

BRENTFORD DOCK LTD

Minutes of 597th Board Meeting

8th March 2018 @ 7.00 pm

PRESENT: Veronica Wray (Chair –VW), Mike Edwards (Deputy Chair – ME), Chris Birch (CB), Paul Booth (PB), Karen Kemble (KK), Aneeta Cameron (AC), Adrian Greenhalgh (AHG), Leslie Ferber (LF), Brigid Scott Baker (BSB) , Katherine Baxter joined meeting 8.00 pm (KB)

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

IN ATTENDANCE Minutes Secretary Joanna Houghton

597/1 Apologies for Absence - No apologies received.

597/2 Minutes of Previous Meeting (596 8th February 2018)

The Minutes of Meeting 596 held on 8th February 2018 were unanimously passed as a true record.

VW brought forward Item 7a - the Chair/Deputy Chair vote. The Board elects these two positions annually – at the first Board meeting following an AGM. Both VW and ME had agreed to retain their positions unless another director wished to be considered. CB had carried out a confidential consultation with directors and informed the meeting that no other candidates had put themselves forward for these positions. Therefore, the meeting voted for VW to continue as Chair and ME as Deputy Chair. All directors were in favour. VW and ME were re-elected into the positions of Chair and Deputy Chair respectively, for one year.

597/3 Any Other Business Items

- a) Otho Residents' Meeting
- b) Bicycle Policy/*Mobikes*
- c) Playle & Partners
- d) Insurance Renewal

597/4 To Dispose of Business if any remaining from last meeting. None.

597/5 To receive such communications as the person presiding may wish to lay before the Board. None.

597/6 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

The Operations Support Committee (OSC) recommended that all service providers be passed as 'green', but as only 3 directors attended this meeting it was not quorate so a full Board approval was required.

Directors commended all service providers and the Office staff for their tremendous work in clearing the snow and helping residents on the Estate during the recent extreme weather conditions.

All Key Performance Indicators (KPIs) were passed unanimously as 'green' for service providers (Trigion, Facilicom & Ginkgo). Directors requested that MR&Co pass on Board's thanks to all the teams.

Item 2. Service Provider Contract Renewals

The Chair informed the meeting that MR&Co's contract renewal would be dealt with in the private part of the meeting but other contracts would be discussed in the general meeting.

MR&Co. explained that the renewal quotes for Trigion and Facilicom covered the increase in the London Living Wage payments to their staff, but that their profit margins remained the same. Ginkgo already pay their staff above the London Living Wage and their increase is a cost of living increase. All service provider contracts, including MR&Co's, are reviewed and renewed on an annual basis. Directors discussed the process and the frequency of re-tendering the Service Provider contracts. However, several directors asked why the Board would want to change providers given that they were consistently performing well and their KPIs were regularly passed as 'green'. Directors discussed 'best practice' and how best to keep a close eye on the wider market value for services and to consider options to re-tender contracts every 5 years or so.

However, it was pointed out that the cost of these contracts is directly reflected in the Service Charges, which have been stable in recent years. It was agreed that if the Board did wish to compare the market the focus would not necessarily be about paying less for services, but more importantly, to ensure that if changes were to be considered then the **quality** of services must be comparable. Directors agreed that quality was paramount.

Directors discussed the increases and if these were in line with Retail Price Index (RPI) or the Consumer Price Index (CPI) - MR&Co confirmed that they were in line with the CPI, for contracts not affected by the London Living Wage and that these would be advised in the covering letter with the 2018-19 budget / demands.

Directors agreed unanimously to renew the annual contracts for Trigion, Facilicom and Ginkgo for 2018/19. Renewal processes will be considered for the future to continue to ensure due diligence.

Item 3. Electric vehicle to replace the John Deere

In line with the update of our street cleaning machine to a near silent electric vehicle, Directors have been considering updating the old petrol-driven John Deere 'tractor' and replacing it with a silent, eco-friendly alternative. MR&Co. had been asked to research the market and they had selected samples of electric vehicles, mainly from the company Bradshaw who appeared to be the main dealer. Board members had also done some online comparisons and agreed that this company appeared to be the market leader and suggested that BDL consider a vehicle with a back that could tip, and could pull a trailer. Directors considered all possibilities, including renting rather than buying, and also the alternative of a second-hand vehicle, and additionally the cost comparison between electric and petrol vehicles. It was also noted that Ginkgo had offered to buy the old machine once replaced, although they recognised that it would require a substantial overhaul. The price negotiated for this machine would go towards the new vehicle.

Directors asked MR&Co. to provide further cost comparisons for electric versus diesel, and a carbon use comparison, likewise new versus second. These will be brought to the next meeting for further discussion.

