St Ann's Quay Management Limited.

Held Tuesday 22 May 2018, 7pm.

At the Chateau Lounge, Mal Maison Hotel, Newcastle.

Present:

L Richley	Director – 50 St Ann's Quay
P Bate	Director – 73 St Ann's Quay
C Suddes	Director – 68 St Ann's Quay
N & L Salvesen	5 St Ann's Quay
D Charlton	9 St Ann's Quay
H & D McGill	11 St Ann's Quay *Proxy
M & H Knight	20 St Ann's Quay
J Harrison	28 St Ann's Quay
A O'Neill	45 St Ann's Quay
D Rylatt	46 St Ann's Quay * Proxy
S Facer	65/88 St Ann's Quay
T Steanson	67 St Ann's Quay
K Hall	70 St Ann's Quay
M MacDonald	75 St Ann's Quay
P Thompson	80 St Ann's Quay
S Malhotra & B Curry	79 St Ann's Quay
M Nuernberg	91 St Ann's Quay
V Higginbottom	Living Spaces
C Burrell	Living Spaces
J Dixon	Kingston Property Services (Minutes)
S. Harrison	George F. White

Apologies:

EA Stibbards Carlisle	7 St Ann's Quay
J & R Thompson	18 St Ann's Quay
J Richard	22 St Ann's Quay
Dr R Ford	23 St Ann's Quay
D Rutherford	33 St Ann's Quay
M Mackie	38 St Ann's Quay
G Milbourne	42 St Ann's Quay
Dr R McLean	69 St Ann's Quay
Dr E Lightfoot	71 St Ann's Quay
Ms A Stauss	74 St Ann's Quay
A Sukumaran	82 St Ann's Quay
L Whitelam	83 St Ann's Quay

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 Vikki and Cory from Living Spaces, Simon from GFW and Jill from KPS taking the minutes.

2. Review of Stakeholders, Updated SAQML Structure & Costs

As part of a presentation (details enclosed), Louise explained how the role of KPS had changed over the last year and that they were taking a Company Secretary role, rather than the Managing Agent role from previous years. The Managing role would now be taken by St Ann's Quay Management Limited (SAQML) who it was felt were in a better position to respond more quickly to the needs of the tenants and owners of property at St Ann's Quay.

Kingston will also charge and collect the service charge so all existing payment methods, including direct debits, are still in place. Leaseholders will continue to interact with Kingston and pay them directly in respect of all service charges.

CBRE are the agent employed by the Freeholder to manage the commercial part of the block, and Apleona manage the private road and car park areas. All leaseholders at St Ann's pay an East Quayside charge to Apleona in this regard.

3. Review of Directors

Louise advised that since the Directors have taken on a larger role that involves daily involvement with the running of the building, the directors have taken the decision to charge a fee for their work. Up until this point, the Directors have never charged any fees for their work at St Ann's Quay, despite vast amounts of work over the past 10 years. The Directors have negotiated a significant discount in the services Kingston provide and the cost saving is all the Directors are proposing to charge. The overall effect is cost neutral for all leaseholders.

Communication with the Directors is at the AGM, using the website and by email. Certain information on the website is in a secure, password protected area, and access can be requested by any leaseholder.

4. 2017 Year End Financial Position

Financial information was posted to all Leaseholders prior to the meeting. The Actual Accounts for the period ending 31 December 2017 had resulted in an overall surplus of £19,206, and the Reserve Fund was in a healthy position, holding £170,338 as at 31 December 2017.

5. 2018 Budget

The current year's Service Charge Budget running from 1 January to 31 December 2018, was circulated to all Leaseholders at the beginning of the year. Service Charges and Ground Rent are still payable to KPS half yearly as in previous years.

6. Current Issues/Improvements

a. Water and Structural Issues

The on-going issues with frequent leaks and problems with the pipework continue. The Directors continue to pursue Zurich and have appointed new solicitors to take action. Photos were shown of the pipes where walls have been opened up due to recent leaks.

The latest advice from Counsel is that SAQML has a 65% chance of winning a case, but the monetary value has not been assessed. The Directors have instructed a pre-action letter to be sent to Zurich to try and force an increased settlement offer.

b. Historic Dispute with CBRE

There is no change in the outstanding balance of £33,813 related to double charging the previous concierge time and other miscellaneous charges.

c. Anti-Social Behaviour

CCTV has been instrumental in being able to deal with and trace back any problems occurring on site. Anyone having any issues with anti-social behaviour should report it by completing a form that is available on the website www.stannsquaymanagement.co.uk.
In the first instance, a letter would be sent to the leaseholder warning that any other breaches will incur admin or legal costs which will be added to the service charge account of the leaseholder.

d. Security Cameras

It was reiterated that these images are only available to the Directors, Concierge and the Police and will only be accessed in relation to a specific problem. Images would only be accessible through a password protected website. Keeping CCTV cabling and systems as well as fire and lighting systems up to date forms part of the duties of SAQML as per the Head Lease.

