

Saxon Court

Minutes of Residents' Meeting held on 16th October 2009

All residents were present with the exception of Brian Hatfield (No7) and Robert Hill-Evans (no12). Apologies received from both. No 3 not yet occupied and No 14 still unsold.

Also present were James Moorman of EPM , Darren Avern of AC Lloyd and Walter Chinn of The Three Graces.

Michael Clarke welcomed visitors and explained agenda.

- **Walter Chinn** explained the pros and cons of self- management, quoting examples from his experience. Residents had the opportunity to ask questions. Michael thanked Walter who then left the meeting.
- **James Moorman** confirmed that Lloyds had handed over the management to EPM and the first opportunity for change would be end March 2010 or with 3 months notice.
- James is our company secretary and EPM deal with all legal matters relating to Saxon Court Management Co.

James suggested that Saxon Court elect a small number of residents to join the Board of Directors who would meet quarterly with EPM.

James agreed to a request from Alan Millard to re-engage the original window cleaner.

James explained that EPM is always willing to receive feedback regarding contractors.

Michael Clarke asked for confirmation that the freehold would be given to all owners on completion of the sale of the last unit. This was confirmed.

- **Darren Avern** clarified a number of issues concerning guarantees and outstanding repairs. He promised to inform the residents of the exact starting date for all guarantees.

Michael thanked both James and Darren for attending and they left the meeting.

After listening to the above speakers the meeting unanimously agreed to continue with EPM for a full fiscal year beginning April 2010 before reassessing the situation.

Volunteers to be directors were asked for and, although reticent, 4 residents accepted:-

Michael Clarke (to be assisted by Alan Millard); Michael Lucas; Simon Yarwood; Nan Eells (to be assisted by Laurie & Pauline Yates). If Brian or Robert wishes to put themselves forward please contact Michael Clarke.

As time was available a number of management issues were raised.

- John Bicks asked Darren to organise the audit and replacement of plants. ACTION John will follow-up with Lloyds.
- Margaret Millard requested that the numbers on the bells of Flats 1-6 be marked professionally, as in other building. ACTION Darren.
- Simon gave a letter from BT to Darren and James regarding the lift phone and several people raised concern about the alarm bell, guarantees and maintenance contract. ACTION Darren
- John Bicks asked residents to respect the bin area. ACTION James will organise regular cleaning.
- Jill Clarke asked James to confirm that any changes or additions to communal areas, including gardens, must be put to the Board. James confirmed that this is in the lease.
- John Selby asked that the bikes be removed from the electricity meter room in their block in order to comply with safety regulations. James confirmed that these rooms must be kept clear at all times. ACTION All bike owners.
- Darren agreed to get ACLloyd to remove foam blocks from the meter room in the other block and John Bicks would remove his boxes.
- Residents agreed that the bike area should be made weatherproof and secure. ACTION Darren to ask ACLloyd to quote for the work and agree their contribution ACTION Simon to follow-up.

The meeting was closed at midday. No date has been agreed for the next meeting.

Michael Clarke has asked for this message to be delivered to each resident who does not receive e-mail.
Alan Millard (Flat 5).

From: **Darren Avern** <davern@aclloyd.com>
Date: 2009/10/28
Subject: FW: Residents' Meeting Saxon Court
To: [Michael Clarke](#)

Michael,

Further to the residents meeting, please find detailed below the answers to the relevant points raised for me to deal with:

- I have dismantled the camera/bell unit for Flats 1-6 and the numbers are now marked professionally, as in other building.
- I have investigated the problem with the lifts and believe that that the oil issue has now been rectified during Kone's inspection. Once a maintenance contract has been placed for the lifts by EPM the alarm call button will function as normal. I have therefore passed this issue on to EPM for action.
- The foam blocks from the meter room have now been removed.
- With regards to the NHBC 2 year guarantee period, for individual plots this commences on date of 1st occupation. For communal areas it commence of date of occupation of the 1st resident i.e. at the point someone starts to use the communal areas.
- With regards to boilers the Warranty period is 2 years from date of 1st occupation as above provided the boilers are serviced to the manufacturers specification every 12 Months.
- Flat Roof in flat 15 (Apologies I failed to obtain the gentleman's name)- As Karl McGuigan has said it has a 20yr guarantee. The resident has received a copy of the original letter from the installers via Karl confirming that that the standing water will not effect the 20 year Guarantee. This should be sufficient for proving the required guarantee I am told.
- I will investigate what is required to make the cycle area weatherproof and secure and will respond accordingly.
- I have passed the individual complaints received from residents to our customer service department for action.
-
- With regards to the boiler issue raised by Brian Hatfield, I have spoken to Karl about this who has informed me that the issue only applies the apartments and not the bungalows and that there is only a very tiny chance that there could be a problem. However as this is a safety issue we will be carrying out the necessary repairs to all the affected properties shortly. Either our Customer Service assistant or the contractor employed to carry out the repairs will be contact each of the residents shortly. I hope this is satisfactory but if you have any queries please do not hesitate to contact me. (Apologies for the delay in responding but I have been investigating the issue with the boilers since your e-mail.)
Regards
Darren

