



Woodilee Village Residents Association Quarterly Meeting

Property Managers Report – Gordon Howie

Date: Tuesday January 29th 2019
Time: 7.30pm
Location: Lenzie Union Church Hall

Update / Progress / Achievements

General

Drop-In Surgeries. RMG Scotland drop-in surgeries have been put on hold over busy Christmas period. GH to resume February onwards. To date, 4 drop-in surgeries have been held.

Newsletters. GH preparing winter newsletter to coincide with notification of next surgery. To be issued via RMG living.

Recent issues with invoices / accounts. GH has been advised the issue with factoring re-charges being added to customer's balances has been reviewed and resolved. GH advised this was due to an operational IT system.

Debt Recovery Process Update

Following on from the last action / update (23.10.18) being demand letters issued by solicitors, Hardy McPhail, as instructed by RMG Scotland, approx. 11k was received.

The current debt at Woodilee Village is now approx. 21k (subject to balances being resolved following sales)

Approx. £16,100 consists of accounts due for legal referral. (Notice of Potential Liability & Court Action)

Approx. £2400 consists of accounts below the threshold for legal referral which RMG credit control department will continue to pursue.

Following on from the last update, a number of clients have entered into direct debit / repayment plans and we will continue to monitor these and refer for debt recovery where appropriate.

There are a small number of accounts where properties have been sold, which require to be finalised on our systems.

The issues with our online client portal, RMG Living displaying erroneous balances, has now been remedied. Unfortunately this has created confusion for clients in addition to RMG staff. We have delayed referring accounts for legal action due to this issue, as well as the festive period. Legal referrals have now been passed to RMG Scotland solicitors. Please accept our apologies for the inconvenience.

Service Charge Accounts 1st May 2017 to 30th April 2018. GH has been provided with fully reviewed accounts today. Initially advised there would be a deficit but full review carried out by EB has resulted in a surplus of £2215. GH to amend surplus letter tomorrow and issue to all via back



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office team. Again RMG appreciate this review was not achieved within intended timescale but outcome has proven to be in owners best interests.

Grounds Management, Maintenance and Improvement works.

Estate.

Main entrance to spine road. GH aware there is an on-going review by the consortium / EDC planning regarding installation of hard landscaping features here. GH will receive notification of changes when finalised. GH asked to replace failed conifers here as part of these works however does not feel it appropriate to consider instructing planting until major works are complete.

New link to first section of bridle path. From meetings with EDC and the consortium, GH has established consortium are to install a “missing link” between the developments main entrance footpath and the bridle path behind the Charles Church parcel. To assist with this, Root One have been clearing area where path will be installed. Consortium have asked GH to demark new paths location using re-cycled logs from planned tree works.

Root One have also used woodchips generated from ongoing winter works to improve bridle path surface / levels as requested by consortium / EDC.

Provision of winter services. Additional salt bins installed / existing bins relocated. Ongoing review being carried out by GH to monitor volumes of salt required. “Frequent use” bins identified / being monitored for inappropriate use.

Spine Road. Further mulching works recycling chippings from ongoing pruning works / planned tree works being carried out. Test planting at entrance seems to be establishing, plan to continue moving inappropriate planting from Ninian Crescent to entrance area. Contractors asked to look at woodland meadow seed mix for sowing in spring. Litter picking and kerb line maintenance not improving here as requested. Considering changing contractor.

Kerb edges / Road Sweep. Road sweep / kerb works has had positive impact. Root One clearing areas not accessible by road sweep as part of winter cycles. GH has asked Root One to limit herbicide spraying to roadside kerbs going forward to mitigate damage to private garden boundaries as a result of spraying pin kerbs.

Bridle Path. Confirmation from consortium that works have been instructed as agreed during meeting with consortium / EDC. A survey has been carried out and identified areas to be subject to drainage. Works to include the supply and installation of hard-core aggregate to build up levels. Upon completion, GH to inspect and review with consortium. GH to continue utilising recycled woodchip from up-coming tree works to build up “soft spots”

GH has a meeting with tree surgeon scheduled for this coming Thursday. Looking to obtain costs to supply squad and tracked chipper to work along bridle path behind Charles Church and Springfield 1, clearing deadwood, fallen debris and cutting back undesirable woody material, chipping waste onto bridle path as the progress. Also looking at possible means of addressing reports of poor TV reception.

GH reviewing proposed stairwell repair works. Looking to action in conjunction with consortium works for logistical reasons. (Transportation of materials.)



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Woodland Stock / Trees. Tree survey audit completed and submitted and itemised costs obtained for works recommended. Further reviews with EDC Arboriculture officer has been necessary to seek approval for recommended works. Arboricultural officer has requested a number of amendments to report. Requests mainly concerned with deferring works for a specified monitoring period. GH meeting tree surgeon Thursday 31.01.19 to amend costs and instruct accordingly. Estimates for costs relating to 2019-20 budgets also being reviewed for on-going budget preparations.

