

**Residents Meeting**

**Wednesday 26th April 2023 at 7pm**

**Location: Loxford School, Loxford Lane, IG1 2UT**

**Directors Present:**

Shahjahan Durrani

Jatinder Gujral

Usman Gulfraz

Antonio Masiello

Apologies for absence: Ruthba Amin

Jeremy Doran – Property Manager from Red Rock (Managing Agents)

**Residents in attendance:**

Bashir Ali

Waqas & Sabina

Omrina Nawaz

Riaz Choudhury

Shantel Yogeswaran

Robert Throw

Irina Rotaru

Harun Ali

Smera

Agnieszka Kazmierczak

Shahjahan welcomes everyone and thanks them for attending, he then explains the purpose of the Residents Management Company (RMC) and mentions the website and the WhatsApp group that has been set up to help residents stay informed. Shahjahan advises that any resident can become a director of the Residents Management Company (RMC) should they wish to do so and that each director gives up their own time to do so to help with the running of the development.

Each director of the Residents Management Company (RMC) introduced themselves.

Jeremy introduces his role as the property manager from Red Rock and how Red Rock works with the Residents Management Company (RMC) and the task that Red Rock is involved with which include the day to day running of the development, dealing with residents queries or concerns, arranging maintenance and quotes, drafting the service charge budget, reviewing and preparing the service charge accounts at the end of the service charge year, dealing with solicitor enquiries, paying contractors and service providers, credit control amongst other task associated with running the development.

Shahjahan proceeded with the power point presentation explaining the budget in detail and the different schedules that everyone is required to contribute towards. The balancing charges were also explained and this was broken down year by year. It was explained that the service charge year ends on the 30th June and the service charge budget is always an estimation of costs for the service charge year going forward and that after the year is closed the service charge accounts are produced detailing all service charge income and all expenditure which will be followed by another invoice known as a balancing charge should there be an overspend in the service charge year. Antonio advised that an example of the balancing charge would be an item such as a roof repair that we had to pay which was not included in the original budget and therefore is an additional expense.

Shahjahan said that the balancing charges for this year are not likely to exceed more than £100 per property based on the current expenditure to date however we cannot be certain at the stage as the service charge year has not closed.

It was discussed that each property would be liable to pay and should a sale take place and the new owner is sent an invoice for a period before their ownership they should speak to their solicitor that they used to purchase the property as they should of held a retention amount form the previous buyer to cover the amount that is now owed.

The planned improvement works were discussed, and it was mentioned that we had already collected 25k in this years’ service charge budget to contribute towards these works. Usman went through the quotes in detail that had been obtained so far, these quotes included internal decoration quotes, replacement of the communal carpet quotes and replacement of the communal front doors.

It was explained that block G residents pay slightly more because of the layout and the fact there was a lift that is expensive to service and maintain. The roof area has also been repaired this year. Shahjahan explains each schedule in detail and how the recent costs for both the houses and the flats have been worked out. These charges are as per the lease and two bed properties pay more than one bed properties.

Questions were answered that were raised by residents who attended, a statement of account needs to be sent out when sending balancing charges or just the balancing charge that is due and not any other costs such as brought forward balance where there is a payment plan in place as this is sometimes confusing to understand.

A resident advised they might be able to help with obtaining quotes for works and services that are required at the development, it was advised that these should be passed to the property manager at Red Rock.

Usman asked everyone what works does everyone want to proceed with first. Shahjahan went through the carpet, door and internal decoration quotes.

Shahjahan explained that the CCTV has already paid for itself due to the cost saving on fly tipping and the cost it would have cost to remove the bulky items should there be no CCTV.

Jeremy discuss that there were problems with the current parking control company and that they had been given notice to terminate their services and we are in the process of finding a new replacement company to take over from 25th June. It was explained that the current company were not providing an adequate service and that some vehicles that were exempt where still being ticketed on some occasions. It was stated that the new company must provide two physical permits to each resident and any tickets must be done so correctly and the tickets should be issued and placed on the vehicle.

It was advised that the block lights are coming on earlier now that the clocks have been changed and this should be looked at to avoid wasting any electricity.

It was discussed that the tenant of 2 Blackthorn Road is still causing a nuisance, and this will be followed up with the landlord which is L&Q who have been contacted previously.

The standard of the cleaning and gardening was discussed in detail, some areas could be improved however it was advised that the service provided was a combined package and is deemed good value for money based on the service provided which included the internal cleaning, grounds maintenance and the tidying the bin room areas. All feedback will be passed to the cleaning and gardening company. The other quotes have been previously obtained in the past which have been more expensive.

It was discussed that the pest control is still an issue on the site and that the property manager would follow this up accordingly.

Meeting closed.