

Mariners Walk Management Co. Ltd

Minutes of the Annual General Meeting and General Meeting for Mariners Walk Management Company Ltd held on 30th July 2012 at 7:30pm at Erith Leisure Centre, Avenue Road, Erith, Kent DA8 3AT

Present:

Mr Magness – 16 Frobisher Road
Mr Denny – 102 Frobisher Road
Mr & Mrs Fothergill – 120 Frobisher Road & 44 Columbus Square
Mr Smith – 174 Frobisher Road
Mr Jeffries – 284 Frobisher Road
Mrs Nation – 3 Mariners Walk
Mr Croucher – 32 Mariners Walk
Mr & Mrs Rooke – 8 Columbus Square
Mr Chin – 12 Columbus Square
Mr Wilson – 53 Columbus Square & 50 Columbus Square
Mr Campbell – 59 Columbus Square
Mr Beagley – 63 Columbus Square
Mr Mutler – 12 Cook Square
Mr Lucia – 43 Cook Square

In Attendance:

Ray Robson (RR) – Chaired Meeting – Director of Mariners Walk
Yash Pattni (YP) – Director of Mariners Walk
Maxine Fothergill (MF) – Director of Amax Estates & Property Service
Hayley Warnes (HW) – Head of Block Management (Amax)
Leah Fraser (LF) – Assistant Estate Manager (Amax)
Jodie Smith (JS) – Apprentice (Amax)
Ranjit Dusanjh (RD) – Head of Accounts (Amax)
Kate Taylor (KT) – Simpson Wreford Accountant
Michael Wearing (MW) – Neighbourhood Services – London Borough of Bexley

Apologies:

None.

The Meeting

RR opened meeting at 19.30

RR had said there was 1 proxy received

RR apologised for the delayed AGM, this was due to an LVT that was bought against the company by Richard Smith, Jayne Smith and Rob Collins.

RR said the LVT Determination dismissed the application and this was a complete waste of money and only incurred unnecessary costs for all leaseholders.

RR advised the meeting that this LVT had cost the members £4,000 plus VAT.

RR said if any members wanted a copy of the LVT determination, they could do so by contacting the Managing Agents 'Amax Estates & Property Services.

RR retired via rotation from being a director of the company. RR is prepared to re stand as a director and was re-elected, votes were received and RR was re appointed as a director.

RR also asked for the leaseholders to vote on re appointing Simpson Wreford as the company accountants, RR asked Kate Taylor to confirm that the accounts were audited there were no discrepancies on Amax Estates and the accounts were correct, Kate Taylor confirmed this was correct.

RR advised the meeting that this unnecessary audit which was paid for by the members cost over £4,000.00. A copy of the bill if needs be can viewed at the Amax office.

Simpson Wrefield was reappointed as the company accountant and was voted in from Yvonne Robson of 43 Columbus Square, Mr Rooke, Mrs Rooke of 8 Columbus Square and Robert Fothergill of 120 Frobisher Road & 44 Columbus Square

RR asked if there was any other business –

Mr William Stuart Mutler of 12 Cook Square asked what year accounts were being approved RR replied by saying both years 2010 & 2011

RR asked MF if we had bought along a copy of the company accounts, HW then explained that the accounts were sent out earlier in the year and have been sent off to companies house, any queries that members have will need to now contact the accountants direct .

RR asked MF to confirm that the accounts were sent off on time and no penalty charges were incurred, MF confirmed this was correct.

RR said Simpson Wrefield had recently had contact from Richard & Jayne Smith regarding the accounts. RR explained this was because there was a figure of money transferred from the original Mariners Walk bank account into the trust account.

RR then explained that Amax Estates are ARMA registered and a requirement of ARMA members is to ensure all service charge money is held in a ring fenced Section 42 trust account. He explained that as an ARMA member Amax had to carry professional indemnity insurance and that the money in trust was protected by the insurance.

RR closed the AGM meeting at 19.40

An owners meeting was then carried out;

Meeting opened at 19:40

Amax showed a brief presentation on Amax Estates & Property Services and also the works that have taken place on the development since 2009.

RR asked HW to speak a little bit about the recent events and works that had taken place on the development more recently.

HW had said since the last owners meeting in 2010 the FreeSat have successfully been installed. All residents needed to get installed to the communal dish which costs around £15.00.

HW explained that there had been a few complaints received regarding the ariel's which had holes in and the water escape that was causing damage.

The digital signal is poor in the Erith area and some parts of the estate are affected more than others.

Amax Estates had obtained 3 quotes and it was cost effect to go with SKY.

HW said that this year so far the internal painting had been completed, all light fittings have been replaced, all bin shed lighting has been repaired, cleaning all gutters and replacing broken gutters. Patch repairs to car parks has been carried out.

A leaseholder asked when the lead would be replaced, HW had said that there was no longer any lead on the estate as most of it had been stolen, all lead has been replaced with Ubiflex.

HW said we would like to re surface all 11 car parks but this is costly work and the company at present does not hold the funds.

At present funds are being saved for new cladding, soffits and fascias.

HW said we are still faced with huge amounts of fly tipping and graffiti.

Mr Magners of 16 Frobisher Road, said block 12 (2-16 Frobisher Road) always has fly tipped items and rubbish near the recycling areas.

RR spoke about the estate looking into 8 CCTV cameras for the development, this should help stop a lot of the offenders, Amax are currently looking into costs.

Mrs Rookes of 8 Columbus Square asked if the security gates on the estates could help.

