

QUEENSWOOD MANAGEMENT ASSOCIATION LIMITED

Company No: 1008511 – Registered in England and Wales
Registered Office: 62 Crown Street, Brentwood, Essex CM14 4BJ

Minutes of the Annual General Meeting held at the Aldersbrook Tennis Club, Blake Hall, Crescent, Blake Hall Road, Wanstead, E11 3RH at 8pm on Monday 11th September 2017.

Present: Griff Griffith (Company Secretary)
Bob Haswell (Treasurer)
Len Kerridge
Pauline Thurman
Gerry Cox
Deborah Kelly

There were 17 shareholders present and no apologies had been received. Steve Barrable of Hull & Co. was also present.

Agenda item

1 **To approve the minutes of the Annual General Meeting held on 15th February 2016:**

Approval was proposed by Ms McEwen (flat 8) and seconded by Ms Mazarelo (flat 23).

Vote: was unanimous in favour – the Minutes were agreed

2 **To receive and adopt the Directors' Report and Accounts for the year ended 31st March 2016:**

Approval was proposed by Miss.Thurman (flat 137) and seconded by Mrs M Tully (flat 119).

Vote: was unanimous in favour – the Report and Accounts were adopted.

3 **To elect up to four Directors to act on behalf of the Company:**

The meeting was asked to re-elect both Griff Griffith and Pauline Thurman and also to elect Deborah Kelly to the board.

Vote: was unanimous in favour – Griff Griffith and Pauline Thurman were re-elected to the Board and Deborah Kelly was confirmed as a Director.

4 **To authorise the Directors to reappoint THP as Auditors to the Company and to authorise the Directors to fix the remuneration of the Auditors:**

Vote: unanimous in favour – THP were reappointed and Auditors of the Company and the Directors were authorised to fix the remuneration of the Auditors.

The formal part of the AGM then closed and the floor was opened for questions.

5 Ms Mazarelo (flat 23) asked about improvements for the whole development; she said there is damp in some flats. She asked when windows would be replaced. Griff Griffith said that the replacement of windows was for the lessees to arrange and in a lot of cases it was problems with the windows which cause excessive damp problems.

6 Ms Mazarelo (flat 23) mentioned that the local Neighbourhood Watch Scheme send out regular emails to members and Queenswood Gardens was mentioned in a recent email as, apparently, somebody was mugged. The board knew nothing of this. They knew that some garages had been broken into, that a bike had been stolen and that a ground floor flat broken into through a window left open. Ms Mazerelo agreed to send details of the Neighbourhood Watch Scheme to Griff Griffith.

Griff Griffith stated that he had received emails from resident suggesting a higher level of security on the estate but he explained that higher levels of security come at a cost. To have CCTV would cost approximately £80,000 to install and £40,000 p.a to run. Also, he said, someone would have to be employed to cover the CCTV scheme when footage was required.

7 A resident asked of the parking was going well – Griff Griffith said that it certainly seemed to be running well.

8 Ms McEwen (flat 8) said that she is being hounded by Hull & Co for payments. Steve Barrable apologised for this and said that he would deal with this. He will be in touch with Ms McEwen.

9 Ms Small asked about parking. She said that on one evening she had been unable to drive though a section of the Estate because of poor parking. Griff Griffith said that the question of requesting yellow lines is raised regularly by residents but the problem would be that this would give L B Redbridge a free hand with their yellow paint. Although we would only want yellow lines around the dangerous area, the board was afraid that Redbridge would see the road as a kind of ‘money box’ and yellow line all of the roadway. This would cause incredible problems for residents. Ms Small asked if a notice on the block noticeboards would help but Griff Griffith thought that it wouldn’t make any difference to the situation.

10 The resident of flat 96 mentioned the car and the van dumped in Queenswood Gardens parking bays. Bob Haswell said that both of these had been reported to L B Redbridge on several occasions but nothing had been done yet.

