

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

The meeting was convened at 2pm on Sunday 5th July 2020 by ZOOM due to Coronavirus

Attendees :

John Whitehead	21	Larry Kavenagh	5
Mark Bristow	34	Dave and Marie Brock	42
Angela and John Fairweather	41	Renate Smith	29
Carol Swann	18	Nick Lund	17
Tim Hunt	40	Kiran Bahra	19
Rob and Liz Tribe	39	Helen Mcleod and Bob	46
Julia Almeida	52		
Michelle Mole	54		
		Martin Westley Keyholder L & M	

Apologies were received from :

Linda Inoki 20

Mark and Katrina 28

Alex and Bonnie 50

Welcome

Dave Brock welcomed virtual attendees and hoped that everyone was remaining safe in these strange times. Noted that because this is a Zoom meeting there is a time limit of 40 minutes. A reminder of a 1700 national clap for the NHS is arranged for today.

Approval of the Minutes of the last AGM held on 7th July 2019

The minutes were approved

Actions carried over from last years minutes :

No actions from last years Minutes

Chairman's Report

Dave gave an oral report which is summarised below :

1. Board matters

Dave Brock remains as Chair of the Board.

Members of the Board also attend a joint forum of other resident associations in central MK.

During the year, the board has consisted of two 4 bed owners, two 3 bed owners and four apartment owners. Dave thanked the board members for their continued efforts through the year.

Dave formally welcomed Julie Whitehead as a board member who joined in October 2019.

2. Routine and Scheduled Maintenance

We continue to have a rolling 15 year plan that is used to monitor and manage this work. This is updated regularly with actual costs and forecasts adjusted accordingly. We are pleased to report that once again the actual spend this year came in within budget and according to plan.

Owners are reminded that it is their responsibility to maintain their privately owned areas in good repair. This year a number of the 4 bed handrails were repaired at the same time as the external decoration. The costs were agreed to be added to the property service charge but doing it this way meant a 'bulk' cost reduction was possible saving the owners some money.

3. Preventative Maintenance

A number of original systems are continuing to show their age. This includes both communal and privately owned systems.

The replacement entry system has been installed at the entrance to the 3 bed and apartment area as announced at last years AGM.

Last year the board released an 'equivalent' replacements spreadsheet for a number of items in order to maintain the look and feel of the estate. The spreadsheet covers items from door furniture to garage doors which are no longer available or difficult to locate in the original format. The spreadsheet is published on the website to assist owners with repairs. The board continues to request help to fill in and evolve this spreadsheet in order to maintain the look and feel of the development.

In addition to the inspections carried out regularly by the Board members and Keyholder Management, it would be most helpful if residents could keep an eye on things such as downpipes and guttering and **report to the board where you see a potential problem.**

Important reminders

- a. All owners and residents are reminded that **inspection hatches** were cut into the **decking on all the balconies** three years ago - and that it is your responsibility to regularly check that there are no blockages on the balconies. If there is a blockage you will be able to see standing water through the slats. You can open the hatches so that you can clear any blockage, and thereby prevent water damage to the property below.

- b. As pointed out in previous years, it is not possible to access the **gutterings** that overhang the private balconies. All owners/residents are requested to check their own balcony guttering to ensure they are clean and unblocked.

4. **www.Campbell-Heights.co.uk and Social Media**

Since last years AGM, additional pages have been added to the website including a 'latest news' section. If anybody has something they would like to publish on this page then please contact a board member or email info@campbell-heights.co.uk with the details of your request. We try to keep the website up to date with contact information and Residents' Obligations so please continue to feedback any additions or amendments. If anyone would like to be involved with the maintenance and updating of the site then please make yourself known.

The minutes of previous AGMs are also accessible on the site and today's minutes will be available one week following this meeting.

The availability of the social media sites has allowed fast communications to be done on, for example, awareness that a break-in was attempted at one property and a message to be extra vigilant. In the present climate, there have also been requests for shopping which has shown the use of the app and also the community spirit.

Another useful website address is MK Council where you can create a user account and report issues with bin collections, street lighting, broken kerbstones, landscaping, unauthorised encampment and many others!! You can also use the MK Council site to arrange for the removal of large household items.

Please note that the Campbell-heights email addresses are directed to individual board members who action as soon as they can.

