

# QUEENSWOOD MANAGEMENT ASSOCIATION LIMITED

Company No: 1008511 – Registered in England & Wales  
Registered Office: 164 Cranbrook Road, Ilford, Essex, IG1 4NR

Minutes of the Annual General Meeting held at the Aldersbrook Tennis Club, Blake Hall Crescent, Blake Hall Road, Wanstead, London E11 3RH at 8.30 pm on Monday 22<sup>nd</sup> March 2015.

***Present:***

Griff Griffith (Company Secretary)  
Bob Haswell (Treasurer)  
Pauline Thurman  
Mike Thompson  
Gerry Cox

***In attendance:***

Steve Barrable (Hull & Co)

There were twelve shareholders present. Apologies had been received from Miss G McEwen of flat 8.

Proxy forms/apologies had been received from Mr J Mulrooney – flat 9, Mrs J C Welham – flat 21, Mr D Donovan – flat 22, Messrs R A & A D Hine – flat 31, Ms Q Xu – flats 47, 68 & 132, Miss D Kelly – flat 49, Mr P Munro – flat 93, Mr & Mrs J Fegan – flat 98, Mr B Living – flat 117.

## Agenda

### Item

**1 To approve the Minutes of the Annual General Meeting held on 13<sup>th</sup> January 2014:**

Miss Beasley's flat number was incorrectly shown as 88 – this should have been 87.

Griff Griffith noted that the Minutes recorded that he had agreed to look into an amount of £2,000 shown in the accounts. He apologised for not letting Mr Penny know that this figure was for clearing bulky items dumped in the bin cupboards. The figure for the financial year 2013-2014 was £2,941. There was discussion on this; it was noted that, as a company, Queenswood Management Association Ltd are unable to use the free collection service offered by L.B. of Redbridge to residents and, in fact, would have to pay a lot more to the Redbridge that is currently paid to the company's contractors.

Taking the above two points into account, approval was proposed by Mr Lam (flat 153) and seconded by Mr Thompson (flat 47).

*Vote: Unanimous in favour – the Minutes were approved*

**2 To receive and adopt the Directors' Report and Accounts for the year ended 31<sup>st</sup> March 2013:**

Mr Crane (flat 128) asked for clarification on costs of decorating, asking how it was split between the two companies (Queenswood Gardens Ltd and Queenswood Management Association Ltd). Griff Griffith answered that it would only be paid by Queenswood Management Association Ltd.

The question was raised, "do shareholders in Queenswood Gardens Ltd get the same bills as everyone else?" to which the answer was that every member of Queenswood Management Association Ltd is treated the same. Major expenses are covered by the major works fund (there is also a contingency fund). Queenswood Management Association Ltd has a policy that no more than two thirds of the major works fund shall be expended on any one project.

Mr Crane (flat 128) mentioned a small deficit shown at the end of the accounts but Steve

Barrable (Hull & Co.) advised that this was because of the capital works – internal and external decoration and the new doors.

Griff Griffith added that Queenswood Management Association Ltd does not make a profit; all money that is surplus to the current expenditure is held on trust and that he, Griff Griffith, is the trustee.

Miss Beasley (flat 87) asked when the service charge was last increased. This was at least three years ago. The Board has tried to be careful because of the financial crisis; however the charges will increase at some stage.

Mr Penny (flat 59) said that he was frustrated when looking at the accounts when they show items like ‘general expenses of £3,000.00’. He felt that a large figure such as this should be broken down. Griff Griffith felt that this was something that should be discussed with the accountants. Steve Barrable advised that Hull & Co. could always give a breakdown on request. The Board accepted that the accounts might be clearer in this regard and would look into how more details could be presented.

Mr Penny (flat 59) also felt that the gardening costs had increased by quite a lot. Bob Haswell said that this cost covered a large amount of tree works. Costs had also increased on cleaning bin cupboards because of a problem with rats. The binmen had been complaining about this. Gardeners and cleaners are cleaning bin cupboards daily.

Adoption of the Report and Accounts was proposed by Ms. Mazarelo (flat 23) and seconded by Mr Lam (flat 153).

*Vote: Unanimous in favour – the Report and Accounts were adopted*

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

Only two candidates had been proposed for election to the Board.

