

The Parks
Residents
Association

Meeting
18th July 2024



Agenda



1. Welcome – Introductions
2. Adopt Minutes of 23rd April 2024 meeting
3. Matters arising
4. Membership update
5. Requirements and benefits of gaining recognised status for the R A
4. FirstPort – Accts – Insurance – Grds Maint – Tree Survey – Estate Electricity - Budget
5. Vote, move to seeking official status
6. Plan to grow membership
7. Any other business – MUGA Booking - ?
8. Date of next meeting - 23rd Oct?

Number present – committee members present – Imran invited, due to bug caught from his child is not able to join us.

1. Matters arising



- FP Accounts for FY22/23 to include corrections for FY21/22 - Not supplied
- ES to provide details of tree surgeon - Not supplied
- Trees survey to DS - Done
- Road adoption, Jo Murphy not able to supply any more drawing.
- FirstPort My Home - Portal

Need to call our Manager to account remains. Hard to find a replacement that is good therefore let us work to make incumbent better.



1. Our Committee

Chair Bob Bolitho

Secretary Karina Lam

Treasurer Terry Wright

General committee members

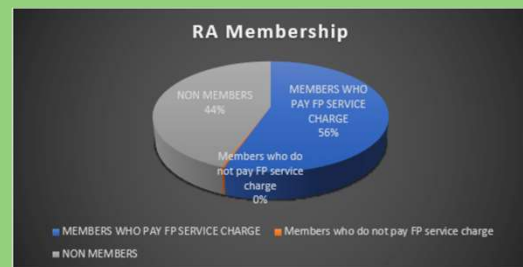
- James Turner
- Peter Hoggin
- Sally Day
- Steven Robinson

Can we get more interested? More support is needed.

2. R A Memership

746 Dwelling (down from 749)

- 415 Members 55.9%
- Membership Target 60%
- 60% requires 30 more
- After Clarion, next largest HA with 38 dwellings Metropolitan Thames Valley

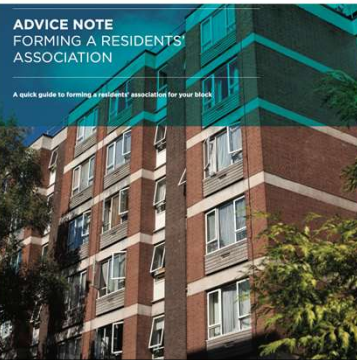


Suggestions to increase? What has been undertaken?

3. Requirements of gaining official status

A Tribunal will assess whether to grant recognition to a residents' association based on the following criteria:

- The rules of the association should be fair and democratic
- Membership shouldn't be less than 60% of those eligible to join
- Members must be paying a variable service charge to their landlord
- Tenants paying fixed rents/service charges will not qualify for membership (but they could be involved in the process informally)
- Only one vote per home will be permitted in decision making processes
- No more than one association per block will be recognised, unless there are several blocks on the development



This ARMA document is the guide we are working to.

THE LEGAL RIGHTS OF RECOGNISED RESIDENTS' ASSOCIATIONS

If recognition is granted, residents' associations can exercise a number of legal rights under the Landlord & Tenants Acts.

The secretary of an association can:

- Ask for a summary of service charge costs
- Inspect accounts and receipts in relation to service charges
- Ask to be consulted about the appointment or reappointment of a managing agent
- Ask for a summary of insurance cover for the block
- Appoint a surveyor to advise on any matter relating to service charges. The surveyor will have the right to see and copy relevant documents held by the landlord. They will also be able to inspect the communal areas and appoint assistants

Landlords or managing agents should also serve copies of any notices required under Section 20 consultations upon the secretary of a recognised association. Residents' associations also have the right to nominate contractors and inspect any estimates and specifications.

Benefits of gaining official status

- We gain the legal rights provided to Leaseholders.
- FirstPort can take instructions from the R A.
- FirstPort can share information with the R A.

Currently the nature in which FirstPort store data makes it difficult to share information without compromising GDPR. With our being officially recognised this obstacle will be removed.

