

Fellowes Plain Estate Management Company Ltd

(Company Number 05074581)

Fellowes Plain Estate Management Company Ltd
c/o Norwich Residential Management Limited, Wherry Road, Norwich. NR1 1WS.

AGM Minutes 15th November 2017 1830hrs

Venue: Chapelfield Methodist Church, Chapelfield Road, Norwich NR2 1SD

1. Introductions

Hazel Harris-Hinds (HH) Fellowes Plain Estate Management Company Ltd welcomed everyone and thanked them for their attendance. The other Directors present introduced themselves to the room. HH also introduced Guy Hudson (NRM Property Manager) & Sarah Recchi (NRM Accounts / Administration manager) who will be assisting with meeting and taking Minutes.

2. Attendance

Directors

Hazel Harris-Hinds - 22a Sarah West Close	Miss P Field – 250 The Pavilion	Mr J Rollingson (JR) - 9 Leicester House
Mr C Hudson (CH) – 1 Alexandra House & 14 Leicester House	Miss K Newman - 37 Kenneth McKee Plain	Mr N Searle-Jones - 22 Thomas Wyatt Close

Members

P Lister – 13 Leicester House	J Kent – 18 Benjamin Gooch Way	G Walley – 137 The Pavilion
A Hardman – 9 Sarah West Close	T Batchelor – 244 The Pavilion	J Dawson – 70 The Pavilion
S Mills – 23 Alexandra House	J Baynes Clarke – 92 Union Street	T Turocy – 19 Kenneth McKee Plain
E Rueger – 201 The Pavilion	P Varney – 280 The Pavilion	F & M Wilkinson – 279 The Pavilion
J Wapling – 8 Kenneth McKee Plain	S Bell – 8 Phillippa Flowerday Plain	B & S Roe – 284 The Pavilion
Mr & Mrs Godfrey – 15 Sarah West Close	A Hudson – 12 Phillippa Flowerday Plain	S Wright – 21 & 35 Benjamin Gooch Way
L Mason – 253 The Pavilion	J & E Pilling – 30 Alexandra House	D Radnedge – 20 Kenneth McKee Plain
N Humphreys – 13 Sarah West Close	M & J Hills – 28 Phillippa Flowerday Plain	M Sharkey – 9 Kenneth McKee Plain
V Morse – 6 Phillippa Flowerday Plain	S Smith – 7 Sarah West Close	A Warman – 34 Phillippa Flowerday Plain
Mr & Mrs Allies – 108 The Pavilion	J Watts – 1 Phillippa Flowerday Plain	Mr & Mrs Cooke – 74 The Pavilion
M Hutchings – 106 Union Street	Mr & Mrs Roach – 32 Brunswick Road	J McCarthy – 18 Phillippa Flowerday Plain
J Tucker – 7 Alexandra House	J Amis – 42 Benjamin Gooch Way	J Woods – 59 The Pavilion
D Griffiths – 27 Benjamin Gooch Way	J Tooley – 19 Leicester House	L Warman – 34 Phillippa Flowerday Plain
R Freshwater – 58 The Pavilion	D Taylor – 35 Sarah West Close	
C Lister-Gilder – 36 Brunswick Road & 6 Leicester House	A & G Thomas – 4 Phillippa Flowerday Plain	C Kutesko – 179 The Pavilion & 17 Benjamin Gooch Way

Apologies

6 Alexandra House	29 Benjamin Gooch Way	199 The Pavilion
221 The Pavilion	233 Pavilion	221 The Pavilion
233 Pavilion	243 The Pavilion	288 The Pavilion
20 Philipa Flowerday Plain	32 Philipa Flowerday Plain	110 Union Street
4 Thomas Wyatt Close	45 Benjamin Gooch Way	46 Benjamin Gooch Way

Proxies to Chairman (notified in writing 48hrs in advance of the meeting)

12, 14 & 18 Thomas Wyatt	13 Sarah West Close	252 The Pavilion
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3. Approval of Previous Minutes

Copies of previous Minutes are available on the FPEMCL website www.fpemcl.co.uk.

The minutes of the previous AGM meeting held on 16th November 2016 (2016 AGM) were approved.

Proposer: Miss P Field – 250 The Pavilion

Seconder: Mr C Hudson – 1 Alexandra House & 14 Leicester House

All in favour (unanimous)

4. Appointment / Composition of the Board of Directors.

HH explained to those present that the 6 Directors currently meet monthly at a 2 hour meeting to discuss ongoing business.

HH explained that Directors would encourage anyone interested in becoming a Director to attend at least two Director meetings so that they may fully understand the nature of the work being done. If they are then interested in being a Director then the existing Directors would co-opt those Members to the Board.

Director nomination forms have not been sent out as a result.
No Director nominations were submitted prior to this AGM meeting.