To re-elect Pauline Thurman

*Vote: Unanimous in favour – Pauline Thurman was re-elected to the Board.*

To re-elect Gerry Cox

*Vote: Unanimous in favour – Gerry Cox was re-elected to the Board*

**4 To authorise the Directors to appoint Auditors to the Company and to fix the remuneration of the Auditors:**

Griff Griffith explained that this year the Board were asking for the agreement of the shareholders to seek a new firm of Auditors. He said that shareholders had received an explanatory note in the pack of meeting papers which had been sent to them detailing why this change was being sought.

The Board felt that with the retirement of the partner who had looked after the Queenswood Gardens Ltd and Queenswood Management Association Ltd accounts, it was a sensible time to change to a more local company. Griff Griffith advised that that three local accountancy firms had been contacted, quotes had been received from two of them and the third was awaited. The costs may be higher than was charged by the Kings Mill Partnership but the Board hopes that the service will be much improved.

Bob Haswell commented that he could not continue to work with the Kings Mill Partnership

and would resign from the Board if Kings Mill were retained.

Mr Penny (flat 59) commented that he recalled a conversation from a past AGM which had related similar problems. He felt that the retirement of Derek Mitchell really changed the situation. The distance was also a relevant factor, Kings Mill being located in Croydon. He said that he would support the Board in this.

The question was raised as to whether the same accountants be used for each company? Griff Griffith said that the intention was that they would, although the two companies are completely separate.

***Vote: Unanimous in favour – authorising the Board appoint Auditors to the Company and to fix the remuneration of the Auditors.***

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

- ❖ Mr Crane (flat 128) advised that he had a tenant in flat 128 who was having a problem with damp. He asked for details of the roof construction; Steve Barrable said that he would pass on the details to Mr Crane. Griff Griffith said condensation was a big problem on the estate; the original windows had not been double glazed and were self-ventilating. Where lessees had installed double glazing, this frequently did not provide adequate ventilation. There was general discussion on this problem.

The Board was asked which blocks had had their roofs replaced recently and were told that block B, block C and block F had had new roofs most recently.

- ❖ Miss Beasley (flat 87) mentioned that the boundary wall along Aldersbrook Road was leaning out alarmingly. Steve Barrable advised that this wall was checked regularly. The wall was leaning but was stable. He felt it was not in a dangerous condition yet.
- ❖ Ms Portman (flat 134) suggested that a large flyer on the noticeboards regarding the dumping of rubbish might work well. Griff Griffith said that this had been tried in the past. Now the AGMs were over, the next project was a newsletter where this would be mentioned. Mike Thompson commented that a lot of residents now are tenants and letters put through the door don't get to the owners, but the newsletters are sent to the owners at their offsite address. It was felt that it came down to residents who were dumping items. It cost over £2,000 this year to clear up after them.

Griff Griffith said that if anyone had a solution, the Board would be glad to hear it.

- ❖ Mr Thompson (flat 47) said that he had seen builders working on flats on the estate and pouring excess plaster down the drains. Steve Barrable confirmed that the drains are cleaned regularly and jetted as well. Miss Beasley (flat 87) asked when the drains were last jetted and Steve Barrable said that he would find out and let her know. It was made clear that when the identity of people dumping rubbish is known, a £25 bill is sent out to the owner.

Mr Lam (flat 153) suggested that it would be a good idea to put the number of L.B of Redbridge rubbish collection on the noticeboard. Griff Griffith said that the number was already on each bin cupboard.

- ❖ Mr Lam (flat 153) said that the external door of his block was continually open and suggested that CCTV within the blocks could be beneficial. Griff Griffith said that it would cost tens of thousands of pounds to install CCTV inside the blocks and then someone would have to monitor the footage. Steve Barrable said that some residents have been tampering with the closers on the doors which affect security.