FirstPort Update

- Accounts for FY20/21 & 21/22
- Public liability Insurance - Level & Cost
- Building Insurance - Flats & FOGS
- Grounds Maintenance
- Tree Survey Costs
- Estate Electricity
- Budget for FY24/25



Accounts for FY21/22 and 22/23

- FY21/22 - Basic addition on these accounts was incorrect
- FY22/23 - Written off £3,504.80
- Accounts delivery? Two to three weeks

17 Bucaneer Road Street Light Repairs	£427.20
14 Tornado Chase - Street Lamp Repairs	£259.20
Fix a faulty street lamp	£235.20
17 Lysander Drive - Fix street lamp	£314.40
Tornado Chase Street Lamp Repair	£266.40
9-15 Hampden Crescent Leak Repair	£302.40
Amp Lite - Capital Plan	£900.00
Dog Bins Multiple Visits	£400.00
Electrical Repairs - Multiple	£310.00
Ad Hoc - small general repairs	£90.00
TOTAL	£3,504.80

FY21/22 – Basic addition was incorrect. Auditor BDO considered them acceptable, FirstPort accepted there are errors. If basic errors here, what else could be incorrect? These are to be addressed in the accounts for FY22/23.

FY22/23 – Invoices were being incorrectly allocated. Jobs were being raised without forethought by the FirstPort Manager. Solution, cost write off sought by Imran and agreed by his managers.

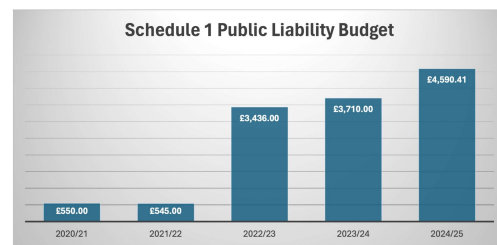
Amp-Lite – Capital plan undertaken by Chloe. Tried her best but did not know what she was doing. This sum was taken from the Estate Reserve. In view of £127k Management fee I stated this was unacceptable.

Public liability Insurance

- Day one uplift 150%
- Public Owners Liability £15m
- Estate Declared Value £2,550,561 date determined?

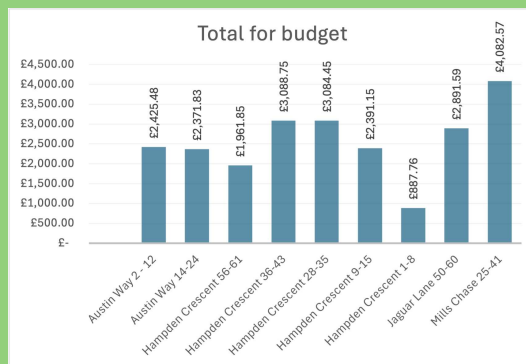
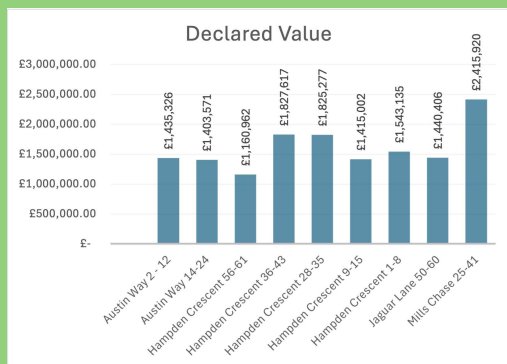


A screenshot of a public liability insurance policy document, showing various sections and clauses in a structured layout.



Despite repeated requests no explanation has been given for the rise in in FY21/22 of 621% PL of 315m pushes up costs, norm would be £10m.
Day 1 uplift again ushes up the cost.

Building Insurance – Flats Cost Comparison



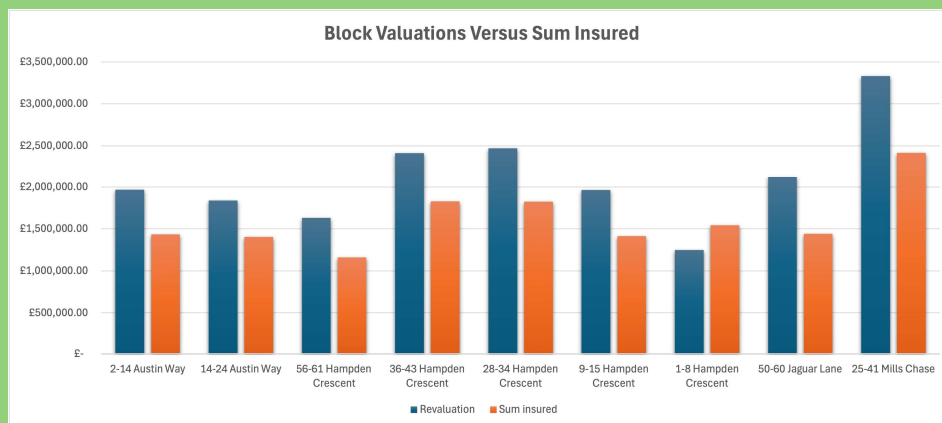
We have eight blocks of flats managed by FirstPort. In addition to these there is 1-8 Hampden Crescent which I manage and the block of three flats which bought its freeholder on Austin Way and have escaped the Estate charge.

