



Hebble Wharf Residents and Owners Association

Minutes of Annual General Meeting – 22 May 2019

[Some items include clarifications obtained at a subsequent meeting with PBM and LIV on 23 May 2019]

Present:

Norah Keany-Corr (Chair), Imran Chouglay (Vice Chair), Andrew Wright (Treasurer), John Hodgkins (Secretary), Yvonne Berns, Howard Dodgson, Mandy Wright, Stephen Downing, Pam Hodgkins, Russ Moran, Lukasz Nowakowski, Marlena Nowakowska, John Corr, David Roebuck, Elaine Roebuck, Paul Hope, Martin Kenna, Mark Christie (PBM), Jim Kelly (PBM).

Apologies:

Brian and Maria Cammack, Mike Pearson, Ray Monkhouse, Ann Lea & David Lumb, Martin Winham, Fergus Dodds.

Welcome and introductions

NKC welcomed all to the meeting and introduced the committee. Mark Christie and Jim Kelly from Plymouth Block Management were due to attend the meeting but had been delayed en route.

Minutes of the Annual General Meeting held on 4 June 2018

JCH reviewed the minutes of the last AGM, highlighting various items (the Section 20 Emergency Works; CCTV; Building Security and Car Park issues) that were all items that were still outstanding on the agenda for this meeting. Full minutes were available on the HWROA website at <https://hebblewharfresidents.org/meetings/>.

Chair's Report for 2018/19

NKC introduced the second Annual Report by welcoming all present and acknowledging the work of the committee. The report outlined the establishment of the Association and key changes that have occurred this year, notably the offer of first refusal to purchase the head lease on Hebble Wharf, and its subsequent sale to G&O Investments Ltd. A new Managing Agent, Plymouth Block Management (PBM) was appointed in December 2018 and the Association was represented at a handover meeting between PBM and LIV in January 2019 at which the outstanding failure to resolve the water ingress was discussed in detail.

The Chair highlighted ongoing work concerns about building security, misuse of the refuse area and unauthorised use of fire doors. Updates were also provided on car parking (including the opening of the new Waterfront car park), the status of the footbridge across the canal and the progress with the Rutland Mills development.

A full copy of the Chair's Annual Report can be found on the Association's website at <https://hebblewharfresidents.org/meetings/>

Treasurer's Report

AW reported that latest membership figure was now 35, following the sale of one member's apartment. The balance in the bank account was approximately £300 (up from last year's balance of £263 and once outstanding costs have been met (web hosting and photocopying) the final balance on the account will be £229.

Subscriptions

AW invited the meeting to consider whether or not a subscription should be levied this year. NKC advised that there could be a need to obtain legal advice if the Section 20 works cannot be satisfactorily resolved, though there was a risk that membership could fall below the 60% required for formal ARMA recognition if members failed to pay a renewal subscription.

A voluntary contribution was suggested, not directly linked to membership. *[PBM indicated they would continue to honour voluntary recognition status for the association, even if membership fell below the ARMA requirement of 60%. Subsequent discussion by committee resolved that no action be taken at present].*

New Management Organisation

Mark Christie and Jim Kelly were welcomed to the meeting. MC reported that Plymouth Block Management had responsibility for managing 85 blocks owned across the country by G&O Properties Ltd. PBM has a team of 12 based in Plymouth; each block has a designated Property Manager; Claire Radley has responsibility for Hebble Wharf.

PBM had visited Hebble Wharf in January and, because of the complexity of the building, had asked LIV Group to continue supporting the maintenance of the building for a further 6-12 months. There was some discussion about the status of the transfer of title on Hebble Wharf as it was unclear whether the freehold of the block was still owned by U&I Group plc, or had transferred with the head lease to G&O Properties. This was causing delays to apartment sales and PBM was awaiting confirmation from G&O Properties.

There was also some debate over the role of PBM in relation to the 14 apartments previously owned by Hebble Estates, in which their successors (Grey GR Partnership) retained an interest in the leases. Grey had engaged Doncaster-based Residents Quarter as their 'Freehold Agent' in June 2018, with LIV responsible for collecting Service Charges. *[PBM has had no direct contact with owners of ex-Hebble Estates apartments. As far as we are aware, Grey is not the freeholder].*

Section 20 Emergency Works Update

MC reported that no rectification work could be undertaken until the precise status of the Section 20 funds had been established. PBM was awaiting clarification of individual payments which had been received by LIV and subsequently transferred to PBM. *[LIV subsequently confirmed that the information was available and would be provided to PBM].*

It was unclear whether any monies had been paid by U&I to their contractors, but the works had not been satisfactorily completed and PBM was establishing whether the transfer of the headlease resulted in any residual financial liability on individual leaseholders, or whether the Section 20 Order had effectively expired. If that was the case, any monies already paid by leaseholders would be refunded. They cannot be used for any other purpose.