Item 4. Lift Refurbishment update and interiors

The meeting agreed that the colours for the lifts' new interiors should be decided by the residents of those blocks with lifts. The lift company had supplied MR&Co. with a selection of sample colours and these will be put forward for the residents' vote. Directors agreed that a sketch of the interior area options would be put on the Noticeboard and inside the lifts so that residents could let the Office know their preferences.

Item 5. Security Office Remodelling

Directors have established that the current Security Office is no longer fit-for-purpose as it is too small to cope with the ever increasing demand for temporary storage due to the popularity of on-line shopping. Directors agreed that it should be extended and modernised and the side door entrance on the road moved to the front paving. A Working Group will be convened to prepare a timeline for plans/layout and budgeting for this remodelling. This Group will also include Trigion's Security Officers who will be consulted to gauge their requirements.

Item 6. Fair Use of the Office Services

Regarding the fair use of Office Services, It was agreed that although difficult, it was an issue that now needed to be addressed, namely the ever increasing demands

and pressure on both the Dock Office and Security Service as a result of an increasing proportion of more senior residents now living on the Dock. Options for dealing with this problem were discussed, such as: the provision of on-site community workers; on-site charity office to assist more senior residents; looking at involving a local church with community workers, etc. Directors felt strongly that designated on-site volunteers could be a viable option and it was suggested that any other ideas could be brought back to Board for consideration. It was agreed that the Board needed to tackle this issue head-on to support Office and Security staff to enable them to carry out their duties effectively for all residents without being overwhelmed by the sometimes unreasonable expectations of a just a few residents who really required the support of services that were beyond both the scope and qualifications of Dock Staff. It was felt that a letter from the Chair to all Residents, would help to highlight the problems that the staff have to deal with and explain the limitations of the help they can be expected to provide, and invite residents to raise ideas and suggestions on how best to manage this ongoing situation.

597/7 To receive and consider any other reports, including those from committees.

a) Chair/Deputy Chair Vote – completed earlier in meeting.

b) Minutes from other Committees – Finance Committee meeting notes from 26th February were attached and accepted.

PB, as Chair of the Finance Committee, stated that it had been agreed that Finance meetings would now be held bi-monthly and new dates were attached to the notes.

c) Decisions taken out-of-committee

(i) The Chair informed Directors that CC was currently reviewing BDL's insurance renewal and that an out-of-committee vote may be required during the next few weeks to agree insurance cover for the upcoming year.

d) BDL Website

MR&Co had contacted the website designer, who had provided an estimate to re-design and update the BDL website. The site is now over 5 years old and is in need of a major update. The web designer estimates that the work will take 3.5 days and he will also manage the website on a monthly basis. Directors also proposed that the site could be used as a link to the Regeneration Project for surveys and suggestions from residents, although all surveys would be via an external link, not part of the website. Further details and the design pages will be available at the next OSC meeting.

597/8 Any other Business (agreed at start of meeting)

Otho Block Meeting

- a) From Block Minutes: Otho Courtyard Gardens:** Otho residents highly valued the gardens. ME/CB explained that low level non-invasive lighting was planned for a couple of the short darker paths.
- b) Bicycles & Mobikes on the Estate:** Directors noted that once again bikes are being left overnight on walkways and pavements and they asked if the Office could take action. JA said that he would discuss this with JW as he thought that there were now adequate spaces for bikes to be stored in the bike sheds around the Dock. However, the new *Mobikes* (rental bikes) were also being left on the Estate. These have GPS tracking and should be collected by the leasing company but they are meant to be left on public highways. It was agreed to highlight the bike issue again in next Newsletter and MR&Co. would arrange to carry out a Dock-wide purge on bicycles left on walkways and balconies.
- c) Playle & Partners** – MR&Co. and the Chair had held a productive meeting with Playle & Partners and it had been agreed to organise an initial drop-in forum for residents at the end of March, to gather ideas and views on what community facilities they would like to see. Following this meeting there would be further meetings to present initial outcomes of ideas and design sketches, with a further opportunity to comment on the project. A final meeting to present the worked-up scheme, before it is submitted for Planning, will be held around July. Directors discussed the need for a dedicated email address for residents to contact; and it was agreed that this could be made available via the redesigned website. It was also agreed that any initial correspondence to residents should come from the Board, but subsequent correspondence could come from Playle, as our project contractors. The first meeting date for residents is planned for **Wednesday 28th March between 3pm–8pm.**

MR&Co. and Minutes Secretary left meeting at 9.30 pm

Date of Next Meeting 12th April 2018

(BDEL Meeting at 6.30 pm - BDL Board Meeting at 7.00 pm)