These charts include the block I manage for purposes of comparison. We have here the sum insured and the budget for building insurance.

FirstPort buy their insurance via Knight Square, a company in their group. Public Liability is set and £15m and the day one uplift of 150%. These factors generate the higher premiums and consequently higher commissions income for FirstPort.

The consequence is that the premium for 28-35 Hampden Crescent, a building identical to 1-8 Hampden Crescent is 347% higher.

Building Insurance – Flats Insurance Cover - All FirstPort Blocks are underinsured

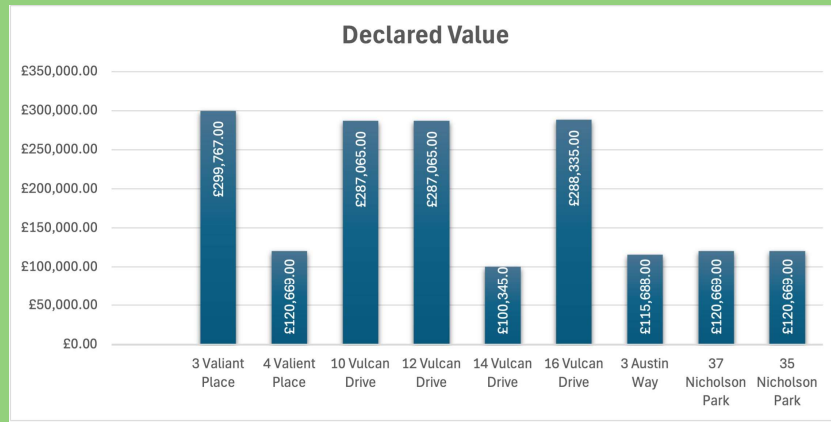


Imran kindly provided me with copies of the insurance certificates along with the last valuation report which was carried out in February 2024.

The insurance year ends on 30th June, this chart has been produced using the certificates for the last insurance year. What we can see from this is that all the FirstPort managed blocks are under insured.

I do have the certificate covering the Mills Chase flats for the current year and this show the Sum Insured to be £73.6% of where it should be based upon the valuation in February.

Building Insurance - FOGs



There are 14 FOGS (Flats over Garages) across The Parks. Of these nine are managed by FirstPort. All are similar, there are certainly no differences to explain why the Sum Insured on some would be 2.5 times that of others.

Imran has been unable to locate the last revaluation survey.

Building Insurance FOGS

- Budgeted apportionment of costs
- Under J, collection ceased 2014/2015
- No consistency in split across Schedules



FirstPort previously ignored advised, feedback that they were not apportioning costs between schedules 2 & 3 in accordance with the Lease.

No one knows why they cease collection to 3J.

These errors are to be corrected in the budget for FY2425.

Grounds Maintenance Contractor

- Gone - Enterprise
- Outgoing - Enviro
- Incoming - Scofell



Despite meetings with the company owner and a team leader of Enviro, walking the development with the plan they have continued to work on areas that are the responsibility of others such as the Council.

The quality of the work was unacceptable. This combined with them travelling from Bristol made it untenable for them to continue. They were going to open an office in Newbury when taking on the contract. This did not happen.

Scofell will be starting in August. I walked The Parks with their Operations Manager and another prospect, Bill Hutchins. Bill works on over 100 sites for FirstPort. Both came across well. The price sought by Bill was significantly higher.

The incoming contractor was suggested as they undertake work for Bracknell Council. They also undertake some work for FirstPort. Their selection was influenced by an attractive offer. We hope the service will meet our needs.

