**Totteridge House Co-Operative LIMITED**

**MINUTES OF RECONVENED general meeting**

**Ground Floor Meeting Room, Totteridge House**

**7.00pm, Wednesday 1st March 2017**

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| **PRESENT**  S Henzley (SH)  T Greenwood (TG)  W Awad (WA)  A Morton (AM)  S Latchman (SL)  A Beeko (AB)  V Keize (VK)  T Greenwood (TG)  D Zanabi (DZ) | **APOLOGIES**  J Baxter  C Brown  J Howe | **IN ATTENDANCE**  K Klidzia (KK) | **NON MEMBERS** |

**2. Minutes of last meeting**  
The minutes of the meeting dated 19/10/2016 were read and proposed as a true and accurate record by AM, seconded by SH.  
  
**3. Matters arising**

The action points from the previous minutes will be taken under AOB if they do not come up during the course of the meeting.   
  
**4. Managers’ report**

***KPI***

* Rent arrears are coming down slowly, peaking at 5.14% in Dec, down to 4.08% in Jan and 3.94% in Feb. The focus is on reducing the arrears to within the target as soon as possible.
* There have been no voids in the last quarter.
* There have been three complaints; one relating to the lift works which was passed over to the Council and two relating to noise complaints which have been dealt with.
* Repairs are being kept to a minimum inside tenanted properties to control the spend to the end of the year and responsive and emergency repairs only are being issued until the new financial year beings on 3rd April.

***Finance report***

* Maintenance costs are stable with a surplus of £10,640 to the end of Jan
* Staffing costs have a surplus of £13786 to date however some of this will now be used to cover the cost of the contract cleaner we have temporarily.
* Management and service costs have a surplus of £3798
* Tenant costs have a deficit of £4838, some of which is due to incorrect coding on some areas of expenditure. The accounts are being reviewed and will be rectified by year end.
* Overall the finances are looking healthy and we are expecting to end the year with a surplus on all service chargeable costs.

***Repairs and Maintenance***

* Following the letter to all regarding the windows, only eight responses were received; seven advising of issues of varying severity and one advising of no issues. This is therefore not considered an estate-wide issue. All works within the tenanted flats are being organised by the office and leaseholders reporting issues will be advised of the contact information for our approved contractor should they wish to use him, however the costs will need to be met by the leaseholder, not the Co-operative.
* The annual gas servicing contract has been moved from Logical Heating and Plumbing Solutions to Baps Taps - they will begin contacting residents w/c 6th March to book in services as required.
* A letter will be delivered to all residents tomorrow with contact information for Baps Taps although residents must book repairs through the office in the normal way.
* The lift cameras have been reviewed to get them back in to action and it has been discovered that the cables have been completely cut and will need to be re-run. There are some discussions about reviewing and improving the entire CCTV system as the cameras are poor quality and not covering enough of the estate; KK met with a community safety officer today who will be providing us with a recommendation report and we will then seek quotations from contractors based on these recommendations. KK will seek to recover the costs of reinstating the lift cameras from WBC/Griffin lifts as they should not have been cut.
* The pump for the water feature has been ordered and will be fitted shortly.
* Now that the community room is free of contractors mess, we will begin to advertise the space to generate some income for community events

***Other***

* KK continues to chase a lift meeting with WBC and Griffin and have heard today that WBC are yet to get a confirmed date from Griffin.
* The works to HO80 at the moment are to replace the architrave which was the wrong size. The works will be complete 02/03/2017.
* The lift flooring will be replaced shortly, there were some delays with authorisation from WBC to proceed but this has now all been agreed and the sample has been selected. KK will pop a note up in the lifts when we have dates for each lift. They will be done mid-week, one at a time and will be off for two/three days each. The floor coating will be a poured resin type of flooring which is very hardy but does take time to lay correctly.
* The lighting on the estate is undergoing a slow transformation; when fittings blow out they are replaced with LED fittings and bulbs. LEDs are brighter and whiter so will hopefully improve the look of the hallways; the bulbs also last much longer meaning less cost in the future for replacements.
* KK is putting together a cost analysis for the cleaning of the estate; comparing direct employment of a caretaker against using a contract cleaning company. The analysis should be complete by the middle of next week and will then go to the Committee for discussion and a decision

**5. Small Improvement ideas**  
SL invited suggestions to be make to KK.

AM’s previous suggestion to remove the concierge area from the entrance lobby to open the area up and provide additional seating is being brought to the next Co-op forum as quotes were unavailable in time for the last meeting.

**6. Draft budget**  
Totteridge House has had their five year review of allowances from the Council this year and as a result, have received the allowance figures very late.

The draft budget has been produced by KK and JH and is being reviewed by Jeff Wong (Finance Officer), it will then go to the Management Committee at their next meeting on 15/03/17.

A special General Meeting will be held on 22/3/17 purely for the purpose of approving the budget.

Copies will be made available to all members ahead of that meeting.

**7. Meeting schedule 17/18**  
The new meeting schedule is displayed in concierge and copies are available from the office for those requiring their own.

The dates will also be published on the Totteridge House website.

**8. AOB**

SL gave an update on the cleaning situation; performance issues with the previous caretaker were addressed and the Committee with KK provided monitoring and support to try and improve the situation but unfortunately these measures were unsuccessful and we are now using a contract cleaning company in the interim while a decision is made on how best to proceed.

The signs inside the lift regarding capacity are still incorrect – KK will chase WBC on this.

SL asked residents to pick up a leaflet from concierge regarding the expansion at Heathrow as the plans will affect the block in many ways.

SL advised that a review of fire procedures will be taking place including reviewing signage and carrying out annual risk assessments.

Residents note that there continue to be people smoking in communal areas of the estate. KK will include a note about this in the next circular.

The Co-op achieved 25 years of management in November 2016 however due to the changes taking place at the time, the celebration was postponed. We are now in a better position to make plans so any suggestions are welcome.

AM advised that the back gate continues to be left open leaving the block vulnerable with regard to security – KK has ordered a lock with a chain which should arrive this week. KK will then check the gate herself when she leaves and throughout the day to ensure it is being kept locked.

AM advised that a leaseholder within the block had asked for an update on the parking situation following the dissolved meeting last week. There is not further update since the last meeting where residents were advised that it is not possible to have a PRS scheme around the estate.

AM highlighted the burst water main outside the block which has now caused two accidents due to the road becoming slippery and icy during the colder periods. AM has been in constant contact with Thames Water who do not appear to be taking any action. The meeting asks residents to continue reporting the issue to Thames water in order to place pressure on them to resolve the problem.

**Action list**

KK to agree a date with WBC for the lift meeting

KK to ensure the incorrect signage in the lifts is changed

KK to write to all residents regarding fire safety and smoking in communal areas

All to contact Thames water regarding the burst water main in Yelverton Road