

Church Street (Maidstone) Management Company



The Old Hospital Maidstone

Minutes of the Residents' Annual General Meeting held on Tuesday 8th November 2016 at 7:00pm

Venue: Maidstone Salvation Army

The Chairman welcomed attendees to the third Annual General Meeting of the Old Hospital with CSMC Ltd as estate managers.

It was confirmed that Paul Peacock would be stepping down as Chairman at the end of 2016 with Olga D'Silva taking over as Chair, and two new Directors, David Berry and Jonathan Castle, joining CSMC.

Apologies

Councillor Clive English, Maidstone Borough Council
Kristian & Doris De Coster
Sharron Swann

Simon & Jack Ash
Christine Fox
Cheryl & Patrick Barden

Chairman's Report

- It has been a busy year and CSMC has met most of their objectives
- A difficult situation was inherited from Countrywide, the previous estate managers, with a great deal of debt – this debt has now been cleared this year. In addition to this, CSMC have also been able to recover £24,547 from Higgins Homes and £543 from Countrywide that was owed – this money has been put into the reserve fund to cover any emergencies, and as a sink fund for future proofing.
- Maintenance agreements have been put in place to cover all aspects of the estate.
- CSMC took the decision to purchase our own scaffolding which will help to keep the costs of tenders down, and CSMC have also ensured they use local contractors which also helps to keep the costs down.
- Despite unbudgeted costs, it is anticipated that full year costs will be approximately £74,000 – this is slightly over budget by just under £2,000 and this cost will be met by the reserve funds.
- Site security has been improved this year and unlawful pedestrian traffic has gone down to almost zero with the antisocial behaviour from Trinity Foyer being dealt with as a matter of priority.
- There has been a reduced level of illegal parking, and due to the amount of requests CSMC have had from residents re parking, they took the decision to reconfigure the parking spaces at the front of the complex and lease them to tenants – this cost is being paid for by the tenants who lease the spaces and not out of the service charge.
- The majority of people have paid their service charge on time, however penalty charges had to be introduced to those who were not paying on time, as it was not fair that the majority of residents were subsidising those who did not pay on time
- Individual water meters were installed this year for flats in all blocks

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- There have been huge problems with the Fairfax Court basement, however NHBC has stepped in as CSMC would not let the matter go with Higgins Homes, and tenders have been arranged to fix the issues – work should begin early in 2017 and will take about 6 months to complete.

Key improvements in 2016

- Improved security – CCTV in Goring and Fairfax bin stores
- Additional public street lighting on Church Street, by Goring Place
- Programme started for conversion of light fittings and bulbs to LED (to continue in 2017)
- Programme started on supplying fire extinguishers to blocks (to continue in 2017)
- Keycodes have been put on most bin stores
- Repairs to paving brick work potholes around Brockman Place and Fairfax Court
- Updated Parking Policy and resident parking permit reissue
- Tree cutting regime
- Internal redecoration to 1-6 Dudley House, 7-12 Dudley House and 2-5 Fairfax Court
- External sash window repair & repainting to 1-5 Fairfax Court.

Financial Report

- Every owner made their service charge payments in 2016 and there is no outstanding debt for service charges
- Current bank balance is £3,364 and reserve balance is £29,842

Director Remuneration Package

- The Director remuneration for 2016 for 6 Directors included a 50% discount for service fees. This formed a total of £10,375, comprising £7,500 Pay and £2,875 to cover the service charge discount.
- The Director remuneration package for 2017 remains the same as for 2016, although there will be 7 Directors in total with a total package of £10,375.

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2017 budget and service fees

- 2017 budget is 2.6% lower than the 2016 budget. The 2017 budget is forecast to be £70,949, which is significantly cheaper than the £108,000 that Countrywide, as previous estate managers, had forecast for 2017.
- Some service fees will go up and some will go down – service charge apportionment is worked out by analysing building type (Dudley & Fairfax are listed buildings), flat size, number of bedrooms, schedule maintenance, redecoration, communal electricity, cleaning costs and parking spaces.
- All blocks are different sizes and there is a re-decoration schedule in place as the lease covenants state we must redecorate each block after 5 years. It is only fair that those apartments which have a larger or more complex communal space, and are having their blocks decorated, pay a larger fee than those who do not.

Board of Directors

- The Board of Directors are owners of properties within the Old Hospital – they have a vested interest in keeping the site up to scratch. It is open to anyone to join and no qualifications are required.
- At the end of 2016 Kate Holland will be stepping down as Director.
- In 2017, the Board of Directors will consist of Olga D'Silva (Chair), Fergus Poncia (Company Secretary), Peter Stock, Kristie Smith, Paul Peacock, Jonathan Castle and David Berry.

Parking Bids – Annual Licence

- It was decided to reconfigure the parking spaces at the front of the complex to create 3 new spaces that would be licensed out as from 1st January 2017. The decision on future licensees would be made by sealed bids – this was communicated to all residents.
- Fergus Poncia, Company Secretary, opened the 3 sealed envelopes that were submitted – the first bid was £1,090 and was made by Blair Moore of Brockman Place, the second was £1,235 made by Tom Bexton of Hewson Court, and the third was £755 made by Josephine Jason of Goring Place.
- An average figure of the three bids was taken and the average price of £1025 was used for all three bidders.

Rubbish & Recycling

- The correct way to dispose of rubbish and also recycling was also reiterated – residents were reminded that should they leave bulky items in the bin stores or not recycle properly and CSMC have to arrange for items to be removed, then the cost of this will be added to service charges if the resident in question was not identified to pay for extra costs to remove/ clear directly.

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Self-managing estate

- Residents were asked if anyone would like to offer any support or assist CSMC – if so, they should email or telephone CSMC

Resident Information Pack

- A new updated Version 2 has been put on the website and will be emailed out to owners and residents

There being no further business to discuss, Paul Peacock closed the meeting.

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