Grounds Maintenance Contractor

- Scope of work
- The areas on the development plan
- No specification written



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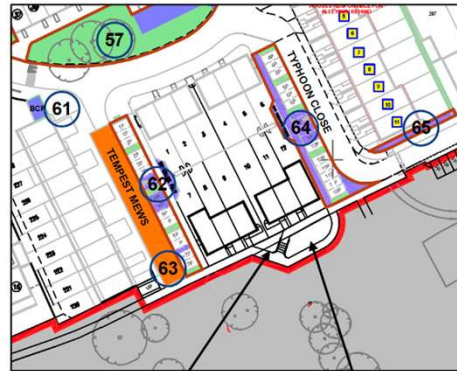
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Estate Plan – Revision

- Set up by Taylor Wimpey poor
- No challenge by FirstPort
- Limit our liability sought



Having walked The Development, it became apparent that some changes to the plan of scope supplied by the developer were needed. The aim is to limit these as much as possible.

It seems reasonable to include the area in these photos, we did manage to lose liability for the Memorial Garden.

We have no answer with regards to liability for the four Estate Roads that are not to be adopted. It does not help that one of these was built by David Wilson and the others by Taylor Wimpey Oxford which has now closed.

Revision 11 Plan

- Area 75 Path
- Area 54 Beverly Road
- Area 63a



The scope of the contractor will be only for the areas marked on this plan.
They will not work on areas that fall with in the legal title of private property.

Tree Survey

Survey in March 2024

No prices obtained

Scofell could help here

Budget £32k



Budget FY24/25



Invoices to be issued early next week



Late issue means there is around £12k left in account



Schedule 1, 4.263% increase to £223,664.21
£299.82 per dwelling



Includes £12k for Tree work with £20k to be taken from the Reserve



FirstPort Fees up 6.5% - These represent 46% of budget

Year 18 of the development. Note, currently no plan in place to determine the contribution to the Reserves. The overall Grounds Maintenance budget is £303 less than that of last year, FY2324.

What do we need to gain official status for the Residents Association

- Regular meetings
- A joining fee
- A membership fee
- 60% of dwelling owners to join = 448
- Circa 38 more members needed



Subscriptions

- 7.1 Each person on applying to become a member of the Association shall pay an entrance fee. Until otherwise determined by Association in general meeting the entrance fee shall be £
- 7.2 Each member shall pay subscriptions in accordance with the resolution of the Association in general meeting.
- 7.3 The committee may expel any member who shall after 14 days notice, addressed to him and sent by post to or delivered at his/her apartment at (name of development), remains in default in paying any subscription.

Where has this criteria come from, ARMA guide supplied by FirstPort. Do we want to seek contributions to help build membership?

Where are we now, the question asked.

Move to official status will annual membership fee of £1.00

We also need a joining fee, hence opening need for £2.00 per dwelling

Feedback on question presented, as of Tuesday from our members emailed.

- For 15
- Chair to vote 9
- Against 1

Input from meeting ?

Next action

Grow membership to 60%

Then open a community account

When the funds collected to match required 60% membership apply for official status

Plans to Grow membership

- Approach other Housing Associations
- Private House owners that rent, use funds to buy title and address of owner?
- -----

HOUSING ASSOCIATION		
Abri	35	18.52%
Clarion Housing Association Ltd.	88	46.56%
Oxford Dioesan Board of Finance	1	0.53%
Metropolitan Thames Valley	38	20.11%
Portal Housing Assoc. Ltd.	0	0.00%
Radian (Windsor & District)	0	0.00%
Sovereign Housing Association	27	14.29%
Thames Valley Charitable H.A. Ltd.	0	0.00%
TOTAL PROPERTIES	189	



6. Any other business?

- Road Adoption

Road Adoption




So far phase 3 Hampden Crescent and phase 5 have proceeded. The aim was for phase 1 to be adopted by the end of January. After asking the question of Jo Murphy not direct answer given. She advised that she would chase the insurers to recover the cost of the damage caused by the lorry. She advised that she will instruct work to proceed at their cost.

The lorry which damaged the roads in May


It seems there is much else that
could be undertaken by Taylor
Wimpey without reference to
damage caused by this lorry.





Date of next meeting

Wednesday 23rd October



Suggestions – Social events?