HH explained to those present that 1/3 Directors must retire & seek re-election to the Board as per the Memorandum and Articles of Association of the company.

Clayton Hudson & Penny Field have resigned and are seeking re-election this year.

Proposer: Mr J Rollingson - 9 Leicester House

Seconder: Mrs Varney - 280 The Pavilion

All in favour (unanimous)

5. To approve the Directors' remuneration (£nil) as proposed by the Directors.

HH explained that all the Directors are volunteers and therefore receive £nil remuneration.

Proposer: Mr Roe - 284 The Pavilion

Seconder: Mr J Atkinson - 71 The Pavilion

All in favour (unanimous)

6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.16.

HH explained that Fellowes Plain Estate Management Company Ltd files Dormant company accounts to Companies House as Service Charge income is outside the remit of Company turnover. The Company accounts for 2016 were submitted and accepted by Companies House on 31st January 2017.

Management accounts for service charges were produced by Thomas David (for RMG) and the accounts for this period were sent to all members within 6 months of the financial year end and will be discussed separately under item 8.1

Proposer: Mr C Hudson – 1 Alexandra House & 14 Leicester House

Seconder: Miss K Newman - 37 Kenneth McKee Plain

All in favour (unanimous)

7. To appoint Accountants for the 2017 Service Charge year and to authorise Directors to agree their remuneration.

HH explained that RMG had used Thomas David (an accountancy firm based in Hertfordshire) to produce the service charge accounts for 2016.

The Directors wish to appoint a local accountancy firm Sexty and Co (Thorpe Road) Norwich as the accountants for the 2017 service charge accounts and which should be produced and distributed to all members by 30th June 2018.

In summary, the Directors wish to use a local accountancy firm whom they can meet with face-to-face if required.

Proposer: Mr & Mrs Wilkinson - 279 The Pavilion

Seconder: Mr & Mrs Allies - 108 The Pavilion

All in favour (unanimous)

8. To transact any other business.

8.1 Service Charge Accounts for Years ending 31.12.16

HH asked JR/CH to summarise the accounts for the period ending December 2016.

There was an overall surplus of £11,420

In Summary in 2016

Income from members was £101,417

Total Expenditure was £89,997

As of 31 December 2016 the reserve account balance was £63,976 up from £25,559 in 2015.

Proposer: Miss K Newman - 37 Kenneth McKee Plain

Seconder: Mr C Hudson – 1 Alexandra House & 14 Leicester House

All in favour (unanimous)

8.2 Update on major activities for FPEMCL over past 12 months, and looking ahead to 2018

HH update Members on a range of activities and areas of FPEMCL.

Insurance

- Public Liability and Buildings Insurance has been reviewed.
- A saving of over £1,000 has been made for 2017 for the same level of insurance cover.

Change of Grounds Maintenance Contractor

- Directors were concerned that the gardening contractor was only focussing on the most visible parts of FPEMCL.
- A number of areas across FPEMCL were being ignored for regular maintenance, and a number of complaints had been received by Directors from Members.
- Directors did try to work more closely with the contractor, but the small performance improvements were only temporary.
- A new contract was therefore agreed with an alternative contractor with the aim of providing a consistent level of service across the whole the Estate.
- Grounds maintenance for SSPMCL and FPEMCL has been combined into one contract and is headed by SSPMCL.
- A Service Level Agreement has been agreed between FPEMCL and SSPMCL.
- Formal site-walks are completed by FPEMCL Directors twice a year, in the Spring and the Autumn.

Grounds Improvements in 2017

- The Brunswick Road area was marked for improvement in 2017.
- Large quantities of pine needle debris were removed, hedges trimmed, weeds treated, trees maintained and woodchip ground-cover was applied.
- All trees across FPEMCL have been attended to in 2017, either for tree surgery or formative pruning.
- 4 failed trees have been replanted
 - o 2x tulip trees in front of St Stephens Pavilion
 - o 1x rowan tree behind The Chapel
 - o 1x London Plane tree on Fellowes Plain
- Lawn treatments have been applied in the Spring and Autumn, as in previous years.
- The lawn on Fellowes Plain was marked out for additional aeration and treatments using organic feed pellets to improve the impoverished soil in that area and the ability of the grass in that area to withstand prolonged dry conditions.

The Chapel

- Regular water and electric meter readings are now being taken for The Chapel and these will be recharged.
- The Chapel gutters are now being cleared and cleaned on an annual basis.
- A Condition Survey has been completed for The Chapel and this will feed into the long-term maintenance planning.
- 4 versions of the Lease for The Chapel have been reviewed with the Landlord, Persimmon, and agreement is close.
- A License to Occupy has been used pending a signed Lease.
- The Chapel has been utilised by St Stephen Church as a community facility since the start of 2017.
- FPEMCL is now in compliance with the Section 106 planning conditions for The Chapel.