Darren Avern
Operations Engineer
A C Lloyd Builders Ltd
i Chantry St LSpa CV31 1ET
01926 458929

From: **Michael Clarke** <clarke.fr@gmail.com> 2009/12/18

Dear All,

Please find attached a progress report following our first meeting in October.

It is suggested that another meeting be held at the previous venue on Saturday January 2nd at 10.00 am. Please let us know if you are unable to attend

Hopefully with this document we only need a relatively short meeting, but always good to see everybody.

Would anybody with any points requiring placing on the agenda send them to me quickly.

In the future we should require less meetings as issues can be handled by your representatives.

May Jill and I wish you all a Happy Christmas and a healthy, peaceful New Year.

Michael Clarke

Progress Report from Saxon Court Residents' Meeting 16th October 2009

EPM were appointed to manage our property for the next period April 2010 for one year subject to negotiation. We now have reduced fee of 1400 pounds per annum fixed for three years.

Four directors were elected Nan Eells, Michael Clarke, Michael Lucas and Simon Yarwood. EPM are doing the official paperwork

The garden was to be audited and plants replaced. John Bicks has overseen this operation.

The numbers on flats 1-6 have been professionally installed.

The lift service contract was to be awarded to Kone Ltd but I have no confirmation .

The repair to the lift telephone and oil leaks is still to be done, but I am informed that the necessary spare parts were due this week so we should see progress soon.

The dustbin area is now being cleaned by the gardeners.

An estimate is expected from Darren for the bike shed roof prior to the next meeting.

Blocks were removed from the meter room in block 1-6.

The original window cleaner has been reappointed.

Darren confirmed starting dates for guarantees.

Michael Clarke

18th December 2009

Meeting Saxon Court Residents Saturday 2nd January 2010-01-02

Apologies received from Pauline & Laurie (Flat 9), Brian (Flat 7), Marjorie (Flat 3), Margaret (Flat 2).
No ACLloyd representative present. Peter Moorman represented EPM.

Bike Shed

Needs to be lockable and weatherproof. Still no replies received from ACLloyd. Peter Moorman to speak to Alistair Clark on behalf of the residents as it would seem unacceptable that the bike shed was handed over in its present state.

Lifts

EPM have paid BT invoice received just before Christmas so phone should be connected shortly.
Alan and Simon to check if this had already been done.
Residents question if it is our responsibility to pay for initial phone installation – ACLloyd should have handed over flats with lift fully operational.
Oil leaks still in both lifts – Action EPM
Loose plaque in lift in block 1-6 – Action EPM

Boiler

Nan said that Paul Clarkson Electrics confirmed earth cross bonding was OK for flats.
H E Heating (letter 9/11) has still not been to correct boiler pressure relief pipe termination- Action EPM
Peter suggested that EPM get quotes for boiler maintenance as a residence as it is often cheaper. Residents agreed that he should do this.

Green Bin

At the request of Jill (Flat 11) Michael Clarke had contacted the council to ask for a green bin for kitchen compost, dead plants, flowers etc. Negotiations are ongoing.

Sales Board

At the request of Brian (Flat 7) Michael had asked ACLloyd about removal of sales board. Awaiting reply.

Parking

Various residents requested that everybody strictly respects the allocated parking places.

Neighbourhood Watch

John (Flat 1) and John (Flat 8) will attend the local meeting and report back.

AOB

Michael (15) asked for car park drains to be cleaned out- Action EPM
Tradesmans' bell in block 7-12 needs repair + renumbering of bells – Action EPM
Car park light needs bulb replacement – Action EPM. In future Nan (Flat 10) should be contacted if bulbs need replacing and she will contact EPM.
Residents voted that windows should be cleaned once a month – Action EPM

Further Meetings

Michael Clarke suggested that from now on we should all meet once a year for an AGM after the financial statement has been prepared. Meanwhile the committee would meet once a quarter.
The meeting was closed and everyone thanked for their presence.

Michael Clarke
02/01/2010

5, SAXON COURT, GUYS CLIFFE AVENUE.