Proposed additional planting / Repair works. Planting of mixed bulbs now completed in “willow bank” and Memorial way. Emerging Daffodils in Memorial Way being monitored for signs of frost damage. Drainage swale drains, filled with gravel and turfed over. Additional planting of thorny shrubs being installed along sides of the crib wall to rear of the Persimmon parcel to address issues raised by owner here. Additional shrub planting installed in woodland drift area rear of Springfield 2 SUDS pond. Currently looking to establish what tree planting current budget will allow / plan for next years costs.

Land Grab Issues. Issue rear of Cala 2 now resolved and ground reinstated. EDC currently resolving minor issue with owner Springfield 1. GH now reviewing historical issues rear of Springfield 1

Legacy Dumping / Historic Waste Bothlin Burn. GH has sent follow up email in regards to November’s initial enquiry with specialist contractors with a view to surveying areas subject to dumping and establishing costs for phased action to address.

Updates regarding additional works to be completed by Consortium.

GH continues to work closely with the consortium / EDC to ensure works carried out by RMG are in accordance with original landscape schedule and to ensure we are kept up to date with any reviews relating to incomplete works / amendments outstanding. GH not privy to exact detail of these reviews but is being informed as and when changes requested by EDC are being actioned by consortium. Progress with these reviews is taking significant time to resolve but are in the best interests of all concerned and will provide best value for owners.

Area put to grass rear of Cala 2 (former compound site) – GH advised preparing budgets for next year and does not intend to include costs for grass cutting in majority of this area. Consortium confirmed woodland drift planting to be completed here before the end of March

Area between Springfield 2 and “Teenagers play park” / Basketball court. – Confirmation received that woodland drift and woodland edge planting will be installed here before the end of March.

Incomplete footpaths, area between Springfield 2 and “teenagers playpark” / Basketball court – GH advised works are to be carried out in conjunction with tree planting here.

Drainage issue footpath linking Springfield 2 Ballantyne Brae and estate path between Springfield 2 / Persimmon – Consortium have confirmed area has been surveyed and works to address instructed. GH has raised concerns about the way retaining wall here has been finished. GH also advised Root One are having to salt path here during low temps to address ice hazard.



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Issue with levels, link paths between Miller 2 and new section of bridle path. Consortium have confirmed works to build up levels and address some drainage issues here have now been instructed. GH to conduct further review with consortium upon completion and to discuss outstanding agreement for consortium to build up soil levels / address issue with raised kerbs in area between Miller 2 and Fauldhead.

Tree planting on bunds, entrance to Cala 1. Much of the tree planting here has failed. On-going inspections suggests failures down to a combination grazing damage and poor growing conditions. GH believes bund to be mostly made up of spoil material such as rubble. This would result in leaching of nutrients and poor water retention, which with the prolonged periods of drought over last summer would have greatly contributed to number of failures. GH to discuss with consortium.

Culvert works off spine road – Costs for works instructed on behalf of Consortium by RMG have now been recovered.

Bollards. – The number of damaged or missing bollards throughout development is significant. GH has highlighted specification for bollards at development is an issue and consortium reluctant to replace as a result. GH looking to review with EDC roads department. Established missing bollard on path from Stoneyettes road is a factoring issue. Specifications obtained from consortium, costs requested.

Development Parcel Update

Cala 1. Litter bin removed from play area. Dog bin obtained from council. Located next to footpath for servicing. This removes costs for removal of dog waste / specialist cleaning of bin going forward.

Charles Church. Missing road sign recovered and reported to developer. Proposed change to grass cutting operations in the “old avenue” area for next year. Continued reports of street light failures.

Springfield Phase 1. Continued reports of streetlight failures. Common areas confirmed and included in maintenance cycles. Requests from owners to increase frequency of works carried out on fence backs / bridle path. Issue with TV signal at one property.

Miller 1. Developer has confirmed works were instructed to address blocked drain on Lapwing Avenue / street lighting issues. GH highlighted no action evident following routine inspections. Improvements in “dead end lane” scheduled. Weeds sprayed and hedges shaped.

Miller 2. Root 1 clearing silt build up from problem kerb side. Issue reported as well as blocked gullies which developer has advised is being looked at. Levels between common woodland and footpaths to be addressed by consortium. Fence backs and bunds along bridle path been strimmed and cleared. Propose including this more frequently in next year’s grounds maintenance specification. Tree pits renovated and failed specimen trees removed (GH to discuss with developer)

Persimmon. Request received for additional salt bin in Farmers Gate. No bin installed here due to the car park layout. Possibly look at relocating one from Farm Wynd? Recent works to remove Gorse bushes from estate area front of Tower gate subject to complaint from owner. GH has advised Gorse removed in interests of continuity and is appropriate to the landscape plan.



