

Ermin Mews Management Company Limited

15 Windsor Road, Swindon, SN3 1JP

Minutes for Members' Meeting held at the St Margaret's Centre, Kenwin Close, Stratton, Swindon, SN3 4NY on Wednesday 17th July 2024 at 6:00pm.

Attendees

R Benitez – Director (+ K Sanchez)
S Broomfield
J Duncan
N Gracias - Director
J McGrath
A Rombach
C Shepherd - Director
J Tye
Y Webster-May - Director
J Morris - Block Management Ltd
D Morris - Block Management Ltd

1. Welcome, Introduction and Apologies

Members, directors and the management company introduced themselves to the meeting. There were no apologies.

2. Balinor Handover

The management company has not received handover of information or funds from Balinor. The non-insurance of the site issue was discussed, and one of the members advised that the insurance company is investigating Balinor as they had charged for insurance cover and provided an invoice to the management company but there was no cover in place. The same member has also complained to the Financial Ombudsman and is awaiting a response. A complaint has been made to the Property Ombudsman which is awaiting a response. The members agreed not to take any further action at present.

3. Accounts/ Debtors

The year-to-date accounts were reviewed and discussed. There is one unpaid service charge account which is currently being pursued via the County Court.

4. Maintenance

a) Administration of the Lease

The meeting was advised that the site has a modern lease and if members wished to make amendments to it, it would have to be agreed unanimously by all members, the management company and the freeholder. The cost of re-drawing a member's lease, freeholder costs and Ermin Mews Management Company costs are likely to be in the region of £1,000 per property. Members advised the meeting that Gleeson is the freeholder for the site. There are two freehold houses on the site and the owner of one of the houses has kindly offered to provide a copy of his deeds to the management company for their records. Some members were keen to enforce the restrictions in the lease and deeds concerning pets, and the management company suggested that the members could introduce a pet policy in order to provide a consistent approach. A copy of a policy used on other sites will be provided to directors for their consideration. Once the wording of the policy is agreed, then it would be distributed to all members for consideration. Some members also wanted to prevent residents from putting washing out on the site as it was commented that it makes the site look untidy and uncared for.

b) Work Already Undertaken/ In Progress

- I. Car park space renumbering
- II. Gutter Clearance – Agreed to continue this on regular basis paid for communally
- III. ACO Drain Clearance
- IV. Roof repairs
- V. Gardening – Gardener has been engaged on the site and the site has improved.
- VI. Ivy Removed from 7/8 by neighbour – has been cut off at base, and once it has died back it can be removed from the building
- VII. Tree in Underwood House – Trees have been trimmed back at the rear of the site by Swindon Borough Council, who have yet to attend to the large tree towards the front of the site.

c) Work To Be Considered

- i. Repainting Flat 3-4 front wall
£2,500 to £2,700 (Section 20 Consultation Limit £2,785) – *Agreed to defer this work until there is more money in the reserves*
- ii. Electrical Work
Replacement of internal and external apartment lighting with sensor LED lights £61 (£81 if emergency) including fitting & VAT per light. - *Agreed to defer this for consideration next year.*
- iii. Window and Gutter Cleaning – *Agreed to continue with gutter cleaning to be paid for communally, however the window cleaning would remain the responsibility of the individual members.*
- iv. Maintenance to Shared Apartment Doors – *Agreed to defer until next year*
- v. Replacement Bin Store Doors – Members discussed whether the bin store could be used for bicycle storage, but there were concerns about security and access. It was suggested that the front bin store could be removed, however there is a brick wall behind and advice would have to be sought to ensure that this would not destabilise the wall. Members will report back to the management company once they have reviewed the contents of the bin store.

5. AOB

a) Gardening

The attendees commented on the overgrown bushes on the site, and although the site is now much tidier following the engagement of a gardener, they requested that the deep hedges by no. 9 are reduced or removed. It was also noted that Buddleia bushes are growing through the boundary walls. The members agreed that one member will co-ordinate with the residents on the site and then undertake a walk round of the site with the gardener and managing agent to discuss the requirements. The gardener will then quote for these works and the quote will be passed to the directors for their consideration.

A member has kindly volunteered to bag fallen leaves between gardener visits and take them to the Council waste facility.

b) Drain

It was agreed to engage a drain clearance company to clear the drain in the grounds near flat 17 and 18 if necessary.

c) Block Paving

The block paving on the site is dipping considerably especially around the water meters. A member has reported this issue to Thames Water and they are investigating.

d) **Bank Accounts**

One of the directors advised that two directors have access to the company bank account and the other two directors have access to the deposit account which helps provide full transparency regarding members funds.

e) **Share Certificates**

The management company agreed to issue new Share Certificates to members which will be appropriately signed and sealed. Each member will need to sign a share indemnity form in respect of any original share certificate that may have been issued.

f) **Windows**

A member asked if they could change their windows. The site is in a conservation area and any changes to windows or doors would have to be agreed with Swindon Borough Council's planning department. The members present agreed that all windows should look the same as existing.

g) **Lobbies and Shared Entrance Doors**

Decoration of the lobbies and shared entrance doors was discussed. It was agreed that for now the leaseholders of the two flats sharing doors and lobbies should arrange re-decoration between them rather than through the management company.

h) A member mentioned that the resident of no. 17 has requested that a contractor look at the wall to the rear of their property. The management company will visit the property prior to arranging contractors.

The managing agent asked if any member had any other issue that they would like raised. As there were no other items, the managing agent thanked members for attending who in turn expressed their appreciation to the new agent for their services.

Meeting closed 7.45pm

Addendum

Immediately following the meeting, the managing agents inspected the boundary wall to number 17 and will report back to the directors.