

MINUTES OF ANNUAL GENERAL MEETING

ST BENEDICTS (TOOTING) MANAGEMENT COMPANY LIMITED

HELD ON WEDNESDAY 20th NOVEMBER 2013

AT ST NICHOLAS CHURCH HALL, CHURCH LANE, TOOTING, SW17

PRESENT: Mr Kevin Herrmann (KH) Director, Chaired Meeting
Mr Ravi Joshi (RJ) Director

9 Property Owners also listed in the Attendance Register:

Mr P Risdon
Mr T Fraser
Mr T Crowther
Mr M Johnson
Mrs P Johnson
Ms M Shiromani
Mr A Palazzolo
Ms B Palazzolo
Ms M Shakespere

IN ATTENDANCE: Mrs Angela Petts (AP) Senior Property Manager, Rendall and Rittner
Mr Robert Cox (RC) Property Manager, Rendall and Rittner

PROXY NOMINATIONS:

Mr A Aziz to the Chairman with instructions on voting
Ms R Painter to the Chairman with instructions on voting
Mr R Bradfield to the Chairman with instructions on voting
Ms L Tong to the Chairman with instructions on voting
Mrs M Durkin to Mr K Herrmann with discretion on voting

KH opened the meeting at 19.03, welcomed all those present and explained the proxy votes received.

1. To receive and approve the minutes of the AGM held on 28th November 2012

KH invited comments and none were noted. Mr Crowther proposed to approve and RJ seconded therefore the minutes were approved with 14 votes in favour, none against and no abstentions.

2. To Receive and adopt the Report of the Directors and the Accounts for the year ended 30th June 2013

KH explained the purpose of the accounts and their audit and also explained the £15k loan from the reserve fund in order to fund a better cash flow. AP also explained the slight incorrect levy in relation to the windows which lessees were aware of due to earlier correspondence and apologised.

KH then asked those in attendance if they had any questions. Mrs Palazzolo asked if checks were done regularly on the accounts to which AP/RC explained that the accounts are reconciled on a daily basis.

KH proposed that the accounts were accepted and seconded by Mr P Risdon, the accounts were approved with 14 votes in favour, none against and no abstentions.

3. To provide an update on recent maintenance and other work on the Estate

KH provided an update of work at the estate which included the following:

- Tree pruning has been done in autumn. The lime trees are overgrown and will be reduced in height next year subject to planning permission.
- Old security lights have been replaced.
- LED lamp trial going well with no failures reported. If successful, the whole estate will be done starting in 2015.
- The replacement lock project on the block front doors is halfway through.
- Installation of bike racks have been agreed by the council at no cost to the estate. It was confirmed that bikes would be chained to these at owner's risk.
- The 5 year electrical test was carried out last year and some blocks have had minor repairs carried out.
- Flat repairs/photographic survey has been carried out and quote for repairs received which has been noted at £25k. KH offered those present a copy of the report/quote if they wanted to see this.
- Drain survey showed no signs of any major issues however some areas are affected by tree roots; R&R have received a quote of £3650.00 to undertake necessary repairs.
- Ground investigation (foundations) have been inspected by a structural surveyor and the surveyor will specify works and carry out a tender in early 2014.
- KH explained to those present the issues surrounding the car park wall which requires further works. Previous contractors have not finished the work due to poor workmanship and alternative quotes to re-build/repair will be sourced and charged back to them. It was further noted that R&R have a list of qualified contractors ready to tender for the works.

KH then invited questions from those present. A comment was received in relation to re painting the car park lines, however, KH stated that this was not an urgent issue and therefore may need to be looked at in time. A further comment was received that 'cat's eyes' could be an option. KH agreed and asked R&R to look into this.

4. To permit the Directors to waive the current policy that all work over £1,000 must go to competitive tender in cases where not doing so would be beneficial, provided that the Directors inform shareholders of such instances and the reasons for the waiver.

