

**KINGSCOURT (BIRMINGHAM) MANAGEMENT CO LTD**  
**MINUTES OF ANNUAL GENERAL MEETING**  
**HELD ON MONDAY 26 JANUARY 2015 AT 6.00PM**  
**Held at the office of KWB Property Management Ltd**

<b>Present:</b>	Andy Nuttall (AN)	- KWB Property Management Ltd
	Mark Lenton (ML)	- KWB Property Management Ltd
	Dane Hopwood (DH)	- KIWB Property Management Ltd
	Bernard Greenhalgh (BG)	- Flat 21 Kings Court, 25 Cox Street
	Stephen Blundell (SB)	- Flat 8 Kings Court, 108 Livery Street
	Debora Cane (DC)	- Flat 23 Kings Court, 25 Cox Street
	Luke Crane (LC)	- Flat 4 Kings Court 108 Livery Street

**Apologies**

Marlene Greenhalgh (MG)	- Flat 21 Kings Court, 25 Cox Street
Simon Cane (SC)	- Flat 32 Kings Court, 25 Cox Street
Sara Smith (SS)	- Flat 22 Kings Court, 25 Cox Street
Nathan Gowans (NG)	- Flat 34 Kings Court, 25 Cox Street
Max Modray (MM)	- Flat 44, Kings Court, 25 Cox Street
Alistair Self (AS)	- Flat 39 Kings Court, 25 Cox Street
Edward Jones (EJ)	- Flat 1 Kings Court, 108 Livery Street

**1. Minutes of the Last AGM**

ML assumed everyone received minutes of last AGM (1 October 2012). All noted that this AGM should have been in 2014 in order to agree 2013 service charge accounts and originally planned for late summer 2014. Therefore, next AGM planned for autumn 2015 to agree 2014 accounts.

**2. Accounts for the Year Ending 31 December 2013**

ML explained previous historic issues of unaccounted for monies from previous agent was resolved several years ago by being written off as never collected. The company accounts for KingsCourt (Birmingham) Management Co Ltd are just dormant accounts for the company submitted each year to Companies House and now requiring a balance sheet. 2013 company accounts successfully submitted on 16 October 2014 and the Annual Return on 27 August 2014.

**3.** ML explained that service charge accounts were separate outlining specific income and expenditure during the year for service charge demand purposes. AN issued both 2013 company and service charge accounts to all shareholders recently notifying of this AGM.

4. ML confirmed intending to issue draft 2014 service charge accounts by the end of March 2015 ready for approval at the next AGM later in 2015 for agreement and signature at the AGM. Final completed accounts with minutes to be post AGM.

5. 2013 accounts agreed and proposed by SB and seconded by BG.

**6. To Elect Directors & Officers**

AN confirmed minimum two directors present at the meeting as per the company quora in the Articles of Association. KWB processing all changes to directors and offices for the management company rather than needing accountants or Companies House assistance.

7. SB/BG resigned but immediately re-elected as directors and confirmed likewise for MG and SS directors unable to make the meeting.

8. DC confirmed Simon Cane resignation as director accepted by directors BG/SB. Agreement for DC to be elected as a new director and issue appropriate information to AN in due course.

9. AN confirmed Nathan Gowans also being appointed as director and Daniel Freshwater resignation as director on 12 March 2014.

10. AN clarified that all updated change in shareholder names at Companies House in line with current ownerships at the end of 2014 with KWB processing any changes following sales afterwards and issuing new share certificates to be signed by two directors.

**11. To Appoint Auditors and Agree Their Remuneration**

ML clarified that current accountants, Clement Keys provided satisfactory service and assisted in resolving previous accounting issues. BG noted that received information direct which Clement Keys had causing deadlines to be missed which Clement Keys resolved. SB proposal to continue with Clement Keys on the basis that already familiar with the accounting here and seconded by BG.

**12. Report of the Managing Agents and Appointment of the Managing Agents**

ML outlined KWB PM Ltd had been instructed for approximately 4 years now. SB proposal to continue with managing agents and seconded by BG. BG clarified that can look at the basis of the current management agreement in future to clarify any further details including service level agreement. ML to confirm basis of RPI increase management fee and KWB PM Ltd offer

protection of all client rent and service charge monies through bank assurance that separate client bank accounts and insurance cover from the Royal Institution of Chartered Surveyors.

**13. Arrears of Service Charge & Ground Rent**

AN advised that approximately £28,000 current arrears with approximately one-third of these being regularly paid ok on monthly payment with this current six monthly charges from 1 January – 30 June. A second third of these monies are ones which are usually paid as a one-off payment several weeks past the due date and, therefore, expected to be paid ok over the next few weeks. AN advised that normal credit control procedures of chasing postponed the last few weeks so can also update residents in regards to the AGM as well as arrears. BG confirmed his email had had to be changed on KWB records and, therefore, AN confirmed all tenant contact details are updated, particularly email addresses with all invoices now being issued by KWB by email.

