

BRENTFORD DOCK LIMITED

**Minutes of the 547th Board Meeting held in the Directors' Meeting Room
on Thursday 13th March 2014 at 7:00 pm**

Summary

PRESENT: Charles Kraus (CK), Ann Howe (AH), Veronica Wray (VW), Mike Edwards (ME), Paul Booth (PB), Leslie Ferber (LF), Chris Birch (CB), Sheenagh Thomas (ST), Helen Randall (HR)

IN ATTENDANCE FROM MR&Co: John Antrobus (JA), Adam Goldwater (AG), Carol Cherriman (CC), Alichsia Campbell (AC), Jonathan Wheeldon (JW)

IN ATTENDANCE: Nicky Plant (NP) – minutes Secretary

Apologies for Absence

Roger Smith (RS) from MR&Co

Minutes of Previous Meetings

546th (February) meeting minutes were approved with three amendments.

Proposal: That the minutes, once amended as agreed, are accepted as a true record of the meeting

Michael Richards & Co Reports

Service Provider KPIs

Facilicom	(Cleaning)	Passed as Green
MR&Co.	(Managing Agents)	Passed as Green
Trigion	(Security)	Passed as Green
Ginkgo	(Gardening)	Passed as Green

Board requested that Trigion produce a more detailed report than that currently circulated. AG offered to review their report to ensure that they are full and accurate, without swamping the Board with any more paperwork.

ITT (Invitation to Tender) for Cleaning Contract

MR&Co recommended that two of the three candidates should be interviewed by a Board interview panel. The third candidate's tender was inadequate. VW, ST & ME volunteered to form the interview panel. References have been taken up for the candidates to be interviewed and the results included in the tender analysis. The current cleaning contract expires on 1st May. A decision will therefore be made by 1st April in order for notice to be given on the current contract if necessary.

Security Contract Renewal

The Board has already made the decision to renew the contract with Trigion on a fixed annual contract. There is not expected to be any increase in costs to BDL when the LLW (London Living Wage) is increased in the autumn as any additional costs will be absorbed by the contractor.

Brentford Dock Management Office Website

A draft proposal has been circulated and MR&Co will work with VW & ME for approval of all content before the site goes 'live'. AG explained that the "tenant portal" is a link via a new piece of software MR&Co are investing in to allow shareholders to view their service charge account and make payments. Credit and debit cards will be accepted although MR&Co will pass onto the payee any fees they have to pay for processing credit cards. Areas of the website will be protected for shareholder viewing only. AG pointed out that the contents so far are not exhaustive and the site will evolve to ensure that more information is available to more people in more formats. Newsflashes will still be communicated via email and hard copy.

Redecorations

The Maintenance Committee reviewed the ITT on 12th March. As a result this ITT was subsequently amended and will be available to the committee from 26th March. This will then be reviewed at a further meeting on 2nd April.

BAA/HAL Night Noise Windows Scheme

(Heathrow Airport Ltd – formerly: British Airports Authority)

JA reported that the last scheduled meeting had been cancelled by HAL and it has proved impossible to arrange another date. HR said it appeared that Nationwide had vastly under-estimated the amount of time it would take to install the window replacements. CB reported that Nationwide's work is very good and the product is high quality. However, the time to install the new windows has been vastly under estimated and AG asked if there was any technical reason why the work was taking so long. It was suggested that the removal of the old windows was proving difficult and that in most cases making good the aperture was then necessary before the new windows could be installed. Also, it seems the window fitters are doing all the fetching and carrying of all the materials required to do the jobs, which could feasibly be done by labourers. ME suggested JA should start talking to Nationwide about the next block to be done, to ensure they are committing to the ongoing work. JA will also try to get a schedule from them for the rest of the Estate.

VW will work with JA to set up meetings with HAL and Nationwide to explain the severity of the situation and the dissatisfaction of residents who may go to the press with their grievances. VW will also write to HAL and ask our Councillor, Steve Curran to write to HAL too.

Boiler/Heating & Hot Water and Mechanical & Electrical Contract

JA reported that a further submission of the tender analysis had raised several questions and that he would be considering these further. However, he assured The Board that the new maintenance contract was looking good and should greatly improve heating and hot water maintenance on the Dock.

Otho Court additional Residents Store Cupboards

JA reported that the chosen contractor, Excelsior 4, had started the work and was expected to take 2 weeks to complete.

Bike Stores

PM praised the appearance of the new free-standing bike store near Romulus Court. ST asked what the policy is for encouraging residents to use it and remove their bikes from the walkways. JA said there are many residents on the waiting list for stores and that it is impractical to start enforcing removal of bikes from walkways until more stores are available.

The Board discussed whether use of the stores should be charged for. Some directors felt they should be free-of-charge and others felt a small charge should be made. Residents currently using the stores require a key and pay a £10 non-refundable key deposit. The new free-standing stores don't require a key, just an access code and will create an additional 50-70 spaces for storing bikes.

CC said the key deposit is currently all that is charged for and it needed to be decided whether that, or another figure, would be the ongoing annual charge. However, a proposal to charge residents, including signing a licence, was not passed by Board, although they agreed to review the process in 6 months time.

