St. Anns Quay Management Limited

Minutes of the 2017 Annual General Meeting (AGM).

The AGM of the above company was held on Tuesday 23rd May 2017, at 7.00pm in the Chateau Lounge of the Mal Maison Hotel, Newcastle upon Tyne.

The Event Sponsors were Letting Agents GFW and Living Spaces.

Present:

L Richley	50 St. Ann's Quay
P & S Bate	73 St. Ann's Quay
C & B Suddes	68 St. Ann's Quay
L & R Wardrobe	56 St. Ann's Quay
J Harrison	28 St. Ann's Quay
M McDonald	75 St. Ann's Quay
D Charlton	9 St. Ann's Quay
N & L Salvesen	5 St. Ann's Quay
C Hodgson	26 St. Ann's Quay
M Atkinson	26 St. Ann's Quay
M Nuernberg	91 St. Ann's Quay
H Thompson	64 St. Ann's Quay
K Hall	70 St. Ann's Quay
M & H Knight	20 St. Ann's Quay
B Curry	79 St. Ann's Quay
G & L Hardy	87 St. Ann's Quay
K Taylor	48 St. Ann's Quay
V Wadehra	55 St. Ann's Quay
A O'Neill	45 St. Ann's Quay
A & S Facer	65 & 88 St. Ann's Quay

In Attendance:

S Hindmarsh	Kingston Property Services (KPS)
M Lishman	Kingston Property Services (KPS)
V Higginbottom	Living Spaces
R Shibel	Living Spaces
D Cheney	George F. White (GFW)

AGENDA

Presentation

1. **Introductions –** The meeting was formally opened by Chair and Director Louise Richley with welcome and introductions. Louise introduced herself and her fellow Directors Paul Bate and Chris Suddes. Louise also introduced Simon, Property Manager, and Mark, taking Minutes from KPS, Vikki and Rachel from Living Spaces, and Donna from GFW Letting Agents.

   Prior to the meeting, all attendees were handed an Anti-Social Behaviour Form which was an issue that went on to be discussed as part of the formal Agenda.

2. **Review of Stakeholders, SAQML Structure & Costs –** Louise explained to everyone the differences between the charges and the Companies that each are payable to. KPS are the Managing Agents employed by SAQML to provide services to the communal areas, including cleaning, repairs, maintenance and improvements. All leaseholders at St. Ann's also contribute to a Reserve Fund, which can be used to cover any unplanned work that might be unexpectedly required.
   CBRE are the Agent employed by the Freeholder to manage the commercial part of the block, and Europa manage the private road and car park areas and provide security for the building. All Leaseholders at St. Ann's pay an East Quayside Charge to Europa in this regard.

3. **Review of Directors –** further to the introductions given at the start of the meeting, Louise advised everyone that she and her Co-Directors acted as representatives of SAQML on a voluntary basis, in the interests of safeguarding the value of the blocks. The Directors instruct KPS in their capacity as Managing Agent to carry out any duties necessary to keep St. Ann's Quay looking the best it can.

4. **Financial Position –** Louise explained that the Actual Accounts for the period ending 31 December 2016 had resulted in an overall surplus of £27,248 as per the information previously circulated to all Leaseholders. The Reserve Fund was also noted to be in a very good position, holding £139,507 as at 31 December 2016.

5. **2017 Budget –** the current years' Service Charge Budget running from 1 January to 31 December 2017, was circulated to all Leaseholders at the beginning of the year. Louise reminded everyone that charges are payable to KPS half-yearly in this regard. Budgets are approved and are monitored regularly at Directors' Meetings to ensure their accuracy.

6. **Current Issues/Improvements**

   a. **Anti-Social Behaviour –** there have been two major incidents over the last year, the first being the fire that occurred in one of the apartments on 8 December 2016, and the second being the level of noise nuisance from one particular apartment. Regarding the fire, thankfully no-one was hurt and thanks were given to those who assisted the Fire Brigade in the evacuation.
      Regarding the noise nuisance, Louise rightfully stated that this isn't acceptable. All were encouraged to report any ASB on the website as per the handout given, and this will be dealt with promptly. KPS will send an initial letter to any offending flat, and if this doesn't have the desired effect then further contact will come from a Solicitor, with the relevant costs being charged back to the owner of that flat.

   b. **Short Term Lettings –** all were reminded, as per the clause within the Lease, that any lettings shorter than six months are not permitted.

