

**Minutes of Metro Central Heights Residents Association Meeting  
September 2<sup>nd</sup> 2008 at 7.30pm  
Residents Lounge, Metro Central Heights**

Residents Association Committee members present:

Gemma Bentley , Treasurer (GB)

Sarita Patel, Website (SP)

Hitesh Patel (HP)

Kirsty Sharrock , Secretary (KS)

Other abbreviations:

Comments from the floor: FL

Residents association: RA

Gary Humphries, Building manager (GH)

This meeting was chaired by Hitesh Patel

Action points are highlighted in red.

The floor was asked for items for discussion and the following issues were raised:

- Noise problems
- Parking
- Service Charge
- Bike parking
- Digital TV/Communal arial
- Energy efficiency
- Right to Manage
- Vantage
- Membership

**Right to Manage (RTM):**

HP: The key issue for the RA for some time has been getting 50% of owners on board, particularly overseas landlords who have little interest in the running of the building so long as it remains a good investment. The RA have contacted residential management companies who can assist in the RTM process, but all need to have 50% of residents signed up before they can do anything. Does anyone have any ideas to help this?

FL: Where are we on these numbers and what has been done already to recruit people?

SP: Some time ago the committee canvassed residents in the lobby and managed to get up to about 40% but this may well now be out of date.

FL: Could GH be asked to pass on the information?

HP: GH states the data protection act as a reason that he cannot pass on this information.

FL: Could we write to letting agents and ask them to pass a message to owners?

HP: It may be that the agents will be unwilling to do this as there is nothing in it for them however it is worth a try. **The committee will contact some of the agents to see if they would be willing to pass a message to their clients.**

### **Service Charge:**

FL (Jacqueline Rokotnitz – JR) JR has met with GH about the high level of service charges and would like everyone to get involved and work together on this issue.

FL: A group of residents have written to GH to enquire about the overspend. Why were residents not consulted on this additional expenditure?

KS: The management company is only required to consult residents when a single cost exceeds a certain amount. In this case none of the individual items exceeded this level.

GB: There is a concern with this that many of the expenses are for new capital outlay, e.g. the purchasing of new carpet cleaning equipment and the installation of a new system in the steam room. Although it may well be that these things will save us money in the future, they were not budgeted for and so should have been added to next year's budget or bought using money from the sinking fund.

FL: The response from GH and Peveral to the loss of electricity to the East block and Communal areas of the North block was unacceptable. A contingency plan should have existed for a major event such as this.

FL: No one has received any compensation for this incident or for previous incidents such as the flooding of the gym, which meant it was not available to us.

FL: There should be a service level agreement between Peveral and Metro Central Residents. This would state what our expectations are and what happens when they are not met.

KS: GH has explained to us what happened to cause the electrical failure, but was unable to offer assurances that this would not happen again or that there would be emergency lighting/accommodation provided if it did. **The RA committee will pursue the issue with higher levels of management in Peveral.**

FL: We need to be more vocal on service charge issues. A sub group should be formed to work on this issue. **GB will organise this group.**

### **Parking:**

FL: Would it be possible to re-designate the parking spaces? There is currently a lot of wasted space. For example there could be some small spaces specifically for smaller cars.

FL: Can cars which are obviously not used, eg. No tax disk, no tyres, be removed?

FL : (JR) there seem to be vans with contractor passes parked overnight or for long periods of time in the car park. Some are clearly not doing a job in the building. **JR to note the number plates of these vehicles and pass on the information to GH.**

FL: Could a small nominal fee be charged for the annual parking permit so as to discourage people from dumping cars in the car park?

HP: Residents were given free council parking permits by St George because of the temporary removal of parking spaces for the building of Vantage. However residents are now being asked to pay to renew these permits.

FL: there are some car owners using our car park who claim to have been given permission to do so from the pubs etc.

HP: **The committee will ask GH to clarify this.**

FL: There is an ongoing issue with non-resident landlords / former owners using the parking and gym and also with people giving guests parking spaces. This should be stopped but it is appreciated that there is a limit to what the concierge can do.

**A sub-committee is to be formed to look into the parking issues; this will be led by Geoffrey Hulme.**

KS: Any new measures with permits etc. should make allowance for residents who do not own a car but occasionally hire or borrow one and would therefore have the right to park it.

HP: **The committee will also raise with GH / Peveral the other issues concerning vantage residents using MCH communal facilities.** A letter has already been written by GB but no response has been received to date.

### **Energy efficiency:**

SP: We have looked into the costs involved in double glazing and have obtained quotes. These suggest the cost to be about £7000 - £15000 for a two bedroom flat.

FL: Does Peveral have a long term plan for the building? GH has said that money is being held in the sinking fund for the windows.

FL: A member has had new secondary glazing put in to replace the original south block glazing. This was major, disruptive work but has improved the windows.

FL: What has happened about solar panels and roof gardens?

HP: **Will ask GH**

### **Noise:**

Fl: There are various noise issues around the building:

Drinkers outside the south block corner shop

Nando's emptying out bottles at night

Council collecting recycling early on weekend mornings

Ministry of sound on Sundays

Also, Weatherspoons staff smoking outside the entrance.

HP: In the first instance the sources of the noise if they are within MCH should be asked politely to do something about it.

KS: Those disturbed by the noise should also tell the concierge and notify the council noise team of the problem. Especially if the source of the noise is not within MCH, as the council would be the only ones able to act on this.

**Digital TV:**

Fl: Can something be done to get some kind of system for digital TV in the building? E.g. sky or freesat?

HP: Will raise this with GH

**Bike Parking:**

Fl: There are now fewer available bike rack spaces than previously and the problem is getting worse. There also seems to be a lot of abandoned bikes there.

HP: Will ask if it is possible to have more bike racks.

**A.O.B:**

Fl: Why did GH not attend this meeting?

HP: He was asked to attend, however it was short notice for him as he was on holiday when we sent the invitation.

**The next meeting is scheduled to take place on Thursday November 27th**