MF asked MW from the council to step forward and speak a little about this,

MW said the council had run of money when the security gates were put into place, The cost of installing security gates were too expensive, when they were installed they were vandalised almost instantly.

MW spoke about the local crime report, there were 4 cases of violence, most likely to have been domestic violence but this was on the lower scale of violence rather than a serious crime. From April 2011 to April 2012 there was 832 crimes compared with the previous year of 1300. This shows a decreased crime level.

Mr Magners of 16 Frobisher Road said they have recently been alot of quad bikes and scrambler bikes on the estate. Mr Magners said that the people driving the quad bikes had not been wearing helmets and could anything be done regarding this.

RR then asked if Mr Magners had managed to take any vehicle registration number plates, Mr Magners replied that he hadn't.

RR also spoke about this being something that we could capture with the CCTV.

HW also said Amax were looking into getting some signage 'CCTV in operation' signage to have on the development and hope this would be a deterrent.

Mr Magners asked who would be responsible for looking at the CCTV and where will it be monitored.

RR said the CCTV we are looking into getting would film for 'x' amount of days, when an advent or crime did occur the Amax office would be able to cross check remotely from the office.

RR said that this couldn't be something that was monitored all day as the costs behind this would be extortionate.

For the CCTV to be monitored by a company would cost around £20,000 - £30,000 a year, these fees are too expensive.

HW explained that CCTV is not a service chargeable item, therefore the CCTV would be paid from Mariners walk money, the money that is made from key fobs and bin shed keys, also the membership fee that is paid when a new owner buys a property of the development.

MW suggested putting a bid in from the big local there is £1 million available, if Mariners could pay for 'x' amount and hopefully being able to obtain an amount of the bid would help with the costs.

MF asked MW if he could advise and perhaps help with the bid, this we hope would be a positive effect on the estate as we hold it will reduce the amount of items that are being fly tipped and reduce more of the crime rate.

RR asked if anybody in the room would object to CCTV being installed on the development. No one present objected to CCTV being installed.

RR asked if there were any questions

Mrs Rooke of 8 Columbus Square asked if the windows would be replaced and paid for from the service charge.

HW said that external decoration states in the lease that it is to be carried out every 7 years, Due to the estate previously being poorly managed, it seems pointless to paint the external windows as most of the wood is rotten, this would just be a waste of money.

Amax are going to wait and see if a determination to replace all windows with double glazing can be done, as to replace all windows, is a cheaper cost then to paint the windows. This works out cheaper as windows can be replace internally, where as to paint the windows we would need to hire scaffolding and this wouldn't be practical.

HW asked Ben Quaye caretaker of the development how many leaseholders have already replaced their windows; Ben said it is just over 60%

Mrs Nation of 3 Mariners Walk asked if the windows of the houses would be replaced, HW said they wouldn't be.

Mrs Nation asked why they have to pay their service charge, HW said the service charge paid from the houses is an estate costs, this money pays for the grounds gardening, fly tipped items to be removed along with bulk household rubbish, the maintaining and cleaning of the car parking areas.

HW explained to Mrs Nation that she owns the freehold on her property therefore all external painting would need to be done and paid for at her own cost.

MF said the there are works needed on the studio blocks, blocks 2,3,5,6,9,10, the works needed are to do with the cold water storage tanks, none of the storage tanks are labelled therefore we are in the dark as to what water tank belongs to what flat.

The tanks are in terrible conditions some are leaking, some are tilted and they are beginning to cause a problem, Because of recently having the internal communal parts decorated there is fear there could be a huge leak and ruining the decoration.

The only way at the moment we would be able to determine who's tank is who's, would be to have a plumber individual turn the tanks off, meaning who's tank it is would have no water, we could then label then tanks and get a surveyor to do a survey of the tanks and give a report of the works that need doing. We would then report this back to the

leaseholder and ask them to do the proposed and necessary works to their water ingress tank.

Due to Sinclair Gardens placing the building insurance and due to the previous water escape claims, the excess is now £3,000.00

RR advised that if a leaseholder was professionally advised and they did not repair/replace their tank and their tank leaked, it could be held they were negligent and be responsible for the excess.

Mr Beagley of 63 Columbus Square asked if we would be replacing the foliage and greenery that was previous removed and badly concreted over, he found it un fair that this work had taken place to a number of blocks on the estate.

RR explained that Jayne Smith had authorised this work and Jayne's Smiths brother had undertook the work. Jayne Smith hadn't informed the managing agents this work was being carried nor was a works order given from the managing agents.

MF had said there were issues with litter being left in the foliage which was unsightly and also because of the high foliage it meant people could hide in them which made some residents feel vulnerable especially during the winter months when it gets darker.

RR suggested getting lower and shorted shrubs/bushes and asked who would be in favour in replanting.

A lot of leaseholders present were in favour of this, it was agreed that Amax Estates would obtain some costing for this.

It was asked when the windows were being cleaned and what the costing's were on window cleaning.

HW has said Pure Glass clean the windows on a quarterly basis at £3.70 per each dwelling.

RR introduced Paul Coopey from Pride Cleaning, Paul said the blocks are cleaned once a week and are now easier to clean due to the decoration, Paul said he now has 7 members of staff on the development cleaning the different blocks on the development.

RR introduced Tom Merralls and David Robson to do a short presentation on lease extensions.


MF said that all lease extension information will be put on the Mariners Walk website which would be updated and going live on the 1st August 2012, also all updates will be going on the website regularly.

The meeting was close 21.17

The above minutes are considered to be an accurate representation of the AGM:-



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Ray Robson (Director)



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Yashwant Pattni (Director)