



**PRIMROSE GARDENS
NETHERTON
DUDLEY
DY2 9LD**

**Minutes of Meeting Held on
Tuesday 8 March 2016 at 6.30pm**

Present: Emma Andrews (EA) & partner – Ground Floor Flat, 39 Wharf Mews
Matthew Rock (MR) – 40 Wharf Mews
Jotham Jackson (JJ) – 32 Wharf Mews
Andy Nuttall (AN) – KWB Property Management Ltd

Apologies: Aaron Criddle (AC) – 36 Wharf Mews

AN explained procedure to EA for carrying out monthly emergency light tests and demonstrated. Fish key for the switch left next to it in the ground floor meter cupboard. AN to forward a summary sheet log of all emergency lights for EA to check and complete every month and forward a photograph copy of this.

AN explained that electrical contractors, JDP, attend the site every six months to maintain the smoke ventilation system and carry out general lighting tests. An annual emergency light discharge test also completed and any necessary repairs/maintenance for the intercom system.

MR raised concern over the tradesman's buzzer still working at all times. However AN noted that operated ok then. AN to look at adjusting times to 9am-12pm, Monday – Friday.

AN confirmed received signed letter from residents agreeing cleaners dis-instructed by KWB to end at the end of 2015 and thereafter residents to carry out this work. EA/MR/JJ concerned about the quality of the cleaning so far and queried the actual hours of work.

All agreed for KWB to provide external window cleaning quote.

MR would like the heaters in the communal areas turning back on.

AN confirmed the service charge pays for electricity to the shared areas. However, still awaiting invoices from the supplier which AN will chase.

JJ concerned over general security on the front and rear doors to the apartment block. AN to obtain quote from local handyman for ensuring both doors locking and all discussed further measures to consider in future to try and improve security, for example, blocking the glazed area on the front door.

JJ concern over the building insurance and requested details. AN explained that will immediately issue a copy of the certificate. However, the insurance policy is arranged through the freeholder and their broker. AN explained the freeholder changed last year from Taylor Wimpy to a company whose broker is E&M from London where all ground rent payments need to be issued.

EA and partner raised concern over the costs and accounts to date. AN explained that now in the process of being completed following the initial Taylor Wimpey period in 2014 which will be audited and checked by an external firm of accountants. This will show the actual costs incurred and any balancing charges or credits to the existing budget. AN explained that problems with delayed payment for the recent insurance premium due to none payment by residents.

All residents concerned regarding the level of service and not seeing anything for the service charge being raised. AN explained had started to go through specific costs with AC/EA last year through email on a spreadsheet. Moving forward all agreed for KWB to obtain a quote from a local handyman for the following works to be circulated to residents for approval.

All agreed for KWB to communicate to each resident now individually rather than through one point of contact. AN explained that one resident had asked about the possibilities of changing the management of the block from KWB which AN can discuss further with individuals if needed.

All residents raised concern over the adjacent houses mis-using the car park area at the back of the apartments. Instances of people using drugs in this area and parking inappropriately near apartment blocks. The visitor spaces should not be used by them and only the ones in front of the houses on an ad-hoc basis. They should also not be using the bin store with instances of dumped items. AN to contact the housing group who owns these properties.

AN explained new website operating at www.kwbresidential.com. Simply type in the address and the relevant page will open. This will be updated now progress being made on matters and be the main point of contact for information along with the noticeboards.

Works for KWB to obtain quotes for

- Replace the landscaped areas around block bin store and near canal to include removal of all plants/bark and new membrane and then add pebbles or bark over this area.
- Regular two monthly inspection of the property and gardening around the area and any odd jobs required, eg, bulb changes and door repairs.
- Add new noticeboard at the entrance to the site.
- Install three new external LED spotlights, two on the rear wall facing onto the car park and one on the front towards the canal footpath. To move existing external lights and connect into these.

- Additional external light on the side wall of the rear bin store and replace bulb in the broken one inside.
- To add new bolt/catch on the bin store doors and ensure the front and rear door of the apartment block is closing ok with the locks and self closers. To also ensure the locks on the three internal meter cupboard doors are working on the same key.
- Adjust the tradesman's entrance timing and ensure communal heating back on.
- Erect any general signage required around the apartment block.