

## **BRENTFORD DOCK LTD**

### **Minutes of 600<sup>th</sup> Board Meeting**

14<sup>th</sup> June 2018 @ 7.00 pm

**PRESENT:** Veronica Wray (Chair –VW), Mike Edwards (Deputy Chair – ME), Chris Birch (CB), Aneeta Cameron (AC), Adrian Greenhalgh (AHG), Leslie Ferber (LF), Brigid Scott Baker (BSB) Katherine Baxter joined meeting 7.30 pm (KB)

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

**IN ATTENDANCE** Minutes Secretary Joanna Houghton

#### **600/1 Apologies for Absence**

Apologies received from Karen Kemble proxy vote given to AHG.

The Chair informed the meeting that CB had been re-elected for his constituency.

BSB's term of office ends in July and her last Board meeting will be 12<sup>th</sup> July – she indicated that she would not be standing for re-election. KB's term is also due to end in July 2018. The meeting discussed the issue of sufficient candidates standing for election as Block Directors, and if current Directors re-standing inhibited others from applying for the position, although the Chair made clear that election letters always encouraged newcomers to come forward. There are currently two vacancies (Section 3 - Galba/Romulus and Section 6 - Numa East) and elections are imminent for Section 1 Servius/Galba and Section 11 Augustus.

**600/2 Minutes of Previous Meeting (599 10 May 2018) -** These were accepted as a true record.

#### **600/3 To Agree Any Other Business Items**

- a) Otho Court Gardens
- b) Lock-keepers

**600/4 To Dispose of Business if any remaining from last Meeting.** None.

**600/5 To receive such communications as the person presiding may wish to lay before the Board.** None.

**600/6 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** – VW informed the meeting that Trigion's Key Performance Indicators (KPIs) should not be passed as 'green' this month. This was with regard to some problems with communication within the Trigion team. Directors thanked JA for the way in which he had dealt with their personnel and he told the

meeting that due to the mistakes made by Trigion's Head Office team, their Director had now made some personnel changes within the team.

VW explained the KPI process which was that a 'red' KPI meant a 10% reduction in the company's monthly fee, and an 'amber' KPI was given with the express warning to improve in the following month. Directors voted on passing this month's KPIs as 'red' or 'amber.' Directors voted 4 for 'red' and 5 for 'amber.' It was agreed that the 'amber' KPI would be recorded.

**Item 2 - GDPR Statement/Audit/Compliance** – Having taken advice from GDPR experts, MR&Co. circulated copies of their own privacy statement along with the draft statement for BDL to use once agreed. BDL will carry out its own audit to ensure compliance with the new GDPR. This privacy statement, once agreed and signed off, would be sent to all leaseholders, and to new tenants on change of tenancy.

**Item 3 - Electric Vehicle** - JA told the meeting that the vehicle, as specified, had been ordered and delivery would be in July. The John Deere had broken down and was currently being repaired/refurbished ready for re-sale.

**Item 4 - Path Refurbishment** - Refurbishment works will start mid-July and should take approximately 12 weeks to complete. JA produced pictures of areas that were posing some queries and Directors considered these and agreed the specification, subject to costings.

**Item 5 – Website design update** – JA had received demo pages from the website design company and would send the link to Directors for comment and feedback to him.

**Item 6 - Sporting Events** – JA requested clarification on the dispensation given during sporting events for residents to display country flags. This had been given by the Board in the past and the Office was being asked if this could be the case again. The Board agreed unanimously to this for the duration of the current World Cup. Directors suggested that this decision should be publicised in the next Newsletter.

**Item 7 - Heating Failure** – JA informed Directors that the recent heating failure was due to either a drop in the gas pressure, which closed the boosters, or a power failure, but the engineers were not sure which. Directors wanted to pass on their thanks to the Office and Security staff for dealing with over 100 calls so efficiently. Directors discussed if there could have been any other way of disseminating the information to residents in a more timely way and a variety of options were discussed, including: an electronic message board on the Security Office window; recorded telephone messages, etc. But all had pros and cons such as cost and the need for someone to record, or program messages, which Directors agreed was difficult when an event occurred during a weekend. MR&Co. stated that they were also considering a text messaging service which would inform residents of important events quickly.

**600/7 To receive and consider any other reports, including those from committees.**

**A) Minutes from other Committees – none.** Date of next Finance Committee meeting was agreed 9<sup>th</sup> July at 5.30 pm. Next OSC on same day at 3.00 pm.

**B) Decisions taken out of Committee – none.**

**C) Regeneration Update –** Playle & Partners planned to send the independent draft SurveyMonkey questions to Directors for feedback. This survey link would be publicised in the next Newsletter and AHG would also put on the community website. Residents could also email their comments to the dedicated email address: [development@brentford-dock.co.uk](mailto:development@brentford-dock.co.uk).

**D) Community Exercise Facilities –** MR&Co. had produced a further draft plan of ideas for the Marina Warehouse roof exercise facilities based on suggestions from the residents' re-development consultation meeting, and as agreed, it would be a 'temporary' installation for the summer. It was agreed that the cleaners would tidy up the area and Security would also constantly monitor the area. Directors agreed that these games facilities would be for the summer months only. In September, Board would set-up a formal consultation with Residents to gauge opinions.

Directors agreed that the criteria should be set for such a temporary facility and any complaints received about noise/nuisance would be given serious consideration as part of the consultation. Health and Safety signs would also be erected in the area.

All costs will be met by BDEL. JA agreed to redraft the plan and organise the purchase of agreed items. The Office would arrange for the information to go into the next Newsletter to inform residents of the process.

AHG said that, in addition to these facilities, some residents had sent in a petition regarding the noise caused by users of the table tennis table behind Romulus/Galba. As a result of this he had set-up an on-line questionnaire on the community website and also delivered hard-copy flyers of this questionnaire to all residents in these 2 Blocks asking for their comments. He had only received 1 negative reply on the noise - the majority of residents thought it was a good idea. There had been a 30% uptake to his questionnaire and most had wanted more equipment/provision made for younger children.

**600/8 Any other Business (agreed at start of meeting)**

- a) Otho Gardens -** CB had been asked at his Block meeting if the fountain in Otho Court Gardens could be mended and put into working order again. JA said that it could be removed and/or renewed but it would be quite a large job. Directors enquired whether this could be done when the paths were being renewed and MR&Co. agreed to look into the options and to discuss at the next OSC meeting.

- b) Lockkeepers** – CC informed Directors that the 2 lockkeepers had both signed contracts and were now employees of BDEL. MR&Co. is currently advertising for a part-time relief lockkeeper.

**MR&Co. and Minutes Secretary left meeting at 10.15 pm**

**Date of Next Meeting:**

**Thursday 12<sup>th</sup> July, 2018 - BDEL Board - 6.30 pm**

**BDL Board - to follow**