

# Woodilee Residents Association

Meeting of October 23, 2018 at 7.30pm  
Lenzie Golf Club

## Minutes – DRAFT

**Date:** October 23, 2018

**Time:** 7.30pm

**Location:** Lenzie Golf Club

### In attendance

**RMG:** Elaine Bald                      Gordon Howie

**Residents:** Lynn Pike (chair)      David Bennett (secretary)  
Shona Angus (treasurer)                      Simon Fraser  
Andy Gilpin                      Alan Hay                      Paul King  
Andy MacKenzie                      Bill McCulloch                      Lynda McCulloch  
Patricia Paine                      Philip Paine                      Ron Roberts  
Steven Smith                      Cllr Rod Ackland

**Apologies:** Heather Ellis                      Graeme Middleton      Gordon Jahn  
Lisa Johnston                      Cllr Sandra Thornton

### 1. Welcome

Lynn Pike (LP) opened the meeting by welcoming all attendees.

### 2. Approval of minutes and matters arising

Some small corrections had been raised with regard to the minutes of the June meeting. These have been noted in the finalised version.

### 3. RMG update

Gordon Howie (GH) opened by providing an update on work across the estate – his full report is attached as an appendix. LP advised that, in connection with the area within the Cala development that had been used for builders' units, she had asked the regular contractors did not cut the grass laid. The reason for this is that that area was not meant to be finished as grass and cutting it now would incur an additional expense for residents.

There was a large element of discussion around current debt levels in terms of factors' fees across Woodilee. Elaine Bald (EB) advised that the current

debt level was £32,000, made up of just under 100 accounts. Around half of those owed under £200 (essentially the current year's fees). A further 28 owe between £200 and £500; 13 owe between £700 and £1300. EB advised that the details of these properties had been passed to solicitors, who would be writing to each proprietor giving them seven days to pay. Then there would be a notice of potential liability put on their property and court action raised.

She further advised that there was currently around £40,000 in the reserver fund for Woodilee.

Andy Gilpin (AG) queried why nothing had happened until now in terms of accounts that had more than this year's debt unpaid. EB advised that she is focused on what is happening now, and going forward, to ensure this is done correctly. Shona Angus (SA) advised the residents had already incurred costs through sending letters to people which doesn't appear to have been followed up before, with invoices for solicitors' fees for sending letters. One property paid as a result of those letters. EB said that going forward it was a different solicitor who would be being used who is very familiar with Scottish factoring, and he will not collect the money directly. The cost is £5/letter to each proprietor and that will be added on to their account.

Paul King (PK) commented that he did not feel the residents should be paying to get money from historical debts back unless RMG could demonstrate that they had followed their process in the past. Legal fees aside, it should be recovering debt that has been managed correctly. EB said she needed to know what was being done now, before looking at what historical action has been taken.

Patricia Payne asked if we knew if these were owner-occupiers or houses that were rented out – in which case the letter might not reach the owner? EB said that if they were provided with alternative addresses for owners that was easy for them, but they were not always advised of that.

EB said she understood there was an argument against RMG whereby some costs should be recouped because of historical issues, but she wouldn't like the current actions to be stopped. Court fees are also recoverable from the home owner if action is successful.

PK asked for a report quarterly of where things are at regarding each individual property. AG suggested picking up in a month's time with a sub-group of the RA or at the least getting regular updates on progress, and also seeing where we were at in terms of the percentage of outstanding debt compared with other similar developments.

LP requested more detail on, in particular, the largest debts, and that it was important to differentiate as it has clearly not been managed to this date.

LP expressed concern that there were households that weren't on the system so wouldn't be included in figures. EB advised that they received a list of all properties from the developers.

However, at the moment the Oxbang parcel has a different bank account and pay into a different fund. GH is trying to clarify this.

PK asked when accounts would be finalised. EB said a draft was prepared but she would be reviewing that to ensure they were correct. They should be available within three weeks, and certainly by end of November.

#### **4. Lenzie Community Council update**

Paul King (PK) advised Lenzie CC had not yet met this month but was meeting the following day. The community police officer had shared a letter given out when there is a break-in or similar, following an incident in Woodilee. The officer had advised thieves in the area tend to simply try doors as opposed to targeting specific houses, so it is important to not leave keys in accessible areas and check on neighbours' houses.

