

BRENTFORD DOCK LTD

Minutes of 598th Board Meeting

12th April 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), Brigid Scott Baker (BSB)

IN ATTENDANCE FROM MR&CO: Carol Cherriman (CC), John Antrobus (JA)

598/1 Apologies for Absence - Leslie Ferber & Katherine Baxter

598/2 Minutes of Previous Meeting (597 8th March 2018)

Directors accepted the Minutes of Meeting 597, held on 8th March 2018 as a true record. – unanimously passed.

598/3 To Agree Any Other Business Items

- a) Dogs / dog mess
- b) Commercial vehicle parking

598/4 To Dispose of Business if any remaining from last meeting. None.

598/5 To receive such communications as the person presiding may wish to lay before the Board. None.

598/6 To receive and consider written reports and any other reports from the Company's Managing Agents, Michael Richards & Co.

Item 1. Service Provider KPI's – The Operations Support Committee recommended that all service providers' key performance indicators be passed as 'green', but as the meeting was not quorate, a vote was required by Board. It was agreed to pass all service providers' KPIs (Trigion, Facilicom & Gingko) as 'green.' All directors were in favour - the proposal was passed unanimously.

Item 2. General Data Protection Regulation (GDPR) – As a result of the new data protection regulations, which are coming into force on the 25th May 2018, BDL and MR&Co. have been taking expert advice on their current data handling procedures and considering what changes, if any, are necessary to meet the new legislation.

Following a meeting with these experts, Directors agreed for one company to carry out an audit of current data handling procedures and to provide recommendations to ensure compliance with the new law. Directors were advised that a seminar to explain the new GDPRs had been organised, on the 16th March, and all directors were welcome to attend.

Item 3. Electric Vehicle – MR&Co. is continuing to work with Directors in researching the comparisons between petrol / diesel / electric vehicles in a view to replacing the John Deere tractor. Electric machines are still directors' favourite choice as they are completely silent and do not require the storage of fuel, etc. but directors requested more information regarding battery life/costs, etc. before they made a final decision.

Item 4. Lift Refurbishment update and interiors – Colour samples were circulated at the meeting and it was agreed that these would be made available for residents of blocks (with lifts) to choose their preferred colours. This process will be advertised to those Blocks with lifts and colour samples for residents to choose will be displayed in the Security Office.

Item 5. Use / Misuse of the Office Services – An amended draft letter explaining the issues regarding the management office services was circulated to Directors and the wording discussed and agreed. The Office will send an electronic version of the final letter to all those residents who have supplied their email addresses. Hard copies will be enclosed with the next Newsletter.

Item 6. Updated BDL Website – The new website pages are currently being designed and once they are available the links will be sent to Directors for comment.

Item 7. Timber Windows – A significant number of flat owners who have timber windows have made enquiries regarding replacing these windows with UVPc ones under the new scheme provided by BDL, in conjunction with The Window Centre. This is an ongoing project and owners have been provided with estimates to replace their windows.

598/7 To receive and consider any other reports, including those from committees.

- A. **Managing Service Provider Contract Renewals** – Directors discussed the current process for contract renewals for cleaning/gardening/security contracts and how these might be assessed in the future for value without the need for a full tendering process. It was agreed that cost was not the only, or main criteria for re-tendering contractors, but value for money and quality high standards were paramount. It was agreed that the Legal & Contracts Group would meet (later in the year) to discuss all suggestions, including the possibility of holding another leaseholder survey.

598/8 Any other Business (agreed at start of meeting)

Dogs / Dog Mess – Many residents have complained about the increase in the amount of dog mess left by those owners who still don't clear up after their dogs despite the number of dog bins. Directors agreed that a "zero tolerance" approach should be taken towards these owners. It was agreed to put another reminder in the next Newsletter. But any dog owners

(living on the Dock) who are caught on camera not clearing up after their pets will be regarded as in Breach of their Lease and action will be taken against them. Off-Dock dog owners will be informed that their actions are not acceptable, that they are trespassing, and that they will be refused future access.

A. Parking – Commercial vehicles continue to be parked on BDL land as demonstrated by photographs shown at the meeting. Directors were told that a meeting would be set up between Dock Management and Trigion to discuss the matter further.

It was also agreed that new parking permits will be designed and re-issued on an annual basis to deter parking by those who are no longer residents on the Estate.

MR&Co and Minutes Secretary left meeting at 9.30 pm

Date of Next Meeting 10th May 2018 at 7.00 pm