- 14.** The final one third of arrears were critical with various issues of payments. Three residents' arrears were intended to be paid upon completion of the sale of property and an additional two general ongoing payment problems although did continue with some degree of payment. KWB to closely monitor these.

**15. Review of the Level of Service Charge**

ML confirmed current breakdown of service charge budget of £120,677 per annum for this year to 31 December 2015. This had been at the same level for the last few years since KWB's involvement with intention to remain at this level for 2015 agreed by all at the meeting.

- 16.** AN advised that budget includes only the core costs and services assuming basic service and minimal additional works throughout the year. No issues raised regarding any specific services or suppliers.

- 17.** Conversation regarding roof works at the property and AN confirmed a general letter issued by KWB on 28 October 2014 with six points outlining the current situation with roof works. Currently carry out urgent roof and window repairs under the supervision of Tom Pitman Roofing Surveyors with intention to provide a report later in year of longer term repairs needed. Beginning to identify various ongoing repairs being needed to parts of the roof and limitations in the original specification of insulation in the roof. BG raised concern over continually hiring scaffold at the property and ML/DH confirmed still investigating opportunity for the management company purchasing scaffolding equipment to be used on on-going basis. AN explained roofing surveyor had advised that reasonable costs at the moment for ad-hoc repairs

however to be considered when look at longer term substantial repairs to sections of the roof.

18. SB concern over condition of window frames and glazing and to look at opportunities to replace and upgrade in future. All agreed substantial costs and would need several years of planning for. AN advised a lot of the condensation issues were resultant from the seals in the double glazing units going rather than the actual frames themselves. The Velux and roof window frames were of particular concern at the moment with leaks from the actual frames and the flashing joints to the roof.
19. BG requested further details on external decoration believed to be due in the next 12 months. DH to obtain details of timing and costs of previous redecoration to consider for this year or the following year. BG noted already signs of being needed particularly on the ones facing Cox Street and direct sunlight and to ensure the decorators this time carry out a satisfactory job under close supervision.

#### 20. **Reserve Fund & Future Works and Services**

ML confirmed that expected no remaining reserve fund at the start of the 2015 with the remaining reserve sums of approximately £10,000 from the end of 2013 being used by expenditure during 2014. AN advised the refurbishment project of the corridors had been split between the 2013 and 2014 service charge years. ML outlined that the current budget accrues about one-third of the income with approximately £30,000 per annum into the reserve fund to begin building up. However, this is prone to being reduced if any large items of expenditure during this year and would still take several years to significantly contribute towards various services and project works at the development over the next few years including roof repairs, external decorations, additional security and CCTV requirements, any additional works to the M&E services such as fire alarm and lighting systems. All agreed to continue the budget at the same level for 2015 but aware that may need to increase further in future years. LC observation that the service charge for Kings Court is low in comparison to similar developments in the area following his research before purchasing his property recently.

#### 21. **Any Other Business**

ML explained that copies of the Articles of Association for the management company would be issued with the AGM minutes for greater clarity in the procedures for company matters raised by residents including the process for appointing directors.

Query raised by one resident regarding policy for pets at Kings Court. BG confirmed that leases had qualified consent to this, ie, pets were allowed but

only on a reasonable basis. Therefore, this had to rely on individual residents suitably looking after pets and ensuring no mess is made around the development.

AN explained query from resident regarding ventilation with proposal to increase ventilation in the shared corridors by ventilation bricks at either end plus installation of extractor fans in bathroom areas to assist with ventilation. DC confirmed windows and roof Velux design meant they are to be left slightly open to help with ventilation. Noted that any additional extraction systems which involved stretching into the above roof space to form a grille in the roof soffit was outside the individual owners' area and within the management company's remit. Therefore, the management company to consider granting consent on an individual basis with any owners' works within this area being clearly documented.

AN advised various sales of properties going through at the moment and greater clarity being needed on issues such as roof repairs, security and impact on service charge levels.

SB noted improvement with new repaired lighting on the entrance to Livery Street. AN confirmed LC request to remove the one external light in the Livery Street courtyard as causing additional light to his kitchen area.

All noted working better for all refuse to be one general waste collection in the basement car park. Probable that council will split recycling afterwards. All to monitor the former location under the archway where people used to leave bottles to remain empty.

All noted leaks continue to persist in basement car park from individual owners' boilers with KWB to continue chasing individual owners to repair themselves.

DC confirmed roof and window leaks into their area and forward details to AN.

DC noted lock on Cox Street pedestrian gate not working correctly. AN confirmed contractor always carrying out temporary repairs to refix the lock holder although more permanent repair now needed.

LC noted improvement needed in communication of day-to-day management of the development to new residents. AN explained new resident's manual being worked on with NG to be issued later in the year.

AN confirmed objection submitted for the planning application for development opposite 21-23 St Paul's Square to be developed into residential use. LC explained that worth looking at other local initiatives with a Neighbourhood Plan being developed for the Jewellery Quarter involving



public consultation over the next year and himself involved in the local BID for the Jewellery Quarter.

LC query on whether any visitor car parking spots. SB confirmed at least two although to be clearly identified in future.