

WESTSIDE ONE, QUEENSWAY

Minutes from Residents Meeting held on Tuesday 19th September 2006 at the Birmingham Centenary Plaza commencing at 7.30pm.

Present:	D Barrington	DB
	J Goh	JG
	R Anderson	RA
	R Badesha	RB
	A Naik	AN
	P Hodson	PH
	L Hodson	LH
	A Gupta	AG
	A Liew	AL
	B Jackson	BJ
	S Desai	SD
	A Lally	AL
	Mrs Lally	ML

In Attendance: L Jensen - County Estate Management LJ

1.0 Apologies for absence

Apologies were received from:

D Bowden, N Brain, K Binns, K Wilkins, Mr & Mrs Singh, L Mansell, G Taylor, J Massey & M McHale

2.0 Welcome by Louise Jensen

Louise Jensen from County Estate Management apologised for the problem with the room at the Ramada Hotel and the consequent delay of starting the meeting. LJ welcomed all the residents to the meeting.

3.0 Residents Association

A discussion was held and it was made clear that the residents of Westside Queensway wanted CEM to recognise the residents association headed up by DB. LJ pointed out that officially, 60% membership of lessees needed to be registered for a certified residents association to be recognised, however, CEM would be happy to work with the residents and would acknowledge the current association.

4.0 Service Charges, Accounts & Finances

LJ informed the residents that the arrears figure as of 31st December 2005 was £78,400.00. CEM had inherited this debt from York Laurent and LJ confirmed that CEM would be pursuing the debtors as per the procedures set out by CEM's

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accounts department. None of the debt would be written off unless it was proven that the individual's account was incorrect as per the information received from York Laurent and the proposed audit. LJ also confirmed that should individual lessees' files be sent to solicitors for debt collection, the solicitors fees would be charged to the individual's account and would not be charged to the Westside account. LJ informed the residents that Cobbetts were the solicitors used for debt collecting and the fee was £250.00 per file.

The residents informed LJ that none of the leaseholders had ever received audited accounts for the last 4 years, and it was requested that CEM obtain all accounting information from York Laurent in order to get the accounts audited and signed off by a certified accountant. LJ confirmed that CEM would prioritise this and keep residents informed of progress within the next 3 weeks.

LJ

DB requested that a solicitor's letter should be sent to York Laurent requesting all the accounting information for the last 4 years, as it was felt that York Laurent would then take this seriously. LJ to action.

LJ

The total figure for arrears in 2006 was currently £60,000.00 and LJ pointed out that this was very serious and could affect the services at the development. LJ also requested that anyone who had not paid should do so as soon as possible. LJ also informed the meeting that as long as there were funds available, the maintenance of the building could be carried out and the development brought up to a good standard.

With regard to the point raised by DB in the proposed agenda, LJ confirmed that Estates & Management (the freeholder) and County Estate Management had compared address information to establish correct address detail for lessees. Also, land registry searches had been carried out if mail had been returned, so it was hoped that over the next few months, CEM and E&M would have the correct detail for all lessees.

DB raised the issue of the £2,000.00 that should have been transferred to the Westside Account from Kingsoak to contribute towards the work on the foyer. LJ confirmed that Kingsoak had indeed submitted an invoice for the work on the foyer and had deducted £2,000.00 from the total bill. The current invoice was made out to York Laurent and LJ informed the meeting that the invoice had been sent back to Kingsoak for them to address it to Westside, c/o County Estate Management in order for payment to be made.

5.0 Water Billing

DB informed LJ that when the development was first set up, each flat had its own water meter and readings were taken by the concierge for billing purposes. It was agreed that CEM would look into reverting back to this arrangement to ensure flat owners were paying for water usage rather than paying an estimated bill. LJ to investigate.

LJ

6.0 Cleaning

The residents requested clarification as to what the cleaners' specification was to clean the building. DB submitted an inspection template and it was agreed that Ivan the concierge would inspect once a week after the cleaners had attended the building. Although there were no major complaints regarding the standard, the residents agreed that the bin stores should be disinfected at least once a month and the entrance foyer to be cleaned twice weekly. LJ to inform Maypole Contracts who were responsible for the cleaning.

LJ

LJ informed the meeting that the window cleaning would be resumed as funds were now available. The cleaning would take place on Thursday 21st September. (Secretary's note: due to illness & staff shortage the contractor undertook the work on Tuesday 26th September.)

It was agreed that the foyer should be cleaned on a more regular basis and it was suggested that the concierge should be responsible for cleaning this every day. LJ to inform Ivan accordingly.

LJ

7.0 Out of Hours Service, Contact & Availability

LJ confirmed that a 24 hour emergency number would shortly be in operation. A complaint was received by AL as she had written to CEM and not received a reply. LJ apologised and confirmed that all correspondence received would be replied to.

8.0 Maintenance & Insurance

LJ informed the residents that a Health & Safety & Fire Risk Assessment would be carried out over the next month, in order to identify and health & safety issues at the development. Further to the maintenance issues mentioned in the agenda submitted by DB, a full maintenance report would be carried out and items considered to be the responsibility of the builder to rectify, would be identified and brought to their attention.

With regard to the buildings insurance, LJ informed the meeting that the freeholder set up the policy and the only involvement CEM had, was to pay the invoice submitted by the freeholder. LJ confirmed the total premium paid was £16,304.00. The residents requested clarification as to what the responsibilities of the managing agent were and the freeholder's responsibilities. LJ to action.

LJ

The redecoration of the internal communal stairwells would be carried out once the financial situation had improved. LJ to update residents at the next meeting.

LJ

9.0 Freehold

The residents requested clarification as to why there was no consultation between the Lessees and the Landlord in the appointment of the new managing agent. LJ explained that the various points raised regarding the freehold issues would be referred to Estates & Management.

LJ confirmed that it took 5 months to obtain all the information from York Laurent, and that was the reason why CEM took so long to take up the management of the development.

10.0 Resident Representative

The residents agreed that DB had done a great job in taking up the issues relating to the running of the building and it was agreed for him to continue with liaising with CEM to obtain satisfactory results. LJ and DB to meet again in a week's time. (Secretary's note: LJ, DB and Toni Turner, (Head of Property Management – Residential), held a follow up meeting on Thursday 28th September to progress some of the issues mentioned.)

LJ thanked all the residents for attending and apologised again for the delay in commencing the meeting. With no further business, the meeting closed.

Louise Jensen
County Estate Management