   Security System – Louise advised that it was the intention of the Directors to upgrade the security system further in the interests of protecting anyone from ASB. There are currently 16 cameras, with proposals to install some additional ones. Thanks were given to Directors Paul and Chris for fitting the CCTV Recorder System free of charge.

Red Care System – following the fire incident, all were reminded of the Red Care System, which is a link from the Fire Alarm to call the Fire Brigade in case of Emergency. The cost for this was a £480 installation charge and comes with a £300 per annum fee, which was noted to be essential expenditure in the interest of everyone's safety.

Electricity – all were informed of the significant savings in communal electricity year on year from 2011 to date. In 2011, the yearly cost was £17,186 and was only £4,467 for the 2016 period.

Planning Proposals (Plot 12) – all were informed of the intention to build a block of apartments next to St. Ann's Quay that would be 10-16 floors high with multi-storey car park. Needless to say this is strongly opposed by the Directors of SAQML on the basis that it is too close to St. Ann's Quay, potentially restricting access and sunlight into the building. The Directors are currently opposing and taking legal advice on the matter. All were advised to check the website for any updates.

Pest Control – Louise shared with everyone her recent experience of moths within her apartment. It has since been found out that the poor state of one of the apartments was no doubt responsible for this. If any other apartments find they have a problem, they are encouraged to speak to the concierge or KPS, as the offending apartment is at risk of having any fumigating costs re-charged to them. All were reminded to dispose of rubbish properly and not to leave food on balconies etc. which can go a long way in helping combat the issue.

Water Issues (Zurich) – To briefly recap on this issue, Zurich originally rejected the major leak claim regarding the internal plumbing and boosted cold water system, by stating that the water pipes are not covered by the policy. This has been ongoing since 2013. Louise advised that there was no huge update at this time, other than to say that she is constantly pursuing Zurich and is constantly in contact with Ward Hadaway, who are providing Legal Advice on the matter. The current legal fees paid to date are in the region of £23,000.

7. **Letting Agents Charter & Presentations –** Presentations were given by Donna at GFW and Rachel at Living Spaces. Both Agents are approved by SAQML and re-assured all present of their intentions to only find the best tenants for properties at St. Ann's Quay, with efficient processes for carrying out pre-checks and dealing with any issues that might arise. A list of Dos and Don'ts are always handed out and a tour of St. Ann's Quay is always given prior to any move-ins.

   Both Agents also confirmed that they always take into account the Lease Clause regarding short term letting when finding the appropriate tenants.

8. **AOB**

Amendment to accessible gate – a proposal to unrestrict the use of this gate just for disabled people was brought to the meeting. The issue was debated at the meeting however the Directors felt that, given the appropriate Crime Prevention Recommendations have been followed, it wouldn't be appropriate to amend this in any way. Please see details of the access policy on the website.

Smart Meters – for these to work, they need to be within five meters of the apartments, which currently isn't doable since the meters are in the basement. Electricity companies are currently working on a way to allow flat owners to have smart meters in future.

Keys – for emergency purposes, all were advised that they can leave a set of their flat keys with the onsite Concierge, and these will be stored securely.

Water Pressure – Some flats have been affected by poor water pressure, which could be due to a recent pump change on the master system. Anyone affected was also encouraged to check the valves within their flat as it is also a possibility that this could be the issue.

Security – one Leaseholder brought to the meeting the issue of the door on the east side of the building being propped open directly on to the Quayside, causing a potential security risk. Louise agreed that this wasn't acceptable and that the issue will be discussed at the next Directors' Meeting.

Sales – Louise confirmed that in the last year, the Directors were notified on five property sales at St. Ann's Quay.

With there being no further business, the AGM was closed at **8.30pm** with thanks given to all who attended. A small buffet was then had following the close of the meeting.