written reports and any other reports from the Company's Managing Agents, Michael Richards & Co.

MR&Co Management Report

Item 1. Service Provider KPI's – as the last Operations Support Committee meeting had not been quorate, the service provider KPIs were voted on at Board meeting. Directors agreed unanimously that the KPI's for Facilicom, Trigion and Gingko should be passed as 'green'

VW asked for thanks to be passed to Facilicom's cleaners for their hard work in the cleaning of the food waste bins; and thanks too to the office staff for the amazing effort they went to for the Augustus Close Bridge official opening event.

Item 2 - Path Refurbishment

Board voted to proceed with the path refurbishment of Phase1 - Numa Court - and agreed to go with the majority of residents' votes which was for the colour Stone Age Bronze. MR&Co stated that they would place the order and would confirm the exact start date, in August.

Item 3 - Lift Refurbishment

JA stated that he had received the schedule of works from our contractors. KK wanted to ensure that any blocks with only one lift were given plenty of notice of the refurbishment time-table to allow residents to make alternative arrangements, if necessary. MR&Co. assured the Board that they would actively communicate with any mobility impaired residents in these blocks and assist in any way possible. .

Item 4 – Canal & River Trust – Surface Water

JA has completed negotiations with the Canal & River Trust and a final agreement has been reached with regard to the surface water drainage. JA urged Directors to check their water bills and inform constituents at block meetings to do the same as there should be a rebate available from Thames Water. JA is happy to assist any resident with how to make this claim from Thames Water; but rebates may only be back-dated for 18 months. The Board asked that once checked for accuracy this information could be put in the Newsletter. **Action Point:** MR&Co to confirm rebate criteria and then put into Newsletter.

Item 5 - Water Source Heat Pump Presentation

Directors felt that this was an interesting presentation, covering two separate issues, the possibility of using an alternative energy source for heating (Water Source Heat Pumps) and changes in environmental / energy legislation which may require in-flat metering and controls, as well as the individual billing of energy used.

(The company) proposed that they could provide the plant necessary and then sell the heat back to us, whilst claiming the Government subsidy, with no guarantees of a specific price for the energy.

Directors felt that this was a major flaw in the commercial part of the proposal – and asked why BDL would consider paying for the energy with no fixed price; especially if it could be alternatively sourced more cheaply elsewhere, as this would be prejudicial to the interests of Leaseholders.

Directors felt that although (the Company) had made some interesting points on improving the efficiency of the heating system it was considered that perhaps this should be looked at independently. JA suggested that the first step would be to ensure that the existing installation was operating as efficiently as possible before looking at how to provide new heat sources. AG suggested that Board get independent advice on heat metering.

It was advised that statute overrides lease terms with regard to heat metering and although there may be time-limited extensions for companies on exemptions, UK law states that there is a legal requirement to meter control the heating on Estates.

It was agreed that MR&Co. should contact our energy brokers and discuss efficiency and obtain further information on the matter of metering.

Item 6 - Tree Works

ME provided pictures to Board regarding Tree No.151. He asked if this tree could be pollarded in the next round of tree works on the Estate as some residents had complained that their views were blocked and their light restricted. It was discussed whether this tree should be pollarded, or removed and replaced.

BSB felt that although we had consulted arboriculturists and this tree had been left for the moment on their advice, we could go back and raise this issue again with them. ME reminded Board that the arboriculturist had in fact pointed out in his recent report that trees 151 and 148 were indeed obstructing views and significantly reducing light, but the earlier work (now complete) was not tasked with dealing with those types of issues, and they were a matter for Board to decide.

Board discussed the issue fully and it was agreed that the management and/or the removal of this tree needed to be resolved and they should consult with residents. The Chair suggested writing to those residents who were immediately affected to ask

their views on the two alternatives: to fell the tree and replant with a more appropriate species, or to pollard it and manage it on an ongoing basis.

Once residents' views had been collated then the Board could make any informed decision using their responses.

It was agreed to write to all residents affected by this tree and a decision would be made once responses had been received.

Item 7 Bulk Waste & Recycling H&S/Fire Risk Assessment

Bulk Waste & Recycling H&S/Fire Risk Assessment is due to be carried out in August, after which Board can study the report and revisit the issues.

591/7 To receive and consider any other reports, including those from committees.

- A) Minutes from other Committees -** None.
- B) Decisions taken out-of-committee -** None.
- C) Director Elections -** There is currently an election proceeding in Section 5 – Numa Court with 2 candidates standing.
- D) August Meeting -** The Chair asked the meeting to discuss whether they required an August meeting bearing in mind so many directors and staff would be taking holidays. It was voted (unanimously) not to hold an August Board meeting - the next Board meeting will be in September.

591/8 Any other Business (agreed at start of meeting)

- a) Watering Points -** BSB informed directors that the pipes at these watering points were rusted and need attention, this would normally be a matter for the Operations Support Committee, but it was agreed that JA and JW should discuss with Gingko and decide on any action needed.
- b) Seat Heights -** BSB reported that the benches near the river had been installed too low and did not comply with the recommended seat height stated in the DDA Regulations. JA will check and get back to contractors.
- c) Sun Awnings -** There have been two complaints about a new awning on Numa Court. PB felt its colour and fixings were not in keeping with the overall aesthetics of the Estate and although the installation of this awning had been processed and agreed by the Office in accordance with existing policy and precedents, it was felt that its positioning and its colour was maybe out of keeping with others on the Dock.

PB asked if any more awnings such as this should be permitted, or should the Board review its procedures on this matter. It was suggested that PB should provide a proposal to Board and this would be considered in more detail at a further meeting.

- a) **Bridge Opening** - VW reported that the event was a great success and thanked the Office staff, specifically JA and JW for their extra efforts on the day.
- b) **Communication with Shareholders/Residents** BSB provided a document with her views on how the Board currently communicates and consults with residents/shareholders and asked directors to consider her thoughts on this matter.

ME pointed out that 40% of shareholders live off-Dock and Directors are elected to make decisions at Board level. The views of residents and shareholders are obtained at block meetings and through block consultations, as and when appropriate, and by correspondence and conversations between Directors and their constituents.

It was also noted that the views of a vociferous vocal minority at a block meeting are not necessarily representative of the views of a Block as a whole.

AHG felt that his website was also a good indicator as to the issues concerning residents and he keeps track of frequently mentioned issues and brings these back to Board.

The meeting discussed the benefits of having joint block meetings and it was generally felt this was a good idea, offering differing views from different blocks. Directors thought that it was generally a good idea to communicate with residents during some decision-making processes as it helped them to understand how Board decisions were made, but agreed that as elected representatives of their blocks, time and workload meant that not every single Board decision could or should be consulted on Estate-wide, neither was it appropriate if it was a complex issue that required a lot of background knowledge to formulate an informed view.

VW asked Directors to review BSB's paper, and email their thoughts to her directly – this subject and any further ideas will be discussed at a later Board meeting.

MR&Co left meeting at 9.30pm

Date of Next Meeting - 14th September 2017 at 7.00 pm