At present there is a competitive tender for works around the estate that cost above £1000.00 to ensure best value for money, however, the Directors explained to those present that on some occasions, it may be best to have several pieces of work done by one contractor and therefore proposed a limited waiver on this. KH explained that this can save money and that it was not about picking 'favourite' contractors. Directors would inform lessees via the St Benedicts website and via newsletters.

The Directors then gave examples to those present, such as:

- To instruct Unblock to carry out required works after they have carried out the drain survey. It would also be advisable for Unblock to pressure wash the drains whilst the equipment is on site.
- To appoint the same surveyor that won the tender to supervise the flat repair work also to supervise the next periodic redecoration, deferred until 2015. This will allow the repair work and redecoration to be carried out together, which should save money as only one set of scaffolding and lifts will be required.

No questions were raised and this was proposed by KH and seconded by Mr Crowther. 13 in favour of this with 1 against and no abstentions.

5. **To discuss the arrears of service charges and to provide guidance to the Directors whether they should implement the provisions set out in flat legal agreements to charge interest if they consider this necessary to manage arrears, although such interest has historically not been levied.**

AP explained R&R's credit control process to those present, including how arrears are managed when they are referred to solicitors. Interest is not currently charged on late payments.

It was noted that R&R will take solicitor & court action where required, however the estate is seeing a rise in small arrears where owners are paying service charges late which could cause cash flow problems if allowed to continue.

The Board sought the backing of residents to start charging interest on those properties where the arrears are becoming a problem in order to gain payment and improve cash flow for the estate

It was explained that owners could avoid legal/interest charges by signing up to pay service charges by direct debit and that this process was likely to start in the new financial year. Residents asked if the direct debit form was a new idea, to which AP explained that it was not and could help both R&R and the lessees of the estate.

RJ proposed, which was seconded by KH. 12 were in agreement with 1 voting against and 1 vote abstaining.

6. **To discuss and if felt appropriate to permit installation to flats of tilting replacement windows as well as side hinged ones provided that other existing conditions are met to maintain the external visual appearance including pane layout and colour**

In 2005 shareholders voted to allow flat owners to replace windows with types not requiring maintenance that may be double-glazed. It was subsequently agreed that owners with maintenance-free windows would receive a small rebate of their contribution to the periodic redecoration costs which were consequently reduced, first applied in 2010. Replacement windows must comply with building regulations and must have a layout and be brown in colour with a timber grain effect to match the original windows and preserve the appearance of the Estate. We also strongly recommend that they allow escape in a fire, as the only other exit is through the communal stairwell.

The windows would differ slightly to those already agreed as they would tilt open instead of hinge at the side; however they would still need to match the specification agreed with all other window replacements. The Directors had no input in this subject and presented this to the residents in attendance for feedback.

RJ explained to those present how this type of window would benefit those who live on the lower levels of the estate who were worried about safety and security of their own property should they choose to leave the windows open. RJ then circulated a brochure showing what the replacements would look like.

The matter was put to a vote where 8 people were in favour of this, 0 were against and 6 abstained.

7. **To deal with the election of directors**

Both KH & RJ were happy to stay on as directors of St Benedicts Estate and all present voted that they should continue. No one in attendance stated that they wanted to join the Board therefore no vote was required.

8. To deal with any other business

The meeting was opened up to all present to see if anyone had anything they wanted to discuss, items raised were as follows:

- Lease renewals – RJ explained current position in relation to the extension of leases to 999 years and encouraged lessees to take this offer up whilst the reduced bulk buy discount with Sills & Betteridge was in place.
- Ms Shiromani was concerned about the use of drugs on the estate, stated non-residents use the estate to deal drugs and asked what could be done and if security lighting could be installed. KH stated this could be listed for future works and residents should call 101 if any drug dealing activity was noticed. Ms Shiromani went on to say that the front door of the block was not closing properly and that youths were entering to smoke under the stairs. RC will look into this matter further.
- Mrs Johnson stated there is a dripping noise when her toilet flushes and black mould is apparent in the property. RC to inspect.

Meeting closed at 20.39.