

North Lane (Aldershot) Management Company Ltd

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Annual General Meeting

**6.00pm on Wednesday 15 May 2019
St. Augustine's Church, Holly Road, Aldershot**

Minutes

Welcome & Introduction

Dr John Koenigsberger (Chair) opened the Annual General Meeting (AGM) by introducing the Board of Directors appointed to represent North Lane (Aldershot) Management Company Ltd (NLAMCL) and the appointed managing agents, itsyourplace Ltd (IYP), who manage the day to day activities of North Lane (Aldershot) Management Company Ltd (the Management Company).

Paul Adams & Dan Churchill of Branston Adams (Accountants for NLAMCL) were also in attendance.

Apologies Received

Gillian Hyman

Sargon Daniel, Director NLAMCL

Notice convening the Meeting

John Koenigsberger advised the first formal proceeding of the AGM was to approve the Notice convening the Meeting.

The Notice convening the Meeting was approved by a show of hands.

Directors' Report

John advised that there were over 1,000 people living on the Estate in addition to those visiting friends and family members, with 356 properties being through the registered owners members of NLAMCL.

It was noted that there is a large number of absent landlords that rent their properties within the development so that only about 15% of the users of the estate are actually members of NLAMCL. It is this 15% to whom the Directors are responsible.

The Directors are appointed by the members at each AGM and they have therefore the responsibility to determine the annual budget, issue the associated demands, review and approve contractors, maintenance projects. In addition they frequently meet with Radian and Vivid (Housing Associations), Police, Councillors, other Authorities including Hampshire Highways.

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To avoid the inevitable opportunities for miscommunication and misunderstanding, IYP should be used as the single source for information and members should be encouraged to contact them with any questions or queries. In addition there is a dedicated website, being <http://northlanealdershotmcl.co.uk/> Included within this website is useful information from insurances held for Leasehold properties to copies of Service Charge Accounts together with a Frequently Asked Question section which the Directors have compiled.

Service Charge Accounts

Richard Essling of IYP took the attendees of the AGM through a high level summary of the Service Charge Accounts for the Management Company for the financial year ended 31 December 2018.

Both Richard and Paul Adams of Branston Adams would be happy to answer any questions in respect of the accounts being presented, following the AGM. Whilst the Accounts are posted on the dedicated website <http://northlanealdershotmcl.co.uk> and available for download, anyone who would like a copy by email or post may contact IYP by either telephone 0330 660 0699 or email enquiries@itsyourplace.co.uk

Richard advised that there were for the purposes of Service Charge Accounting two elements: for the 'Estate'; and for Leasehold properties. Each member (356) makes a contribution to the 'Estate' charge which is the same for each household. Each Leasehold property also has to make a separate payment for 'Leasehold' costs and Ground Rent.

Income & Expenditure 1 January 2018 to 31 December 2018

– Service Charges, Ground Rent and Interest	£185,854
– Service Charge Expenditure	£136,471
– Contribution to Reserves	£ 38,300
– Net expenditure over income (to Reserves excl. Other Income)*	£ 11,083
– Reserve Expenditure (Knee Rails)*	£ 17,208

Reserves

– Opening Reserves as at 1 January 2018	£190,819
– Closing Reserves as at 31 December 2018	£222,994

(Private Flats £164,020, Flats over Garage £10,850, Estate £48,124)

* Variances to Budget

– Other General Repairs (saving)	
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A question was raised within the audience in respect of paying by Direct Debit or Standing Order. Richard advised that NLAMCL do not have the power to change the wording within the Deeds or Leases and are bound to undertake the Management Company's Covenants itemised within this legal document, as you are bound to undertake the covenants listed for

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the Transferee. In addition if every member paid at random at or different times in the financial year, there could be a cash flow issue for contractors who are required to undertake services such as communal cleaning (Leasehold), grounds (Estate) etc and whether money is available in the Client Trust Account to pay such invoices.

As the Demands are raised every December for January payment, each member has a predictable obligation to make prompt payment. Late payment also incurs additional costs such as solicitor fees, court costs, interest etc.

To re-iterate we refer you to the below:

“The Management Company shall as soon as practicable after the 1st day of January each year prepare estimates of the sums to be spent....the Transferee shall within 14 days of receipt of the demand therefore pay to the Management Company the Maintenance Charge....in the event of the Maintenance Charge (or any part thereof) remaining unpaid seven days after the charges have become due the Transferee shall pay interest at the rate of 4 per cent per annum above the Base Rate of National Westminster Bank...and the Transferee shall pay all expenses (including Solicitors’ costs and Surveyors’ fees) incurred by the Management Company in the recovery of any arrears of Maintenance Charge.”

Prior to the AGM a question was raised in respect of members of NLAMCL who are in debt. Richard advised that the level of debt is currently around 4%, which is considered to be good. Kate of IYP advised that a due process is followed for debtors and following reminders for payment being ignored, that Herrington Carmichael LLP are instructed to seek full recovery.

In respect of the Reserve Funds, Richard advised that each Reserve Fund is ring fenced and therefore as an example the Leasehold properties cannot borrow from the Estate for any repairs or maintenance. John advised that it is a role of the Directors to carefully manage and monitor monies for NLAMCL in order that costs were contained at an acceptable level.