#### **5. Committee structure**

LP advised that at the moment we had a traditional committee structure with three office bearers, and then a number of people who make up the committee to give representation across the estate, quorate numbers etc, and then phase representatives. Shona Angus commented that having a reasonable number of people was the most important element. Ron Roberts queried what the phase members' remit was. LP said it was to speak on behalf of issues happening in your area and then to feed back to that area. Andy Gilpin said that he felt if you were coming to the meetings you should be coming with a particular perspective. Then if you are a named individual in a phase then it's someone you can speak to. He suggested drafting a structure and sharing it, to then identify the best way forward.

#### **6. RMG performance and debt**

LP advised there had been discussion around performance of RMG and whether we want to look at appointing new factors. Her initial feeling was that at this stage it was not a good move as we were making progress and changing factors would result in starting afresh. She said that GH was trying hard to work with us and get improvements through the estate. Patricia Payne asked whether it was wise to have a management company based in England and things were improving now they had offices in Glasgow. Andy Gilpin said he did not feel the relationship was unrecoverable.

PK commented that GH was working very hard to get works completed and the schedule. That work would be needed anyway to even tender to someone. LP advised everything was also being recorded by GH and there

were files and schedules going forward. AG suggested looking at a tender process going forward, possibly at the next meeting, to ensure we were getting the best value from factoring. Alan Hay commented that re-tendering before the whole estate was handed over would be much more challenging.

## **7. Close**

LP advised that a motion form had been proposed at the AGM and that will become available going forward so that any motions for consideration can be submitted in advance of future meetings. That was agreed.

The date and venue for the next meeting will be confirmed later.



# Woodilee Residents Association

## Residents Meeting RMG PM Report

**Date:** Tuesday October 23, 2018

**Time:** 7.30pm

**Location:** Lenzie Golf Club

Update / Progress / Achievements

### General

**Drop-In Surgeries.** RMG have now held three Drop-in's at The Old Gatehouse on the following dates 08.08.18 / 05.09.18 and 03.10.18. Initial feedback from homeowners who have attended has been positive. Some owners have stated that they would like to see at least some of the sessions being held out of office hours. GH considering this but has not been possible recently due to number of out of office meetings and appointments that he is having to attend at the moment / due to commitments outside of work.

**Recent issues with invoices / accounts.** GH and EB have highlighted the issue with factoring re-charges being added to customer's balances. This has created significant levels of confusion and frustration amongst owners. Relevant back office teams are working to resolve / communicate correct information on RMG Living.

**Debt Recovery Process.** Review of debt recovery process is on-going. Initial letters sent out to all detailing recovery procedure giving 30 days' notice to settle outstanding balances issued 10.09.18. 30 days period expired 10.10.18. Outstanding historical balances referred to solicitors. 7 day demands being sent out. Following this, next stage will be to place a Notice of Potential Liability on the title of the property.

**Newsletters.** To date GH has issued two letters. These are intended to be quarterly to provide all an update on recent developments. Going forward focus for these is to be through RMG Living.

### Grounds Management, Maintenance and Improvement works.

#### Estate.

**Main entrance to spine road.** GH has recently met with consortium and local authority. As part of an ongoing review relating to the original planning consent for the development, GH has been advised that the entrance to development off Initiative Road will be subject to further hard and soft landscaping works, to be carried out on behalf of the consortium. GH understands this will consist of some sort of wall feature and further specimen tree planting. GH also understands that there is a requirement for consortium to install additional footpath linking entrance to bridle pathway. GH will be notified when plans are finalised / agreed upon between consortium and local authority planning.

## Residents Meeting RMG PM Report

**Spine Road.** Recently completed works to hard prune all shrubs to low level (as per original planning conditions) Some trial planting has been carried out at entrance arch to test soil conditions / likelihood of survival here before commencing with more extensive planting. GH has proposed sowing a woodland meadow mix here as appropriate to poor soil conditions and will be a cost effective means of adding colour and interest. Measures to improve and enrich soil here ongoing through use of re-cycled materials.

**Kerb edges / Road Sweep.** Weeds, silt and debris build up along kerb lines throughout development identified as a real issue. Efforts were made to establish if developers would be addressing as required. Decision was made to take action as issue was detracting from the development overall. GH negotiated reduced rates with contractor for road sweep machine to be implemented throughout entire development. Additional squads have now been deployed throughout development to treat all kerb lines with a herbicide treatment to eradicate remaining weeds / address weeds in areas road sweep could not access (parking bays etc.)