[In subsequent discussion MC requested Gavin Mearns to issue PBM with a detailed, written explanation/overview of section 20 events. It was agreed that an exploratory survey would be commissioned to identify the extent of the unresolved defects. GM asked to instruct company like SOS to undertake investigatory work. Once the results of that survey were available, a decision

could be taken on how the repairs would be funded. GM to also send email to PBM clarifying authorisation for current insurers to liaise with apartment owner].

Block Maintenance

PBM reported that they had commissioned no new works (other than addressing urgent defects) until the status of the maintenance fund had been clarified. The budget inherited from LIV was regarded as provisional and PBM would look to identify a more robust budget after 12 months.

[A list of outstanding works was subsequently provided to LIV for costing]

Outstanding Works

A reserve fund (sinking fund) of £28,769 has been passed by LIV to PBM. This fund is specific to periodic upkeep of the building, such as the 5-yearly repaints that have yet to be commissioned. The balance on the client account (including Section 20 contributions paid to LIV) was £36,519.

Security Issues

NKC reported the committee's concerns about the lack of security in the area of the car park, refuse store and electrical meter room. The repeated ransacking of the refuse room, the dumping of oversized articles and unauthorised use of the fire exits were concerns that could be addressed by CCTV in the undercroft area, and this was supported by PBM.

[Alternative options were subsequently explored, with either PBM or The Association having control over the monitoring of the system. This monitoring could happen remotely using a wifi-based platform, so would not necessarily involve anyone living at the block. PBM's data specialist to advise. GM agreed to share quotation obtained last year with PBM]

Car Park management

JCH reported that information supplied by PBM on the ownership of car park spaces was inaccurate and that requests had been forwarded to all current tenants asking for detail of any errors. A small number of responses confirm that spaces sold by Hebble Estates/Grey GR Partnership do not match the information previously held by LIV. JCH will contact leaseholders and Residents Quarter to seek clarification. Once a clear picture emerges, the Association will work with PBM to develop appropriate signage for each parking bay.

Service Charges

HD asked PBM representatives if service charges could be paid monthly to assist cashflow. JK advised that PBM is obliged to invoice quarterly for service charges, to comply with lease terms. However, if a leaseholder wished to pay monthly by standing order that can also be arranged.

Water meters

NKC expressed concern at the inability of residents to access water meters in emergency, citing the need to be able to turn off water supply to unoccupied properties in the event of a leak being discovered. Water main risers and meters are contained in shared cupboards which are not otherwise fire protected and therefore it is important that the doors are kept locked. *[It was subsequently proposed that committee members be provided with keys]*

Ongoing reporting of defects

PBM urged all leaseholders to register on 'Resident' – the online platform through which leaseholders can obtain information pertaining to their property. *[PBM to issue "permissions" to allow access to data from their system. This facility is not widely used and concern was subsequently expressed that multiple reports are being handled by PBM from individual*

leaseholders, where a single approach via the Association would be preferable as a means of containing workloads. JCH to encourage leaseholders and residents to report problems via the Association.]

Election of Committee and Officers

NKC again expressed her thanks to committee members for their support during her two-year term as Chair, from which she now wished to stand down (but would remain on committee). All other committee members were prepared to continue, and it was proposed and seconded that Yvonne Berns and Howard Dodgson were elected as full members of committee for the coming year.

JCH suggested it was important that the Chair was a resident at Hebble Wharf and proposed that Imran Chouglay (currently Vice-Chair) become Chair, which he accepted and was duly elected.

Norah Keany-Corr offered to take on the role of Vice Chair.

The Secretary (JCH) and Treasurer (AW) agreed to continue.

The new committee is therefore:

Imran Chouglay (Chair) (IC)

Norah Keany-Corr (Vice-Chair) (NKC)

Andrew Wright (Treasurer) (AW)

John Hodgkins (Secretary) (JCH)

Yvonne Berns (Committee member) (YB)

Howard Dodgson (Committee member) (HD)

Further members were invited to consider joining the committee and were encouraged to attend the first meeting of the new committee. Those expressing an interest in the committee included Paul Hope, Russ Moran, Lukasz Nowakowski, David Roebuck and Martin Kenna. *[JCH to invite them to attend the first meeting of the committee on June 12]*

Any other Business

Council Tax Banding

P Hodgkins raised the question of Council Tax Banding for Hebble Wharf apartments, which seems disproportionately high at Bands C or D for a two-bedroom apartment. S Downing provided evidence that an equivalent two-bedroom apartment at Temple Court (on the opposite side of Barnsley Road) are Band B. HD agreed to prepare an appeal citing this evidence, and to cascade the result to other leaseholders.

The meeting closed at approximately 9.45pm