**Minutes of**

**McCarthy Court Management Organisation**

**General Meeting**

**3rd June 2024**

1. **Present**

June Barrett, Bea Zieglar, Heidi Varapeen, Gary Gallard, Olga Gabriel-Simpson, Jean Lelion, Junior Scarlett.

Kamila Klidzia (Treehouse staff)

1. **Minutes of the meeting dated 07/08/2023**

The minutes were proposed as a true and accurate record by JB, seconded by GG.

Matters arising:

GG advised that the pest control issue is not yet fully resolved, KK responded that the office will follow up with the contractors.

OGS advised that she was told she had to have a water meter fitted which has caused issues with billing, others shared varying experiences and the office will look in to what the requirements are for the estate

1. **Managers report**

**Finance**

**Income was slightly lower than budgeted as one invoice to the Council was paid twice and we are awaiting a refund.**

* Block costs had a deficit of £1194.49 due to major pest control expenditure.
* Estate costs showed a deficit of £4202.23 due to additional estate wide pest control measures and extensive works to the intercom system.
* Staffing and office costs are in deficit of £6348.47 due to an unplanned increase in hours required to undertake the works required. There was also a settlement of £1500 to a former employee included in this cost.
* Management and service costs show a surplus of £490.93 as some costs are not due yet.

Due to the office sharing agreement with All Saints, we have recovered £2550.04 for their share of the office cost. Additionally, we have had agreement from the Council to cover £7517.47 for works to the intercom system as this was way above the allowance we are given to oversee this function.

Overall, there is a deficit showing of £11,254.26 on budgeted expenditure versus actual expenditure.

This is slightly misleading as we budgeted to leave a surplus, brought in more money than anticipated due to an insurance claim and store rental income and are awaiting reimbursement of the overpaid invoice.

Once these items are taken into consideration and the final sums are based on income versus expenditure (rather than the budgeted amount) the deficit is replaced with a surplus of £3306.90

Tenant costs show a surplus of £6820.24 as we have also had agreement from the Council to repay us £4460 for tenant only costs relating to two kitchens.

When the apportionment is adjusted for the additional tenant contribution the over predicted final figures are:

Tenant costs – surplus of £1211.65

Leasehold costs – deficit of £2095.25

These figures are subject to change when the final accounts are created.

**General repairs and maintenance**

* Pest Control - It was decided that Pest Gone were no longer achieving the desired results to get the rodent infestation under control. We started to use Empire Pest Control who have proven to be very effective in keeping several flats rodent free. We continue to monitor outbreaks and request that all residents continue to be vigilant in their approach to not attracting any unwanted guests.
* Gates - The locks to the recycling bins area and entrances for flats 2 and 14 have now been fitted and are locking effectively after a few teething problems. The intercoms for both flats are also up and running.
* The intercom system in general has broken down several times in the last year and the engineers have advised that with the system being rather old, replacement parts are harder to source and no longer in production, so fix times are taking longer than expected. With this in mind, we are finalising a specification to tender and request funding from the Council to replace the system as discussed last year. An additional positive of renewing the system is that the existing fobs will be replaced with a new system which can record usage and cancel lost fobs or fobs belonging to those who no longer live on the estate.
* Junk - We have had several items dumped in the bin and garage areas with the only option to employ a waste removal company to clear the items. If residents to witness individuals dumping industrial waste, please take a note/picture.
* Aura Cleaning and our cleaner Ronnie still doing a fine job with no reported issues and weekly inspections being undertaken. A query was raised about the upper landings not being cleaned to the same standard as elsewhere so this will be raised with Aura and monitored on future inspections.
* Graffiti and vandalism- There seems to be an increase in graffiti being written on the white walls of the stairwells and drinks are being prayed on the communal walls. We have some cameras up to try and deter this but they obviously have blind spots. This is happening in block 43-78 only.
* Gardener- Peter Norey is doing a good job and is the process of planting a batch of new planters that were purchased to smarten up the recycling bin area gardens.
* Cameras are up on running within certain stairwells that have experienced issues in the past.
* We have also been asked about the white sloped walls in the communal garden and are working with the cleaning company to try and include them in the weekly works.
* There is a growing issue with long-term leaks which were for a long time, thought to be coming from the roof or balconies above. Now that the roof has been fully replaced and the balconies were resurfaced, it has become clear that these leaks are originating from elsewhere. One in particular has had many works undertaken above the property – inside and outside the flat above, on the balcony, within the drainage system and on the external walls. Recently a Ferro scan was undertaken to look for pipework in the concrete however this was negative. Further dye testing was carried out in April as a cavity was discovered within the balcony planters but there has been no dye through so this is now also being ruled out. There are now three which are considered long term, plus another two which have only recently been reported and are still in the early stages of investigation. We will keep all residents informed as we progress as the issue may come up in further properties – if it does, the issue should be reported to the office in the first instance.
* Several Council tenanted properties have been fitted with thermal boarding to combat increasing issues with damp and mould, these works are being funded by the Council and are not offered to Leaseholders at this time. This situation will be discussed further by the Board and any update will be provided to all residents.
* Fire door checks are in progress and will all be completed by the end of June.
* The office is currently open for in person visits on Tuesdays and Thursdays but Ben is available by phone and email at all other working hours. Kamila is also available at any time for residents of McCarthy Court.
* We have approx. £500 in the social fund, from the rental of stores and the raffle we did a few years ago at the Jubilee. If anyone would be interested in organising a social event, please let us know.
1. **Recruitment of Board Members**

KK explained that during the last year, three Board members have stood down for various reasons including two who have sold their properties and moved away. As a result, the co-op is at risk as there are not enough Board Members to meet the legal requirements.

Jean Lelion and Heidi Varapeen were co-opted to the Board which enabled the co-op to reach the minimum number of members required, residents are still encouraged to consider joining and can contact the office at any time or stand at the AGM in July.

Note: After the meeting Nancy Sykes also volunteered to rejoin the Board so will stand at the AGM.

The office will send letters to all residents with information on how to join.

1. **AOB**

Items from previous meeting:

Some residents raised issues around communication and co-operation still being lacking with residents which was previously helped by residents holding informal meetings which fed back to management which unfortunately no longer take place, coffee mornings were also held but there was low attendance until the final session where nobody came so these were also discontinued.

KK advised that once the Board is full again, work can continue in this area. KK also explained that after a turbulent few years, the majority of ‘day to day’ management tasks are now in order with no outstanding major repairs, renewed contracts and up to data administration, the focus can be moved onto strengthening the Board and the Co-operative relationship with residents in general.

GG asked if the main landings would be polished as previously discussed and the office will investigate this.

GG asked if there was an update on the lack of ventilation in the lightwells in block 1-42 and KK advised that although this has been raised with WBC during and after the roof replacement works, the Councils officers did not feel it was an issue and no solutions were proposed.

HV asked if there was anything that can be done about the noise from the GP surgery very early in the morning – the noise is the cleaners from 5am. The Office will contact the Trust and ask them to take action.

The next meeting will be the AGM on Monday 22nd July and will be hybrid.

Meeting closed 20:30