

# Amber Court Management (No.2) Limited

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**Annual General Meeting for Amber Court Management (No. 2) Limited held at  
Tesco Community Room, Ocotal Way, Swindon SN1 2EH on 13<sup>th</sup> August 2018 at  
6.00pm**

## **Present:**

M Cain	-	Director
T Cain		
S Elliot		
G Williams	-	Director
J Morris	-	Managing Agent
D Morris	-	Managing Agent

## **Apologies:**

S Boxall & L Qingwei  
K & S Nandhra  
M Wadhwa

### **1. Welcome and Introduction**

John Morris was appointed chairman of the meeting and welcomed those attending confirming that the meeting was quorate as there were at least two members present as required by the Articles of Association. He introduced Diana Morris and himself who were appointed Managing Agents in November 2017. Copies of accounts including supporting documents and bank statements were made available for inspection.

### **2. Minutes of previous meeting**

Minutes of the previous meeting were distributed to members and agreed.

### **3. Formal Resolution**

Resolution – To re-appoint G Williams who was appointed by directors on 13<sup>th</sup> July 2018. This resolution was agreed by all members present.

It was noted that J Cleaver resigned as a director on 13<sup>th</sup> July 2018. Members expressed their appreciation to her for her service as director.

### **3. Accounts**

The accounts to 31 December 2017 were previously made available on the website and copies were provided to the meeting. The accounts are for a nine month period as the previous year end was March 2017. The directors changed the year-end to 31<sup>st</sup> December so that it agreed with the year-end date specified in the lease. John Morris provided an overview of the results advising it is good practice to keep a reserve of approximately two years' service charges to cope with any unforeseen costs that might occur. The service charge reserve at the end of the financial year was £3,402.00. Ideally the reserve level should be about £17,000. It was agreed that reserves should be increased over the next few years.

#### 4. **Service Charge Arrears**

Flats 20 and 21 are both £74.00 in arrears with their monthly instalments. All other leaseholders are up-to-date with payments.

#### 5. **Maintenance Issues**

Last week a resident reported that a number of cracks had appeared in the building. The management company visited the site and examined the walls and photographed the cracks. The matter was reported to the insurance company who will investigate as the cracks could be signs of subsidence. All residents and owners will be informed of the outcome of the insurance company's investigations. There is an insurance excess to pay of £1,000 for subsidence claims that will need to be paid out of the service charge reserves.

##### a) **Lighting**

The lights in the lobby and stairwell areas have recently been changed to sensor motion activated LEDs with built in emergency lights that are cheaper to run than ordinary compact fluorescents bulbs and do not require manual switches. The remaining two lights will be changed shortly. The emergency lights are tested once a month. A three hour "run down" test also has to be carried out once a year to ensure the battery back-up is still functioning correctly.

##### b) **Electrics**

It was discovered during the course of the testing that there was an electrical fault that has now been resolved.

##### c) **Wi-Fi**

Free communal Wi-Fi has been installed in the block and the password provided to all residents. It was agreed to install an additional wireless access point on the ground floor to improve reception.

##### d) **Health & Safety**

###### i) **Step to the rear exit door**

A step has been installed to the rear of the building behind the fire exit door. Previously there was a large drop outside the door and if residents had to evacuate in an emergency this could have caused a problem.

###### ii) **External light by back door**

An external light has been installed on the outside of the property by the rear door to provide illumination in the event of an emergency.

###### iii) **Lock to rear door**

Currently residents have a key to enter through the rear door, however the door is regularly left "on the latch" which could allow non-residents access to the building. Following a discussion it was agreed that a thumb lock exit button would be installed and the "latch" disabled to prevent the door from being left in the open position and the lock removed.

###### iv) **Risers**

The risers are the service ducts that run up through the building from the entrance hallway. Over time the tongue and groove cladding has become loose and following the recent work on installing the wi-fi points it was discovered that the duct covers are in need of repair. These duct covers should have fire resistant boarding behind them and it was apparent from the inspection that this is damaged and missing in places. The management company are undertaking research to determine the most appropriate alternative to the panelling that will provide a satisfactory level of fire protection. After the new duct covers are installed they will be re-decorated.

###### v) **Fire Alarms**

The advice from the local government is that small blocks of flats such as Amber Court 2 do not need fire alarms. The reasoning is that they would require testing at regular intervals and residents become complacent about reacting if there should be an actual fire. The fire service's advice is that in the event of a fire that the occupants of the flat where the fire is situated should leave the building. However, all other residents not effected should "stay put". This is because other flats should be sufficiently protected from the spread of fire until such time as the Fire Service can attend. It was noted that as there is currently a government report being prepared following the Grenfell tragedy and that as a result government advice may change. It was therefore agreed to de-commission the alarm for the time being and to review this decision at the next AGM.

A member asked if the management company were going to carry out written Health and Safety Risk Assessment. The meeting was advised that this would be undertaken in the next couple of months and the report published on the website. Several Health and Safety measures had already been undertaken such as installing the rear exit step and providing sensor lighting and emergency lighting.

e) Re-decoration

It was agreed that apart from the risers and possible making good from the installation of the new lighting that the decoration is generally in good condition. It was therefore decided to defer any proposals for re-decoration until the next AGM.

f) Letter boxes

The broken wooden letter boxes were recently changed to more secure lockable metal letterboxes.

g) Bin Stores

There is an on-going problem with the bin store as items are frequently dumped in the area and because of incorrect use of the recycling bins the council do not empty them. It was noted that there is no recycling facilities for plastics. Following a discussion it was agreed that the management company should approach the Council with a view to removing the recycling bins as they are not used. It was suggested that if the recycling bins are removed that there may be enough space to provide bike storage facilities.

h) CCTV

As large furniture items are being dumped regularly in the bin stores it was agreed that a CCTV system would be installed specifically directed over the bin areas, the entrance to the site and the communal doors. Proprietary systems are available at about £400 including installation although the cameras are not as good as a computer based IP camera system. The IP camera system would cost in the region of £1,000 for 3 cameras. Members agreed to install the Proprietary system. CCTV in operation signs would also be displayed in prominent positions on the site.

i) Fascias & Soffits

The fascias and soffits on the building are in need of replacement due to the poor condition of the timber. It was agreed to obtain a quote for the directors to review but defer a decision until the outcome of the insurance company's report into the possible subsidence of the building.

j) Door Access

Currently access is gained through the front door by the use of a pin code. It was noted that non-residents could easily become aware of the code to gain entry to the building. A more secure Paxton fob based system could be installed on the building. It was agreed to obtain quotes

k) Cleaning

The cleaner who previously cleaned the building was retained, following the change of managing agent. Members agreed to reduce the cleaning from weekly to once a fortnight and review after a few months. It was suggested that the cleaner could sweep through and tidy the bin store in an effort to encourage residents to keep the area tidy.

l) **Grounds**

The previous gardener was retained following the change in managing agent as the hedges and grass are always well tended.

6. **Budget & Service Charge for 2019**

After discussing the proposed expenditure for the current financial year it was agreed by members to increase the service charge to £780.00 per year for 2019 and offer a choice of quarterly payments or instalments over ten months.

7. **Management Charge**

Members agreed that the managing agent's fee would be increased by £100.00 to £1,720.00 for 2019.

8. **Any Other Business**

**Electricity**

The electricity supplier was changed to Green Energy UK as they do not charge a monthly standing charge and consumption is low in order to reduce costs. Today they advised that they are ending this tariff so the managing agents will research a more cost effective alternative.

There being no further business the meeting adjourned at 7.35pm