

**Minutes of Metro Central Heights Residents Association Meeting
June 04th 2008 at 7pm
Residents Lounge, Metro Central Heights,**

Residents Association Committee members present:

Richard Quick (Chair)

Gemma Bentley (Treasurer)

Kirsty Allen (secretary)

Sarita Patel (Website)

This meeting was lead by Gemma Bentley

Roll of the RA:

- The RA has no official status in dealing with many issues unless 50% of flats are members
- Interest in Right to manage/ buying freehold remains, but needs 50% of owners to be signed up for action to commence on this.
- Therefore, recruitment of new members must be increased, particularly non-resident landlords who have so far been difficult to contact, suggestions from the floor:
 - Gary Humphries (GH, building manager) can send a letter to landlords on our behalf, but is entitled to read contents so would not send anything openly critical of him or Peverel.
 - GH cannot give us names and addresses because of data protection.
 - Letting agents could be asked for details / to send mail
 - Details could be obtain from the land registry
 - Suggestion from floor that Robin Pyke, a leasehold reform advisor could help,
- ❖ **ACTION:** HP spoke to Robin Pyke who will only take on our case once we have 50% of owners.
- ❖ New members are able to sign up on website.
- ❖ **ACTION:** Committee:
 - ❖ Collated records from previous survey (floppy disks)
 - ❖ Currently working on mail shot and posters in lobby to recruit members and promote website
 - ❖ Working on obtaining details from Land Registry.

Double glazing

- SP and FC have investigated the options for double glazing at MCH.
- It is felt likely that the windows will be replaced at some point and that residents will either be charged a single fee or see an increase in service charge for prior to works.
- GH has indicated that the windows will not need to be replaced for at least 10 years.

Security

- Concerns that gym access is still not sufficiently secure, post it notes with the code left on concierge desk etc.
- Concerns that parking is abused by non residents
- ❖ **ACTION:** Committee has contacted GH to request that:
 - ❖ Concierge staff get more training in security issues
 - ❖ A board with the names photos of all concierges and who is on duty at the time be placed in reception
 - ❖ Clarification of the situation regarding towing away of cars with unpaid parking fines.
- A request was made to the floor that people notify us of problems by putting a note in the RA post box so we have a record.

Vantage

- Concerns raised about impact of vantage on MCH facilities.
- ❖ **ACTION:** Committee still waiting on answers from GH:
 - ❖ What are their (Vantage residents) parking rights? How will this be enforced?
 - ❖ What will the impact be on how busy the gym and pool are? Are there any plans to cope with this?
 - ❖ If they are sharing our facilities can we share theirs? I.e. roof garden.
 - ❖ Will our service charge be reduced to reflect the costs being shared by more flats?
 - ❖ Will they share the concierge?
 - ❖ Will they share the entrance?

Service Charge

- Some concerns that the service charge is too high,
- Suggestion to floor that individuals should challenge GH on service charge issues they think are unfair. GH is likely to ask for quotes in this case and there is concern that these may not be looked into properly.
- Suggestion that a forensic accountant be employed to go through receipts, historical accounts, contracts etc.
 - Cost – aprox. £2k
 - Needs 50% of building to be signed up.

Maintenance work

- Is there a 5/10 year plan of future maintenance work?
- ❖ **ACTION:** committee to ask GH about the maintenance plan
- We should be notified of all work over £25K as peverel can charge 10% fee for this.

Note: Subsequent to this meeting the RA committee has met to discuss the points raised and to assign action points to committee members. The committee will report back on progress at the next RA meeting to be held on September 2nd 2008. Details to follow.