Change of Managing Agent

- The previous contract with RMG had reached the end of the fixed term.
- A sub-committee was formed by Directors and a competitive tender process was organised.
- A detailed 90-point checklist (including 60 questions on fees and 30 questions on service levels) was prepared by the sub-committee.
- The checklist was completed by two local agents and also by RMG.
- The sub-committee held a four-hour meeting during which all of the 60 points in each of the 3 submissions were cross-checked and compared, point-by-point
- The new contract was awarded to NRM who matched service levels whilst also providing cost savings.
- Directors issued an open letter dated 21st August 2017 explaining the change in managing agent effective 16th September 2017.
- Directors are working with NRM to deliver savings without compromising the services, this year and beyond.

New FPEMCL web site

- A new website for FPEMCL has been established and is proving to be popular.
- All members are encouraged to visit www.fpemcl.co.uk for useful information, downloads and contact details.
- Members are encouraged to use the "Get In Touch" form on the home page.
- Directors are keen to hear Member views on the direction of the development and how you feel our community can be improved.

Service Charge accounts in 2017

- There were two refunds to members in 2017:
 1. Directors insisted that Members were refunded £11 following an administration error by RMG for the 2017 Invoices when a credit line item in the 2017 Budget was misread as a charge.
 2. Members also received a £19 credit for the surplus in the 2016 service charge.

Repairs and Improvements in 2017

- The sunken brick weave on Philippa Flowerday Plain has been corrected.
- The missing and damaged fence posts at the corner of Wessex Street and Union Street have been replaced.
- All the damaged lighting bollards have been replaced and repaired.

- Electrical lighting across the whole estate has been upgraded to LED lighting for energy efficiency.
- Chicken wire has been removed from a number of mature beech hedges for easier maintenance and improved appearance.
- The pond at the front of Leicester House has been cleared and cleaned and a new pond pump installed.
- The overgrown undergrowth along St Stephens Road has been attended to.
- A connection point for Broadband has been fitted inside The Chapel.

Health and Safety in 2017

- A Health and Safety report has been prepared for The Estate, including The Chapel.
- Essential corrections to the electrical arrangements in The Chapel have been completed as a result.

Anti-Social Behaviour around FPEMCL

- Members are reminded that all anti-social and criminal behaviour around FPEMCL must be reported to the Police.
- Directors wish to understand the views of Members on the use of CCTV in trouble spots around FPEMCL.

Service Charge for 2018

- Directors have again voted to maintain the service charge for FPEMCL at the current level of £164.
- Directors have agreed with NRM that the Service Charge can be collected quarterly using Direct Debit.
- Members are encouraged to use a Direct Debit as this arrangement is provided without extra cost to Members or FPEMCL.
- Directors have also put a Reserve Fund Expenditure Policy in place.

To-Do List

- The grounds maintenance contractor has engaged the services of a planting specialist with the aim of improving the planting across FPEMCL.
 - o FPEMCL has a predominant green canvas and colour will be injected to some of the planting to provide interest and variety.
- A new plaque has been made for the "Spheres" artwork, minus the reference to "University", and this has now been fitted.
- Contractors are currently being assessed for the repair of the sandstone block in the St Stephen's Road wall, together with general wall repairs.
- Quotes have been received for painting of the railings along St Stephens Road, and Directors have authorised this work.
- Plans for enhanced lighting between Chapel Plain and Fellows Plain are currently being prepared.
- Additional measures to stop vehicles crossing from Chapel Plain onto Fellowes Plain will be considered as part of the enhanced lighting measures.
- Improvements to the electric heating in The Chapel is taking place this week to improve the comfort levels in The Chapel.
- The TP1 Transfer for FPEMCL has been reviewed and a detailed report has been forwarded to Persimmon on the corrections required, with a response pending from Persimmon.
- A 10-year maintenance plan will be developed.
- The use of the Admin Rooms will be promoted.
- The arrangements for Gym 1-2-1 and will be reviewed early in 2018.

9. AOB

- Various discussions about the binstore near Alexandra House and its misuse by students – CH explained that this fell under the responsibility of SSPMCL and not FPEMCL.
- Various comments about the new grounds maintenance contractor - JR to feedback accordingly.
- A comment was made about the poor lighting around the car park gates – JR advised it had been very badly designed and would be costly to put right but he would investigate some possible solutions.
- Various discussions about the cycle ways through the estate – this is a public right of way so there is nothing much that the Management Company can do about controlling or managing the issues.

HH concluded the meeting by thanking all present for their attendance and confirmed that the next AGM will be in October/November 2018.

Members were reminded that they can contact the Directors directly via the website www.fpemcl.co.uk

To contact the Managing Agent directly call 01603 670050 or use the NRM website www.nrmltd.co.uk

Meeting closed at 1925hrs