e. Key Safe

It was highly recommended that a set of spare keys are left with the concierge so that in the event of an emergency such as fire or water leak, access would be granted to the property with minimum damage. It was advised that these keys were kept in a secure position that required 3 keys to access it.

f. Electricity Charges

There is currently an annual saving of £12,262 compared with years prior to the installation of LED lighting and re-activation of the light switches.

g. Planning Permission (Plot 12)

The previous planning application submitted by Adderstone was rejected, although the land may still be built upon. The Directors put up strong opposition to the plan and joined with other stakeholders on the East Quayside Estate to fight it. Thanks were given to all those leaseholders that lodged formal objections to the scheme.

h. Pest Control

After a recent problem with moths, residents were asked to urgently report any issues in the building immediately. 300 monitors have been bought in the hopes of discovering where the problem is emanating from and so the Directors can resolve the problem as soon as possible
Residents were also requested not to feed the pigeons and to keep the balconies clear of any rubbish in a bid to deter other pests.

i. Bin Shed

Collections have been halved by Newcastle City Council and the Directors have tried a number of solutions to resolve this. We have finally succeeded in getting the council to reinstate weekly collections on a commercial basis at a cost of £32 per week

Mr Curry No 79 asked for better recycling from residents, items for recycling should be loose in the bin, not put in plastic bags and then dropped in the bin. He also raised the point that mistreatment of the Bin shed is anti-social behaviour and should be treated that way. As a result of discussion with all present it was agree that:

- ➔ Directors would send out a letter twice a year through the Concierge to all Leaseholders and Residents and it will be posted onto the notice boards, explaining the procedures regarding the bin shed and how to recycle.
- ➔ Living Spaces will check the clause in their Charter regarding recycling so that all tenants are informed.
- ➔ The website has been be updated to reflect this and anti-social behaviour procedures including admin fees will be implemented for anyone found in breach.

j. Lettings

In the light of Grenfell and our own recent fire (where we were unable to confirm how many people were actually resident in the building) it was asked that anyone letting their property must provide up to date contact details of the leaseholder and their tenant in case of an emergency.

- ➔ Forms to be completed are available on the website and are the responsibility of the Leaseholder to keep up to date. It is essential that this is completed so there is an accurate record of how many people are in the building.

7. Letting Agent Charter & Presentations

Presentations were given by Simon at GFW and Cory 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. Any Other Business

a. Window Cleaning

No 97 asked who was to clean his windows. It was explained that communal windows were cleaned by the concierge, however apartment windows were the responsibility of the owner. The window turns and rotates all the way around so that it can be accessed for cleaning.

b. Exceptional Expenditure

A query was raised by No 20 before the meeting asking if Leaseholders were consulted before any work involving exceptional expenditure was undertaken. It was explained that if the work was to equate to over £250 per apartment, then it would incur a Section 20 which sought approval for the work and requested input from the Leaseholders.

c. Amended minutes from 2017

No 28 asked if the previous minutes could be amended to reflect that it was families with pushchairs that required access to the centre block accessible gate. This was agreed.

d. Ivy

No 28 brought to the groups attention that an ivy had been planted on site and was concerned that this would weaken the integrity of the building. The

Directors assured all present that it was not planted at their request and that it would be discovered and removed.

e. Car Parking

On street and car park parking is dealt with by Apleona (based at the East Quayside Office) so all requests for items such as electrical charge points and queries over charges need to be referred to them.

f. Water rates

It was suggested that the allocation of water rates would revert to apportionment according to floor space. However after discussion with the floor and a vote, the motion was carried that the meter would continue to be read once a year by the Concierge and that the water rates would be recharged by the amount actually used.

g. Approved Contractors

Contractors are chosen from the approved list once they have all the required documentation and checks such as insurance etc.

h. Parking on the East and West side of the St Anns Quay

Although these pieces of land have been found to be part of SAQML's responsibility under the head lease, the area at the West end of the building is designated as footpath and therefore no parking is allowed. However, as access to that area requires traffic to drive over estate footpaths, enforcement of this is to be dealt with by Apleona. Any ticketing queries to be addressed to them.

With regard to the area at the East End – again it has recently been found to be part of our responsibility. Its primary function is to serve as a service yard for contractors However if residents are having deliveries or need to drop something off, a temporary pass can be collected from the concierge office. Again, this area is not for parking and any vehicle not displaying a pass will be ticketed..

i. Smell in the flat.

Mr Facer of Flat 88 complained of a strong smell of sewage that had been emanating from within the apartment.

The Directors agreed that they would look into this as it was affecting a couple of other apartments too.

j. Tiling in bathrooms

It was brought to the attention of the room that it had been discovered that tiling used as standard in the bathrooms of the apartments was porous and could be adding to the on-going water issues in the building. The tiling should be sealed annually – a simple procedure that leaseholders are responsible for. Directors agreed that a suitable sealant would be identified and leaseholders be made aware of where to obtain it.

The meeting ended at 9.30pm with refreshments available.