

Minutes of The Annual General Meeting of Campbell Heights Management Company Limited (The Company)

The meeting was convened at 4pm on Sunday 3rd July 2022 on the front lawn of Enterprise Lane.

Attendees :

| | | | |
|--------------------------|----|-----------------------|----|
| Greg and Kerry (2EL) | 2 | Kenny (36HL) | 36 |
| Larry and Kathy(5HL) | 5 | Liz and Robert (39HL) | 39 |
| Norma (13HL) | 13 | Dave and Marie (42EL) | 42 |
| Carol (18EL) | 18 | Alex & Mel(43HL) | 43 |
| Kiran (19HL) | 19 | Bob and Helen(46EL) | 46 |
| Linda (20EL) | 20 | David (48EL) | 48 |
| Julie (21HL) | 21 | Michelle (54EL) | 54 |
| Renate (29HL) | 29 | Terry (60EL) | 60 |
| Martin Westley Keyholder | | | |

1. Apologies for Absence

These were received from: Sandra 1HL Proxy Appointed

Celia 10EL

Brian 13HL

Nick 17HL Proxy Appointed

Shareholder 23HL Proxy Appointed

Mark 35EL Proxy Appointed

Hazel 38EL Proxy Appointed

Tim 40EL Proxy Appointed

John & Angela 41HL Proxy Appointed

Note: Seven proxy nominations were received before the meeting and one late proxy accepted by the meeting. However only seven proxy votes were issued in the meeting as one shareholder who had nominated a proxy turned up in person.

Welcome

Larry welcomed attendees commenting that it was good to finally be able to meet in person. Thanks were expressed for those who helped set up the meeting and arrange the refreshments. Kiran agreed to take the minutes of the meeting. Proxies had been received and registered in the time allowed for the meeting. The meeting agreed to accept a late proxy which resulted from a shareholder who planned attending catching COVID.

2. Summary of the Minutes of the last AGM held on a 4th July 2021

The minutes were unanimously approved and formally accepted by the meeting.

Actions carried over from last years minutes:

Bob (EL46) raised a concern about the length of time it was taking to resolve leaking guttering – action carried forward and also covered in the maintenance report.

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John (41HL) still had issues with the apportionment of the service charges and that it had not been adequately addressed to his satisfaction. The board agreed to carry this forward.

3. Board Report

Members of the board spoke to their areas of responsibility giving an oral report.

Board matters (Larry)

Larry announced the change of board members with Dave(42EL) stepping down. He gave thanks for his years of service. Mark (EL34) had also stepped down from the board and Nardi (HL29) indicated that she was not standing for re-election. Nardi offered to assist with some roles on an informal basis. Thanks were expressed to all who had served as board members. Thanks was also given to all the volunteers who managed minor maintenance issues.

Board roles are being clarified. Larry confirmed that he had not taken the role of “chair” but was happy to chair meetings and co-ordinate at a board level. He reminded attendees that the main role of the board was to keep the development running, financially sound and to adhere to the lease. The example of the parking of campervans was mentioned whereby the lease was not clear and had divided people. This became a time consuming issue and eventually resulted in the board’s decision against the parking of campervans within the development.

Routine and Scheduled Maintenance (Angela)

Trees and tree roots

These were becoming a problem for those houses backing onto Enmore Gate. It was said that the Council view was that it is ok for residents to cut the roots. The tree experts advised that water needs to be able to soak down so as to prevent the roots from coming up. Trees were pruned satisfactorily and will be scheduled to be done on a regular basis. Angela to report back.

Items left in front of properties

Residents were reminded not to obstruct the entrances which could potentially cause a trip hazard and to maintain an uncluttered aesthetics of the development.

Rats and rodents

This is an ongoing problem especially at Highbury and it was agreed that a pest control specialist would be arranged to attend.

Parking

Residents are reminded that cars should be parked so as to allow adequate access for emergency vehicles and space for other residents to maneuver their vehicles.

Michelle (EL54) stated that there was a significant parking issue at Enterprise since there is limited space. This had resulted in some tension and disagreements between residents.

Dave (EL42) said that the parking issues are ongoing and a clarification of the rules in this area is outstanding.

Marie (EL42) suggested the use of the green space as parking. Linda (20EL) referenced MK Partnership, said that there were restrictions that would require planning permission and questioned the sustainability of changing a green landscaped area into parking. Dave and Marie asked if the board could look into use of surrounding space for parking and the rules on how many cars can be parked in addition to allocated spaces.

