**Totteridge House Co-Operative LIMITED**

**MINUTES OF general meeting**

**Ground Floor Meeting Room, Totteridge House**

**7.00pm, Wednesday 19th October 2016**

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| **PRESENT**  S Henzley (SH)  C Brown (CB)  J Howe (JH)  T Greenwood (TG)  W Awad (WA)  A Morton (AM) | **APOLOGIES**  S Latchman  J Baxter  N Lionello | **IN ATTENDANCE**  K Klidzia (KK) | **NON MEMBERS** |

**2. Minutes of last meeting**  
The meeting was inquorate so was unable to agree the minutes of the meeting on 23.03.2016.  
The meeting will reconvene in one week.  
  
**3. Matters arising**  
JH advised that he has not attended another coop forum to request further information on a communal broadband. He intends to attend the next meeting in November and will report back thereafter.   
  
**4. Managers’ report**

* **Rent arrears:**

The arrears are high at the moment. Of 17 high arrears cases, all except 4 have now made payments and entered into agreements to reduce the balances. Six of these accounts will be cleared in full by the end of this month.

* **Repairs and Maintenance**

There are no planned works to tenanted properties (refurbishments/kitchen/bathroom etc) although in view of the large surplus achieved at the end of the last financial year, the accounts should be reviewed towards the end of the year to identify any funds available for these types of works which could be carried out in the months of Feb and March.

There continue to be reports of issues with windows - these are being responded to individually as when we sent the letter to all residents earlier this year asking if they had issues we had very little response. A letter will go out to all covering a few issues including this so that people know where to report such issues.

The booster pumps were both found to have faulty valves on 30/9/16 - these have been replaced with more sturdy valves so there will hopefully be no further problems.

The fire alarm went off a number of times on the 5th and 6th of October - this was likely due to the amount of dust coming up through the lift shaft and getting to the sensor directly outside the lift. The engineer felt that the sensor may have been too sensitive so it was replaced and there should be no further issues.

Discussion on lift panels and skins and whether they were due to be changed as part of the refurbishment programme. Query on whether this was charged to the leaseholders. KK to check specification.   
The lift progress meeting took place ok 19.10.16 and the following issues have been raised with the contractors and WBC:  
- the door opening and dwell times seem excessive  
- there is a large gap between the lift car and some landings. This was found to be because many of the landings are not in a straight line, the car cannot sway so some have larger gaps. The contractors are looking at this and seeing if they can get around it.  
Additionally KK advised that the programme is due to complete on the 25th November with testing to begin on the 18th. The meeting requested that they be able to test the lift while the contractors are still on site. KK to check if this is possible and how long the contractors will be on site after the second lift is put back in to action.   
The meeting raised concerns with the number of breakdowns on the new lift and KK advised that this is due to the heavy usage while only one lift is operational and also some teething problems from the refurbishment works. KK will request monthly efficiency reports on both lifts once the programme completes to check they are performing correctly.   
KK to check if there is a retention on the contract as leaseholders have already been billed.   
KK to arrange reconnection of lift cameras  
Complaints of misuse of the lifts by pressing all buttons and holding the doors. KK to send letter out advising that holding the doors causes the lift to reboot and therefore be out of use; sometimes until engineers arrive.  
KK advised that there should be an anti-vandalism reaction which would drop all calls if more than 6 buttons were pressed as the lift knows that many people cannot be using the lift at one time. The contractors are looking in to why this is not working.   
The lift always goes to the ground floor before going up (so someone cannot go straight from the 3rd to the 10th floor for example and would have to go down first). KK to check if anything can be done.   
The doors should close once a floor button is pushed. There is no door close button as pushing a floor should override any such command.   
KK to check and report to contractors if this is not functional.   
  
**5. Small Improvement ideas**  
AM suggested removing the concierge area from the entrance lobby to open the area up and provide additional seating.   
Further inspections are to take place and quotes sought before a bid is placed.  
The benches outside the lifts were taken from the garden and would need to be returned on completion of the refurbishment programme however the general feeling from residents is that permanent seating is required in this area. A bid for permanent seating will be on hold until a decision is made on the redesign of the lobby.  
  
**6. Date of the next meeting**  
The meeting will reconvene in one week (26.10.16)  
  
**7. AOB**  
The front gate needs to be re-hung. KK to organise  
The internal front door has been forced open a number of times and now requires an overhaul. KK to arrange  
CCTV in the stairwells is not financially viable at this time however can be looked at in the future.   
The roof fans have been inspected and put back in to action following a number of breakdowns. The contractors confirmed the breakdowns were caused by interference with the electricity supply by those responsible for the pirate radio station on the roof. WBC have changed their contractors and they have switched the fans to run 24/7. The top floor was previously affected by the noise of the fans on at night - JH will report back if these issues return  
If they do, the fans will be placed on a timer to come on at 5:45 and off at 21:30  
KK to arrange for the water feature tonne put back in to working order  
  
Meeting closed 20:20  
  
**Action list**

JH to report back on communal broadband following next Co-op forum

KK to check lift specification for information on panels and skins

KK to check if there is a retention on the contract as leaseholders have already been billed.   
KK to arrange reconnection of lift cameras

KK to check if anything can be done about the lift going down before it goes up  
KK to check if the doors close once a floor button is pushed and report to contractors if this is not functional.

KK to get quotes for re-design of lobby and present to the MC

KK to put the water feature back into working order