**Bridle Path.** During recent meeting with consortium and local authority the bridle path was also inspected and discussed. It has been agreed that consortium are required to install additional drainage and build up levels to address areas that are especially water logged. These works will be carried out in near future (GH awaits confirmation of dates for completion) GH has been working with consortium and Local authority to achieve this to prevent costs being incurred by owners. GH has been asked to utilise as much recycled bark chips from future tree works to help with remediating levels of bridle path where minor water logging is an issue.

**Woodland Stock / Trees.** GH has met with a tree inspector and carried out a site walk round with a view to putting in place a more pro-active tree management plan. The tree inspector scheduled to carry out an initial survey commencing 29.10.18. The costs agreed for this survey is under budgeted figure and will also include next year's survey works also, reducing costs for next year). GH has also met with Arborist officer from EDC who has confirmed they are in support with works carried out to date and plans for future. GH has also sought input from EDC to ensure we act in accordance with requirements (including issues such as controlled species, proposed future planting, bio diversity, conservation and planning)

**Proposed additional planting / Repair works.** GH currently working with various contractors to obtain competitive tenders for various additional works / remedial works. Currently looking at repairs to stairwells, bulb planting, additional tree and shrub planting and removal of unauthorised pathways.

**Land Grab Issues.** GH has been working with owners and the local authority planning enforcement officer to look to address instances where "land grabs" or unauthorised changes to common areas have occurred. Recent instances identified by GH proving more straightforward to address compared to historical instances, which is why GH has consulted local authority.

## Residents Meeting RMG PM Report

**Winter Services.** GH has been working with a company called Landscape with regards to having existing salt bins moved, additional bins installed and having all bins filled and serviced as required. RA expressed a preference for Landscape to be trialled as they are local (Cumbernauld) GH initially met with Landscape and carried out a full site survey for a proposal to be compiled and submitted by contractor. This has taken some time to obtain and GH has had to chase required information costs etc. Recommendations were received last week with estimate costs. Landscape have recommended 16 – 17 additional bins, which is significantly more than RA had thought would be required. GH has gone back to Landscape and established estimate provided is as required and costs for installation has been compiled based on discounted bulk buy. Reducing number of bins would not provide much of a saving as smaller amount of bins would be more expensive. GH has again been chasing up final costs and proposed start date due to weather forecast for later in the month. GH has also gone back to Root 1 West, who he was initially working to compile winter services plan for comparative costs / proposals due to delay with being able to confirm start date with Landscape.

**Late Amendment – Final costs submitted by landscape late this afternoon GH currently reviewing comparing Root 1 Costs. Landscape have advised they can move existing bins this weekend due to forecast if required £250.00 + vat**

**Additional woodland drift / woodland edge planting to be carried out by consortium.** Works are to be carried out to plant up areas to rear of Cala 2 / Oxgangs and along outer boundary of Springfield 2. No start date confirmed as yet. Nurseries have confirmed lifting of bare root late this year due to weather conditions. Works carried out

### Development Parcel Update

**Springfield Phase 1 and 2.** Upon joining RMG, GH was advised that these parcels were not to be maintained as part of the Woodilee routine maintenance works. GH did not understand why this would be case and made numerous enquiries. GH recently met with site manager for these areas and then attended meeting at Springfield offices in Larbert to discuss. Areas have now been handed over and are to be maintained as per site plans provided to GH / in accordance with conditions of handover agreed. Current budget did not account for works here due to info provided to GH at the time. Recent road sweep did include both Springfield parcels and GH now reviewing winter works with Root 1.

**Cala Oxgangs.** Parcel now complete / handed over. GH has highlighted fact that what site manager has informed GH should be considered common is significantly different to what is highlighted in Cala plan provided to RMG. Also, large area where Cala compound was, has been put down to grass. RMG have had to temporarily maintain this area (grass cutting) Area is to be planted as woodland by consortium.

**Miller Phase 1.** Hedge / shrubs at corner of Partridge Place / Linnet Drive which has been subject to complaints to RMG has been confirmed as private. RMG had shrubs cut back clear of footpath / parking bay as a courtesy and owners informed this is their responsibility going forward. GH visited property personally. “Dead end path” that had not been included in previous maintenance cycles now being attended to.