Bins and waste management

This is an ongoing topical issue. Nardi asked the board to remind the 4 bedroom properties that collection is on a Tuesday and that black and pink sacks can be left outside for collection especially if the communal bins are full.

Rules and Regulations (in relation to bin management)

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David noted that all the information relating to the rules and regulations is found via the website and that tenants should be directed to this. Michelle suggested that a process should be followed whereby a letter should be sent to the tenant of the household stating that they are in breach and that a fine would be incurred. In some instances the council could collect rubbish and perhaps the board could in turn fine the perpetrator.

Carol pointed out that it is not always visible to see who is abusing the rubbish rules. Marie and Nardi noted that this was more of an issue at EL especially as there is a higher turnover of tenants and residents moving in / out. The lease states that tenants should have the rules and regulations of how to manage waste and since there is no obvious place to display this, it was suggested that this could be placed on the back of their internal main door. Alternatively this information could be supplied via Martin, however Martin is not always made aware when a new tenant moves in. In the meantime it was suggested that the general signage around the bin area would benefit from being updated and made more visible.

Internal decorations

Angela advised that this is planned for 2022 but a date not yet confirmed. 4 bedroom steps will be done biannually and she is awaiting a quote. Use of fungicide is being considered as an option.

Gutters, downpipes and balcony drains

These are an ongoing issue and Angela will get a quote. Residents were advised to visually check their balcony drains for blockages. Larry conducted a survey and identified 4 properties at Highbury and 5 at Enterprise were the worst.

External steps to 4 bedroom entrance

Dave said that the cleaning of the steps previously came to £6,000 and that if the quote comes in at over £7,000 then the board would need to follow the tender process. It was confirmed that the jet washing was planned for November 2022. Marie felt that this should be done in the summer due to drying and sealing.

Patio doors to gardens

Alex (43HL) mentioned that the patio door had water ingress underneath and that this had resulted in the wood under the sill door becoming badly warped, possibly due to the stone slabs not being waterproof. Dave felt that these do need to be sealed. Larry stated that this would be down to the individual property to decide.

Communications and delegation of roles (Julie)

Julie (21HL) was saddened that the board had lost valuable members and made a passionate appeal to residents to come forward and become part of the board. She suggested the possibility of a different structure to the board and instead to have Roles and Responsibilities allocated to individuals in the following areas:

- running the meeting e.g. AGM
- communication including facebook
- ways to include tenants and wider communications
- finance and money side ~ possibly Tim (40EL) if re-elected
- maintenance
- residents obligations to be viewable on the website

Julie has begun amending the Rules and Obligations by tidying up the punctuation and grammar. Some definitions need clarification such as: “1.b No business or immoral illegal activities” and yet a lot of people now work from home. Also parking – who has a parking space, how many and location. Use of unallocated / visitor parking spaces and being reasonable and considering others in the courtyard. Angela and Julie discussed making a recommendation to residents and tenants regarding parking and coming up with a dialogue.

CCTV and importance of Security (Linda)

Linda discussed the potential installation and points for consideration. £1 million + worth of cars parked at Enterprise alone and have experienced attacks and thefts. Signs and fake CCTV were installed but this has not worked. Huntley Crescent has spent £18,000 to upgrade their CCTV

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Linda agreed to lead this subject on the pros and cons. She has met twice with security advisers and provided a quote for £7,000 to install at both courtyards. Issue is more to do with privacy, if done, we would need a data protection policy and officer. Marie asked to look into the cost benefit v's crime on car break ins and theft as it is felt that it would be ineffective. Larry agreed to look into it. Bob questioned how the cost would be funded.

Kiran asked if it would be financially and practically viable to install sliding electric gates on undercroft or main entrance as they do on Huntley Crescent. Linda to investigate.

Personal issue (Larry)

In the course of the board reports a shareholder attempted to raise issues he had with a particular director. Larry refused to allow the discussion as the item had not been placed on the agenda and it would be improper to ask any individual to respond without notice. Furthermore, the shareholder had raised these issues with the board in the course of the past year. The board had investigated and responded at length to the shareholder in March 2022 and offered to meet with them to further clarify its response. The shareholder had not replied. When the shareholder then made further attempts to discuss the subject Larry asked the meeting to endorse his approach of disallowing discussion of sensitive matters which had not been tabled in advance. The meeting endorsed this approach.