Arboricultural Advice

The Board agreed that ACS Consulting should be appointed to carry out initial work at a cost of £3,040 + VAT plus £285 + VAT for the Level 3 inspections, with a view to retaining their services to maintain an overall Tree Management Plan on the Dock.

Trees

It was originally intended to replace the black poplar at Julius Point but CC commented that since it has proven impossible to completely remove the original tree, an appeal has been made to the Environment Agency for dispensation. In addition, it has been necessary to leave the surrounding ground for 6 months to settle before any repairs can be made to the wall.

Financial Report

CC queried whether the Board felt that a credit card was needed for the Management Office staff as it was proving laborious to arrange with the bank. There was general agreement that it was required, in particular for on-line purchases. ME said that the bank had indicated that once the forms were signed by 6 Directors, it would take around 2 weeks to issue the cards. CC circulated the forms and asked for them to be returned to her once completed.

Insurance Renewal

CC explained that very few insurers are willing to insure the Dock because it is such a complex collection of buildings and structures and that she had been advised by NatWest's brokers that the rate offered by our existing insurers is extremely competitive. The Board agree to renew with the existing insurers at a premium rise over last year of 2% (- 0.5% when index linking is taken into account), which is within budget. The Board offered thanks to MR&Co for negotiating such a good rate and, as part of that, not taking their full commission. (*Note: this is the only Service provided by MR&Co for which commission is payable, and is accordingly reflected as such in MR&Co's contract*).

Julius and Marcus Court Lifts (*Proposal from residents for privately funded lift*)

AG suggested that it would be helpful to get a ballpark figure for the costs of installation at an early stage and that it would not be appropriate to install lifts that were only for the use of certain residents in the Blocks. PB said the biggest issue is how to apportion the ongoing maintenance costs and vary the leases accordingly. And before any ballpark costs are obtained, the Board should have some idea of these ongoing costs. AG suggested holding an open meeting for the residents affected, to gauge the general level of interest. ME suggested the level of interest would probably depend on a viable apportionment of costs. LF offered that the consultants will charge around £485 + VAT to take a look to offer ballpark costs. PB offered to set up a separate meeting to discuss the options and plan how to take the matter forward. CC pointed out that 100% agreement would be required from all residents of the 2 blocks in order to be able to vary the leases. HR pointed out that no expenditure should be made from Service Charges in relation to investigation of this matter.

Reports, including those of Committees:

A Record Decisions made out of committee

Deputy Chair

An email exchange resulted in two candidates putting themselves forward for the role of Deputy Chair, Mike Edwards and Ann Howe. 11 votes were cast and the process was officially overseen by CB, LF & JA. 6 votes were cast in favour of ME and 5 in favour of AH. VW therefore invited ME to continue in the role of Deputy Chair.

Remuneration for Chair

Following VW's decision to continue as Chair for a further 'year' (until 1st Board Meeting after the next AGM), Board reviewed the £600 honorarium in view of the significantly greater number of hours required to perform the function than had been originally envisaged. It was therefore agreed to increase the honorarium to £725 per month.

Reports from Committees.

Maintenance Committee

The new date for the next Maintenance Committee meeting was set-out at the end of the report and AH re-confirmed that the ITT for redecorations will be available in the Office from 09:30 on 2nd April.

Finance Committee

HR drew the Board's attention to the activity currently carried out by the finance Committee of reviewing finance instructions since it was indicated in the minutes from the Away Day that this may no longer be required, at least in the short-term. There was general agreement that the Finance Committee should continue with this activity. HR announced the next meeting: 5:30pm on 31st March.

BDEL committee

The BDEL Committee meetings currently scheduled will be at 3:30pm on 1st April; 9:30am on 7th May and 3:30pm Mon 11th June. The Committee's main focus at

these meetings will be the flat conversion and other potential development projects. For the first meeting CB will invite the architect resident to attend with some sketches of his ideas based on the walk around carried out recently. CB pointed out that there maybe a small fee involved for production of any sketches.

Legal and Contracts Committee

VW reported that the MR&Co contract is due for renewal on 30th March and that whilst it had been suggested that some of their KPIs should be replaced, or updated, the Committee recommended that they are left as they are for the moment as although some are 'tasks' and not 'key performance indicators', they work as they still allow BDL to withhold a proportion of the fee if they are not met. It was agreed that it maybe easier to re-write the KPIs once the new Management software is in place and more performance measurements are possible.

However, it was suggested that a better mechanism could be put in place so Board could assess whether the KPIs are being met each month and it was agreed that they could be apportioned to the various committees for regular review.

Archiving

AH said she had visited the History Museum in Hounslow and they had expressed interest in carrying out archiving for BDL and storing the archived material. LF said this would be a very interesting option for the historical papers and that she will investigate further. LF confirmed that BDL/BDEL are required to keep at least 7 years worth of papers plus all leases on all properties. The Board discussed how the work required could be done and LF agreed to co-ordinate and supervise the work involved perhaps with library school students over the summer holidays.

Any Other Business:

None.

Next meeting: Thursday 10th April 2014 at 7:00pm

The Meeting closed at 11:05pm