11 Mrs Tully (flat 119) asked who pays the parking ticket company on the estate. Griff Griffith said that Queenswood Gardens Management Association pay for the estate’s parking places and L B Redbridge for the roadway places.

- 12 Mr McGarr (flat 73) asked if there were any plans to renovate the inside of blocks. Bob Haswell said that this was planned for next year. New carpets were going in early next year also.
- 13 The residents of flat 134 asked when the external doors were going to be painted. Bob Haswell said that these would be painted a dark green as part of the decoration programme next year.
- 14 Ms J. Beasley (flat 87) asked for new signs on the doors asking that they be shut after use. Bob Haswell agreed to sort this out.
- 15 Mr Stubbings (flat 108) wanted to ask about the recent fire in block C. Steve Barrable advised that he would be taking questions on this subject as the fire was in Griff Griffith's flat (whilst he was seriously ill in hospital), and he consequently had a conflict of interest regarding the matter.

Steve Barrable explained that the fire had been caused by an electrical fault and no report had yet been received from the Fire Brigade. However, the Fire Brigade had said that they were happy with the standard of fire resistance in the building. Damage was restricted, in the main, to the flat in which it started although there was some smoke damage in adjacent flats.

The Fire Brigade and Police attended swiftly and said that the 'stay-put' policy worked very well until the Fire Brigade got people out. The flat door and internal fire doors are also good for fire resistance. Both the board and Hull & Co. are looking at what can be put in place in the future – emergency lighting is already in place.

Repairs are 99% complete and the insurance company have dealt with other flats involved individually. Hull & Co are dealing with the damage in the common parts.

Mr McGuigan (flat 104) stated that we cannot have this happen again. Steve Barrable answered that the board cannot be expected to police each flat – for example, the recent fire in Grenfell Tower was started by a faulty fridge-freezer. Mr Stubbings (flat 108) joined in at this point demanding an apology from Griff Griffith. There was a good deal of heated discussion on this from the three flats who received smoke damage. One resident said that he had had to pay an excess of £100 for his claim and his annual premium will go up by £200.

Ms McGarr (flat 73) suggested that a break glass system of fire alarms could be installed in the blocks. It was felt that children could break these as a game or people coming home late at night might also damage them. SB said that to stay put was the best policy and it was very important for individual flats to have smoke alarms. These were available, he said, free from the Fire Brigade who also fit them. Fuse boxes and electrical goods should also be checked and brought up to date in each flat which would be the lessee's responsibility.

- 16 Ms McGuigan (flat 104) asked why there was no recycling area on the estate. Another resident advised her that 90% of the waste in the Eurobins was recycled by L B Redbridge.
- 17 Ms Beasley (flat 87) asked if the drains were regularly dealt with. Bob Haswell said that the company's drainage contractor was called in whenever it is necessary.
- 18 Ms McGarr (flat 73) asked how often the windows were cleaned. Bob Haswell told her that it was every six weeks. She has problems with pigeons on her window ledge as a resident near her feeds them by putting grain on his window ledge. Bob Haswell suggested installing soft spikes as a deterrent.
- 19 Ms Beasley (flat 87) said that the repairs and maintenance figure in the Accounts was £12,000 higher than the previous year. Steve Barrable said that he would look into this and get back to Ms Beasley.
- 20 Mrs Tahvanainen (flat 33) said that her window had not been cleaned and there are still cobwebs in the corners. Steve Barrable said that it is more difficult on the top flats as the window are cleaned with a brush on a pole but he would certainly make the window cleaner aware of the complaints. He will also arrange for a window cleaning schedule to be placed on each block noticeboard.
- 21 Ms Small said that she thought all residents' questions should be treated with respect and indicated that she thought the board guilty of not doing this. Pauline Thurman apologised to her.
- 22 As resident were getting up to leave, Ms Beasley (flat 87) thanked the board for their hard work.

The meeting closed at 9.40 pm