01926 312 938

e-mail: maralan5@talktalk.net

11: vii: 2009

Dear

Last autumn Mike and Jill Clarke (no. 6) arranged a meeting with everyone who was then resident at Saxon Court to discuss the arrangements for managing the property. They suggest another meeting this autumn, now that almost all the flats are occupied.

In order to set up a meeting, it would be helpful if they could have your name, flat no. e-mail address, if you have one, or your telephone number. They have asked us if we could collect that information to pass to them. Of course, if you would prefer not to make it available, we shall respect your decision.

Yours sincerely,

Alan & Margaret Millard.

Saxon Court Residents' Committee Meeting April 7th 2010

Present; Simon Yarwood, Nan Eells, Mike Lucas, Michael Clarke.

The meeting was arranged to review progress against action points from the last two residents meetings and examine current issues.

1. **The Bike Shed** is finally under construction. Space is limited but the footprint has been kept in line with the original construction.
2. **The 'green bin'** for kitchen compost has been delivered. The cleaning company will be asked to maintain its cleanliness. **Action EPM**
3. **The Communal Gardens** are not being maintained to required standard. A meeting will be arranged with the committee, EPM and the contractor on site to discuss:

- ~the frequency of grass cutting
- ~pruning the fir trees to rear.
- ~creating a border with shrubs along rear fence
- ~creosoting fence due to mould.
- ~replacing dead shrubs and tree(s) at Lloyds expense?

John Bick to confirm action from first audit. We believe that we only have until mid May until two year guarantee expires.

4. **The Fire Alarm in both blocks needs checking.** There has been a problem in block 7-12 involving the sky light above stairs. We must ensure that everything now functions and complies with regulations. **Action EPM please advise Nan Eells of action and completion.**
5. **Insurance for buildings** requires a visit from the underwriters. Simon will arrange visit with EPM. **Action Simon**
6. **The Lifts Safety Phones/Alarm** are still not repaired/functioning. The situation is totally unacceptable. EPM have given Schindler 48 hours to fix the problem or they will make alternative arrangements and charge Schindler. There is ongoing legal action as the lifts were apparently not delivered conforming to specification. There is also the matter of oil leaks and the broken plaque in block 1-6. **Michael Clarke will pursue the issue with EPM and Lloyds. We are most concerned that the lifts be made safe urgently.**
7. In view of a negative reaction to the suggestion of coordinated **boiler maintenance** it was decided to abandon this initiative.
8. Nan Eells is to check the **financial limit** for which the residents' committee may authorise spending without referring to AGM.
9. The committee are concerned that certain residents may be unaware of the leasehold regulations of Saxon Court. We will circulate the main points requiring attention. **Action Nan Eells**

Please contact any member of the committee if you have any points to raise.

Michael Clarke

To all Residents of Saxon Court .

Friday April 23rd 2010.

Your residents committee wish to call your attention to Items 9-18 inclusive

From the 8th schedule of our Lease. (Copy enclosed)

With particular attention to Item 9

We earnestly hope that all residents will comply with all the restrictions imposed.

Sincerely,

Nan Eells
Nan Eells

Simon Yarwood
Simon Yarwood

M. D. Lucas
Michael Lucas

- ✓ 9. No clothes or other articles shall be hung or exposed on any balconies patios hallway staircase or landing areas or outside the Premises nor any mat shaken out of the Premises
10. Not to keep on the property any animal bird or reptile of any kind which may be or become a nuisance or annoyance to the Transferor or its successors in title
- ✓ 11. Save with the consent of the Management Company not to place any flower boxes or flower pots or other like objects on the window sills balconies hallways staircases and landing areas or any other exterior part of the Premises
12. Not to place any item in nor to obstruct the hallways staircases and landings leading to the Flats in the Buildings
13. Not to obstruct the use of the Ducted TV system communal garden the Service Installations security entrance door system the Bin Store or the Cycle Shed
14. To place all domestic refuse in a suitable container of a type approved by the Management Company in such area as may be specified by the Management Company
15. Not to place any television aerial radio aerial satellite dish or similar equipment on the Buildings without the consent in writing of the Lessor and/or the Management Company
16. To keep the floors of the Premises on the first floor of the Buildings and above covered with either carpet or vinyl or such other flooring which may be agreed with the consent of the Management Company and place felt thereunder at all times that will effectively deaden the sound
17. Not to remove the sound insulation underlay
18. Not to use any electrical appliance in the Premises that will cause excessive vibration to be transferred to the adjoining Flats

Saxon Court

Directors meeting Thursday 19th August 2010
Present. Simon, Nan, Mike and Michael.

A meeting was called at short notice to discuss various points of ongoing concern.