- ❖ Mr Thompson (flat 47) suggested that, for safety, the frosted glass in the fire doors inside the blocks should be changed to clear glass. Then, he said, if anyone was standing on the other side, they could be seen. Mr Penny (flat 59) agreed with this and said that as he sometimes worked late and came back in the early hours, he would be more comfortable if the glass were clear.
- ❖ Mr Penny (flat 59) mentioned that about four months ago, he heard a lot of noise from the corridor. When he went to investigate, there were two men trying to kick down the door of a flat. He rang the police who attended but did nothing, because the men attempting to kick the door in said that they were maintenance men. Mr Penny then phoned Hull & Co. and found out that the men were the managing agents for the owner of the flat. However the damaged door frame was stuck back in place and then held with a number of screws. Mr Penny felt that the door should be repaired and had asked Hull & Co. to do this but nothing had happened. Steve Barrable apologised but said that he had heard nothing about this but that he would look into it.
- ❖ Mr Penny (flat 59) said that at the last AGM he had asked that damp and rotten skirting board in his block could be replaced but this had not happened. Steve Barrable said that the skirting boards have not yet been replaced because the leaks inside the flats have not yet been sorted out by the owners.

Griff Griffith made the point that under the terms of the lease, the Board of their agents have the right to enter and flat and repair any problem. He felt that this should be looked into urgently.

Mr Penny thought that this made the block look terrible. Griff Griffith agreed that this would be discussed at the next Board meeting.

Mr Lam (flat 153) said that a flat in his block had suffered a leak but the damaged had not yet been sorted out.

- ❖ Miss Beasley (flat 87) advised that water from the flat above her had leaked into her water tank but she was unable to check whether the tank was OK. She said that Keith Dougall had been to look at the tank but had not returned. Steve Barrable said that he would ask Mr Dougall to go back to the flat for a further check.

Miss Beasley said that Hull & Co. has advised that any damage would be covered under insurance. This engendered a general discussion about insurance. It was reiterated that the company's insurance only covers the buildings and the common areas of each block. The policy does not cover residents' personal effects, nor does it cover residents' liabilities to third parties. The policy does cover consequential damage, subject to an excess, to the fabric of neighbouring flats (ceilings, plaster, electrics, decorations, fixtures, etc) in the event of, for example, a water leak, but it excludes damage to the third party's personal effects.

Bob Haswell advised that a resident of block E had suffered a leak somewhere between the water meter and his flat; however, the lessee had brokered a deal with Thames Water that he would only have to pay if the leak was on a pipe within the building. This was an important benchmark for any future problems. It was noted that Queenswood Management Association Ltd has no liability for any repairs to individual flats' water supplies.

- ❖ Mr Thompson (flat 47) asked why he couldn't have wooden flooring in his bedrooms. Griff Griffith said that there was no reason why he couldn't; the terms of the lease insist on carpeting in the hall, lobby and lounge, but lessees are free to choose whatever floor covering they wish for bedrooms.
- ❖ Mr Lam (flat 153) asked about recycling. Griff Griffith said that this had been raised many

times before but there was nowhere to site recycling bins on the estate without seriously reducing the already limited car parking facilities. It would not be possible to use the paladin bins in the bin cupboard because it would not be possible to monitor that the contents were correct. There was general discussion on recycling.

- ❖ Miss Beasley (flat 87) wondered if a large notice about the date of the AGM could engender a larger turnout. Griff Griffith said that we send the paperwork out in good time with all the details on, and every shareholder gets a personal copy, whether they live at Queenswood Gardens or elsewhere.
- ❖ Griff Griffith said that he had received one proxy form which had been sent by email. The Articles of Association were based on the 1948 Companies Act rules and these, understandably, do not mention electronic replies. Later this year, the Board intended to look at the Articles of Association to bring them more up to date. There are lots of points to look at – it is likely to be a big job.
- ❖ Mr Crane (flat 128) asked for clarification on parking: could he get a resident's parking permit? Griff Griffith said that this would not be possible but he could always use one of his tenant's two visitor's permit or could park in the commercial bay.
- ❖ Mr Lam (flat 153) asked why the company doesn't keep a record of tenants. Griff Griffith said that Hull & Co do try to keep track of residents but some just move on without saying anything. It would be very good if we could contact all tenants. Lessees who rent out their flats should notify Hull & Co of their tenants' details, in accordance with the rules made by the company under clause 3(f) of the lease, but few lessees comply with the requirement.
- ❖ Mr Penny (flat 59) said that a neighbour of his had not been given a bin cupboard key by his landlord and was leaving bags of rubbish outside the bin cupboard. He had obtained a copy of his key and given it to his neighbour.
- ❖ Miss Beasley (flat 87) proposed a vote of thanks to the Board for their hard work.
- ❖ The meeting closed at 9.20pm