Appointment or Reappointment of Directors

In accordance with the Memorandum & Articles of Association of the Management Company, the following Directors were appointed, retired by rotation and offered themselves for re-election:

Re-appoint:

- Dr J Koenigsberger
- Miss S McCaul

The Board of Directors for the Management Company comprises the following members:

- Dr A Le Gresley

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- Mr S Daniel
- Mr S Smalley

Both Mr C West and Mr C Williams retired in office. The Board of NLAMCL and IYP would like to thank both Mr West and Mr Williams for their dedication to their duties whilst serving as a Director.

By show of hands Dr J Koenigsberger and Miss S McCaul were re-appointed.

Appointment of Accountants

IYP on a day to day basis manage the transactional financial matters for the management company. As NLAMCL is a limited company, at the end of every financial year, they employ a Chartered Accountant (Branston Adams) to verify the transactions and financial state on an independent basis.

Richard advised that Branston Adams are appointed to act totally independently to validate and test the expenses of the management company and verify the expenditure and to present these to NLAMCL.

The re-appointment of Branston Adams was approved by a shown of hands.

Any Other Business

Sub-Contractors for NLAMCL

Mr Chris Roberts raised that if NLAMCL re-tender contracts, why wasn't the role of Managing Agent put out to tender. John advised that the performance of all subcontractors, including IYP, is monitored continuously. The tender process is only triggered if certain performance criteria are not met. Mr Keith Allen commented that the benefits of experience and continuity in the role should not be underestimated.

Woodland Area & Street Lights

Concerns were raised again from a number of members in the audience in respect of ASB issues within the woodland area, which included drug activity. Unfortunately due to working shifts local Neighbourhood Officer could not be present to answer any questions. PCSO 16273 Kathryn Blanchard of Rushmoor Neighbourhood Policing Team can be contacted either by telephoning 101 or by email kathryn.blanchard@hampshire.pnn.police.uk)

Members advised that over the past 2 years that they have been reporting such incidents to 101 which do not appear to be a priority for Hampshire Constabulary and it was believed that some reports to 101 were not being either recorded or logged.

Cllr Dibble asked that residents continue to log any non-emergency ASB matters with 101 and Cllr Rust will follow up with both Police and Police and Crime Commissioner to check that the 101 system is working appropriately.

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Members were concerned that a decision had been made by Hampshire Highways to turn off the street lights in the early hours with an aim to save both energy and carbon footprint. Cllr Dibble was aware of spate of potential thefts or damage to cars, which some residents were concerned that this could lead to burglary of dwellings (homes) or other crimes as a result. Cllr Dibble has written to the Leader of Rushmoor Borough Council to this regard and asked that more residents contact both RBC and Cllr Choudhary to raise their concerns, as the more people that contact, the higher the perceived priority of the issue.

To contact the Crime Commissioner, this can either be via the dedicated website:

<https://www.hampshire-pcc.gov.uk/contact-us>

or by telephone for General Enquiries 01962 871595

If you wish to contact Cllr Choudhary he may be contacted as follows:

Email: Charles.choudhary@rushmoor.gov.uk or mobile 07831 850795

John advised that a meeting is to be held on Friday 17 May with Cllrs Dibble, Austin and Rust, together with Council Officers to discuss the Woodland Area and their requirements for NLAMCL to maintain it. As a result of this meeting the Management Company can determine what fence or lighting or maintenance, and hence expenditure, is needed.

Mr Smalley was thanked for his hard work and efforts in maintaining the culvert/storm drain which is frequently inspected and more so in bad weather conditions to avoid any flooding of the local area.

A reminder that any anti-social behaviour observed must be immediately reported to 101 or in emergency 999.

Double Yellow Lines & Parking Restrictions at Entrances

A question was raised in respect of the restrictions to parking at the entrances to the Estate especially from Deadbrook Lane. Cllr Dibble advised that double yellow line marking at this entrance will take place week commencing 20 May 2019 weather permitting. The Enforcement Team will attend at random days and times to enforce the non-parking on the double yellows to allow ease of access and more so for emergency services.

Play Area

Appreciation was shown to the Directors for the installation of the new swing which a number of residents found very useful and improved the play area facilities.

External Maintenance Leasehold (Flats)

A meeting is being held week commencing 20 May 2019 to discuss a programme to external clean/repair/paint the external parts of each Leasehold block within the Estate. An

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independent Chartered Surveyor has been appointed to advise the Board of Directors and liaise and oversee appointed contractors over these phased cyclical works.

Grounds Maintenance & Knee Rails

Mr Chris Roberts raised to Nurture Landscapes Ltd representatives that were in attendance why the grass cutting had been intermittent over the past few weeks. Mr Phil Lucas, Regional Manager gave the reasons and apologised to all residents.

A number of the audience expressed their great satisfaction in the improvement of the new grounds team since their appointment last summer and wished to thank them.

It was noted that in one area by a members property that the old knee rail had been removed and not been replaced. It was advised that the Directors felt that this area was now established with planting and therefore they decided that the knee rail did not need to be replaced in this area.

Mrs Cook and other attendees wished to thank the Directors of NLAMCL for their dedication and hard work which is a voluntary role and outside of their working hours/commitments. In addition Mrs Cook wanted to thank the local Councillors for their continued support and assistance on behalf of all residents within the Estate.

The AGM closed at 7.15pm

North Lane (Aldershot) Management Company Ltd and IYP would like to thank Local Councillors Keith Dibble, Frank Rust and Gaynor Austin for their continued support and for all their lobbying that is carried out on behalf of the NLAMCL.

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