Since the AGM last year, a facebook page has been introduced across both Highbury Lane and Enterprise Lane. There are also WhatsApp groups for each of the developments for more 'local' assistance, chat and information. If you haven't already joined and wish to then please contact a board member for instructions or email 'info@campbell-heights.co.uk'

5. **Service charge and budgets.**

As reported at last years AGM, the service charge was increased for this year. The board felt that not having an increase for 6 years and with the rising costs and number of failing parts it was prudent to do so. Although no further increases can not be guaranteed, the board feel that the present level should be sufficient for several years. We would like to thank Keyholder Management for the excellent job they do in supporting us and in keeping our costs down along with continuing resident led projects which are now bearing fruits.

6. A **vote of thanks** was given to the organiser of the Zoom meeting!!!!!!

A personal vote of thanks from the chair to the board members was given for their continuing attendance and commitment to keep the developments to a high standard.

Adoption of accounts

The accounts had been circulated with the meeting agenda.

One email question from #46 regarding reserve transfers. The values transferred were due to utilising ground rent funds for an upgraded entry system. As this only affects the secure area a proportional amount was transferred to the 4 bed reserve fund.

Tim referred to a late question from #5 about what items underpinned the “debtors” and “creditors” headings. It was explained that this was an accounting principle and that was deemed an acceptable answer.

The accounts were unanimously approved.

Election/ Re-election of Directors

The Directors have indicated their willingness to continue in the role and, as at last years AGM, it was proposed their re-appointment en bloc. Carol (18) proposed and Liz (39) seconded the proposal. There were no objections.

The following appointments as Director of the Campbell Heights Management Company for a one-year period were approved :

Tim Hunt (40EL) + Dave Brock (Chair) (42EL) + Linda Inoki (20EL) + Larry Kavanagh (5HL) + Renate Smith (29HL) + Mark Bristow (34EL) + Angela Brewster (41HL) + Julie Whitehead (21HL).

Management Company and Company Secretary

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

Proposed by Dave Brock (42EL) and seconded by Tim Hunt (40EL)

Company Accountants

It was unanimously agreed that Webb Accountancy be re-appointed as Company Accountants.

Proposed by Dave Brock (42EL) and seconded by Michelle (54EL)

Company Bankers

It was unanimously agreed that Lloyds be re-appointed as Company bankers.

Proposed by Michelle (54EL) and seconded by Tim Hunt (40EL)

Any Other Business :

1. Michelle Washburn (54EL) raised the following points for consideration :

1. Frequency of the jet washing of the 4 bed houses. She proposed that every 3 years was not sufficient. The chair responded that the board, and in particular the Directors responsible for managing the 4-bed special funds, would be able to consider this and in particular take into account the recent contribution to the 4-bed fund from the ground rents.
2. Painting of railings, kickboards, etc on recent external redecoration. Initially there were no “wet paint” signs resulting in some work having to be redone. Bob Shephard (46EL) pointed out that the painter had been asked to put up such signage and had done so in response.
3. Guttering to balcony at #54 had a leak. This would be submitted to board as a request to investigate in the context of all guttering maintenance.

4. Front doors. Following a recent attempted break in at EL, would the board consider the suitability/replacement etc of the front doors. The chair responded that the door of the property in question had withstood a prolonged and vicious attempt to kick it in. This would seem to indicate that so far as strength and durability goes, the current doors are adequate and in addition they meet the spec required for these type of properties. If this is something that anyone would like the board to look, then please submit a request in the usual way via info@campbell-heights.co.uk.
2. Nick Lund (17HL) asked if the board would consider whether the safety lights (ie always on) on the stairwells could be replaced with lighting less bright.
Bob Shephard (46EL) pointed out that the bright lights in the undercroft are purposefully bright to deter antisocial behaviour, which had occurred when the undercrofts were not lit.
3. John Fairweather (41HL) requested that the board review the basis on which the service charges are allocated. Currently they are primarily allocated on a square footage basis. The chair responded that the allocation is as defined in the lease - however if a formal request is submitted, the board will review.

Unfortunately, because of Zoom limitations, the meeting was perfunctorily terminated without any formal closing at 1445.

In view of this, via these minutes, the chair would like to thank :

- all for their attendance and support
 - Keyholder Management, and in particular Martin Westley who has provided his usual good humoured service and support in what has been a particularly trying year.
 - All the members of the board who give of their time and effort with such good will.
- It is noted that they are volunteers in this role and not employees of CHMC, and they should be accorded due respect and politeness in any communications with them.

Minutes taken by Marie Brock

Note : Copies of the accounts were available to attendees if requested via email prior to the meeting. For those who did not attend and would like a copy, please request via email to enquiries@keyholder.co.uk.