Budget/Accounts There is urgent need to have the 2009/2010 accounts. As there have been several "one-off" items this year it was felt that we should ensure that no further spend is authorised until the 2010/2011 situation to date is known. EPM please advise ASAP. To avoid this situation going forward the directors would like a regular update. Every three months minimum.

Electricity Mike agreed that the communal electricity should be charged in part to the bungalows as the carpark and overdoor lights are also for their benefit. It was agreed to purchase our own bulbs which Mike, Simon, and John will use to replace as necessary.
Nan is concerned at what EPM will charge for each call out hitherto. EPM to confirm billing to date.

Gardening It is felt that the new gardeners do very little more than the previous company. The contract should be reviewed as agreed after six months. Do we really need 190 hours annually? EPM to confirm if the agreement includes clearing leaves from drains. Meanwhile there should be no additional expenditure on planting.

Window Cleaning Everybody is happy with quality but unsure about frequency. It appears to be every two to three months but two monthly should be the maximum between cleans dependant on weather. What has been charged so far this year? EPM.

Fire Alarm System Since the Skylight was "closed" after the last incident no checking of the fire alarm system in block 7-12 has taken place. Action EPM to organize alarm and skylight check. This is extremely important. Can the fire brigade help?

Bike Shed We must not settle the bill for this "shoddy piece of work" Darren of Lloyds is still to revert to Michael on modifications.

Insurance No visit has taken place from the insurance company. Can we please have a copy of the policy. EPM.

The Lift Alarm The notice has been put up but "Blue Tack and Sellotape" is hardly professional. John has in hand with EPM.

Water Supply for garden Is there still a plan to install a standpipe? How will this be metered for charges? EPM

The Ill-fitting Manhole Cover No further cost should be incurred. We believe that Lloyds are responsible. The drain is not functioning in any case. EPM to revert.

Video Entrance Phone The video for flat 5 is still out of commission. This is at least two months. What is the situation? EPM

Lift Servicing This is an ongoing headache hopefully nearing the end. Presumably nothing was paid to Kone. EPM to confirm.

Annual General Meeting A suggested date of Friday October 22nd at 10 am. EPM to confirm acceptable.

Action An urgent meeting with EPM to convey general dissatisfaction was requested. MC to speak to PM.

Michael Clarke




Saxon Court committee meeting notes Saturday 31st March 2012

Present Marjorie Alderson, Michael Lucas, Simon Yarwood and Michael Clarke (in the chair)

- 1) **The loose tiles are to be repaired by the original contractors organised by AC Lloyds at no cost to Saxon Court**
- 2) **The committee decided to ask Offa to prune the sycamore tree and attach a band to ensure that the tree remains in a safe condition. Offa will take responsibility for advising the authorities. The final cost is far less than the original estimate.**
- 3) **There is a loose fence post to the rear of block 7-12. Michael Lucas will arrange repairs through Martin the gardener.**
- > 4) **We are increasingly unhappy with people from the tennis club parking on the grass verge. Michael Lucas will speak to the Council. We will also ask the tennis club to instruct members to only park on the road.**
- ✓ 5) **The possibility of placing a bench in the rear garden for the use of all residents was again discussed with a favourable outcome. Michael Clarke will discuss with any residents likely to be concerned.**
- 6) **The committee are extremely aware of the danger to pedestrians and cyclists passing in front of the exit to Saxon Court due to the lack of visibility. It was decided to remind all car owning residents and their visitors to take maximum care when leaving the premises. Please ensure that we all drive as slowly as possible when departing to avoid any accidents.**
- > 7) **There is still no news on the freehold. Michael Clarke will speak to James at EPM.**

p.p.
M. A. Alderson



Notes from Saxon Court Committee Meeting – 6th July 2012.

Present: Marjorie Alderson,
Michael Lucas
Simon Yarwood
Michael Clarke in the chair.

- 1) The Freehold has been transferred from A.C. Lloyd to the Saxon Court Management Company.
- 2) The AGM has been fixed for October 11th at 2pm at the Tennis Club.
- 3) The Sycamore tree in the rear garden will be pruned on the 12th July.
- 4) Any problems with entry videos should be reported directly to EPM.
- 5) The gardener has been asked to deal with moss, weeds and drains as soon as the rain clears. He will also prune the shrubs in the front areas.
- 6) Current levels of flowers and plants on balconies and terraces will be tolerated (despite lease rules), provided there is no further abuse.
- 7) The Tennis Club has agreed to support our efforts to curtail illegal parking in the avenue and on verges.
- 8) We have arranged for the gutters to be checked for leaves following a blockage in a downpipe.