4. Adoption of accounts

The accounts had been delivered prior to this meeting and made available on the website. Larry invited questions for Tim, who was unable to attend, in relation to the Annual Report for the year end 31st December 2021. Dave asked what funding was needed for the tree pruning and was advised that Martin will advise later.

Potential surplus

Tim did not give a full summary of the accounts but did make reference to the maintenance in the courtyard and potential surplus.

Dave said that the courtyard has had a 10 year build up fund approaching, resulting in approximately a £10,000 p.a. buffer to be potentially re-allocated to other needs.

Larry proposed to adopt the accounts which was accepted unanimously.

5. Election / Re-election of existing Directors

Nominations were received for Larry, Julie, Angela, Linda and Tim.

Bob asked if there should be a minimum number to represent different households. Larry felt that ideally there should be a balance between both developments and need minimum of 2 each to work for the good of the residents. Michelle was disappointed that Dave has stepped down. Following 3 members of the board stepping down, Julie made a heartfelt appeal to residents to come forward to support the board.

Voting was by paper ballot – a nominee required a majority of votes (50%+1) to be elected. Bob (46 EL) expressed dissatisfaction with the voting process adopted. Larry explained that the method used in

previous General Meetings, where the whole slate of nominees were voted in by one show of hands, was not as democratic as using a private paper ballot. He had taken advice from the Company Secretary who agreed the process was correct and legal. Martin (Keyholder) was appointed as teller to count the ballots.

Votes counted & declared as follows

Members present 16
Proxies 7
Ballots issued **23**
Election threshold 13

Results: Angela (41HL) 22

Tim (40EL) 22
Linda (20EL) 16
Larry (5HL) 21
Julie (21HL) 22

All nominees were elected.

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6. Re-appointment of Keyholder Lettings & Management as Residential Management Company and Company Secretary

It was unanimously agreed that Martin at Keyholder Lettings & Management be re-appointed as Residential Management Company and Company Secretary.

7. Re-appointment of Webb Accountancy as Company Accountants

It was unanimously agreed that Webb Accountancy be re-appointed as Company Accountants. Proposed by Rob (HL39) and seconded by Kathy (HL5)

8. Re-appointment of Lloyds as Company Bankers

It was unanimously agreed that Lloyds be re-appointed as Company bankers. Proposed by Julie (21HL) and seconded by Liz (HL39)

9. Any Other Business

Solar Power

A question to the board was raised with regards to Solar Panels in view of the looming energy crisis. It was stated that the board could not change the aesthetics of the development and that any savings would be in relation to gas and electricity only as we have no other alternatives. It was therefore agreed to investigate the feasibility of solar panels as an alternative source of energy. Carol asked if this would be on an individual or collective basis.

David (48EL) also asked if we could consider buying as a group and in bulk and then separate for individual households or buy solar individually. Practical issues and costing would need to be considered. He suggested the option to use the roof / balcony, communal garden and roof area all the way around the development.

To date no local company has been interested as there's too much paperwork involved despite the fact that we are freeholders and decision makers.

Larry suggested that the board put a "Sustainability Group" together to look at this collectively. Dave made reference to his experience of portable chargers and Alex mentioned the advantage of having south facing walls.

Event Parking

There are a number of open air concerts taking place in Campbell Park that will impact the immediate area. Parks Trust have therefore arranged a meeting on Wednesday 6th July at 6.30pm to which residents are invited to attend with the main aim of minimizing the impact on us. Dave suggested that we have a rep for the meeting and Larry agreed that he would attend on CHMC behalf.

Changes to refuse collection/bins

Linda has been discussing with the Council at length (via CMK Town Council) the drawbacks of the new bin system for MK as it had failed to take local factors into account, such as that most people live in flats or townhouses with limited outside space. The plans would have seen weekly kerb-side collection replaced by four wheelie bins per household, two emptied per fortnight, which is impractical in CMK. At Enterprise alone, space would be needed to accommodate 72 bins!! The Council leader has now assured the Town Council that existing arrangements will remain as they are for the time being in CMK, pending further consultation, while the new system is rolled out across other areas of MK.

Electra & Guest Speaker

Larry introduced Gill from Electra who operate a canal boat service moored at Campbell Wharf Marina and offer discounts for local residents in the MK9 postcode. Gill also appealed for volunteers.

Meeting closed at 14.56