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Springfield Carresbrook Av (adjacent to Fauldhead area). Common areas now included in maintenance cycles as per hand over.

Springfield 2. Common areas now included in maintenance cycles as per hand over. Some failed plants to review with developer. High volume of complaints regarding parking / lack of spaces. GH has observed vehicles parked on grass verges and looked to raise issues with homeowners believed to be responsible. Issue with owners accessing SUDS pond and climbing common fence here for shortcut to local schools. Fence repair instructed with additional thorny planting. GH reviewing who is climbing fence / causing damage. GH has received confirmation that consortium are to complete footpath link that has been blocked off at present on North East boundary. Woodland edge boundary to be planted by consortium.

Cala Oxgangs (Oxgangs at Woodilee). Full deed review carried out by GH. Budget, supplementary notes, scheme schedule and RMG introductory / welcome packs prepared by GH for issue by back office team. GH believes issue with handover information provided by site manager has been resolved and measures put in place appropriate to the deeds and in the best interests of owners concerned. Confirmed Oxgangs is considered a “stand alone” development and owners do not contribute to Woodilee greater estate. Owners are liable for the Suds pond and Terramesh wall. Grass cutting operations were carried out Aug – Oct as instructed by site manager costs for which have been included in budget prepared. Only areas identified as common in deed plan to be attended to going forward.

Points for consultation / review as per Residents Association email 25.01.19

Update regarding progress and outstanding issues currently referred to the consortium and / or EDC Council for action

Current ongoing issues detailed within this report. EDC are becoming more involved and have advised that they may consider enforcement action where support from the consortium is not forthcoming regarding requests for landscaping / remedial works. GH believes this should provide reassurance to owners who have raised concerns.

GH wishes to emphasise that, as PM for development, he is not in a position to influence these reviews, nor is it appropriate for him to try to do so as he has to maintain a productive working relationships with both parties. However, GH continues to communicate with both parties to establish how he can help progress with necessary actions and to ensure he is kept informed of all proposed alterations as he works to improve grounds maintenance works and budgets accordingly.

Events and Christmas updates. Enquiries have been made regarding process of applying for / installing a metered electricity supply for community events. Enquiries made with specialist companies for supporting community events if there is a desire for such going forward. Plans to be confirmed to allow budgets accordingly. Such events require prior notice to RMG to outsource to specialist contractors on behalf of owners.

RMG Twitter. Inquiries raised regarding area of land within Sanctuary / Commercial parcel enclosed by Herras fencing. Owners looking to create a community garden here. GH has asked Twitter team to advise RMG do not manage this area. GH inquiries to be submitted to planning department for update regarding development of Children’s Nursery here



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Maintenance schedules and Cycles.

Requirements for spring / summer maintenance schedules / cycles have been reviewed throughout GH time with RMG. Numerous amendments have been made throughout season to include a significant number of areas not included in the contracts inherited or the 2018 – 19 budget prepared when GH first joined RMG. This resulted in a very challenging first season at the development and GH would like to highlight important role Root 1, as the contractor responsible for the majority of the site has played in adapting to constant changes. Summer cycles were working well towards end of season. Over winter period, Root 1 management have worked with squad leader to develop a winter schedule, which has been actioned over the past few months and has led to numerous improvements. Root 1 manager was on paternity leave over December and has recently returned. GH now has site inspection meetings scheduled over next week or so to finalise proposals for next year's works and amend estimates for budgeting purposes following consultation on a small number of points with RA as follows.

- **Grass Cutting frequency** – no set number of cuts. GH recommends we continue with requirement for grass to be cut as required as per agreed frequency of visits (i.e. fortnightly summer monthly winter)
- **Spine Road.** – 1.) Going forward include strim of banking from black entrance arch, round corner along footpath edge past where new “missing link” is to be installed. 2) Propose a “clearance strip should be maintained between crash barrier and woodland area on left as you enter development via spine road approximately 2 metres wide. Will help with litter picking access. 3) Keep grass bank on spine road footpath strimmed and cleared from entrance to Spider bridge flats link path. Look to transplant shrubs from here to spine road shrub beds. 4) Include annual shrub bed prune / removal of epicormic growth from lime trees. 5) specify that kerb lines and Spine road to be subject to clearing / blowing over winter visits.
- **Spine Road Path.** Possibly include spreading of salt along length of path as part of routine visits during low temps. Possibly look at a further two salt bins here?
- **Grass area between James Salmon Building and Spider bridge flats.** Budget to continue with periodic grass cutting. Established there should be tree and shrub planting here but not notified of any planned consortium works to date.
- **“Avenue of trees”** between Spider bridge flats and Charles Church houses. Previous specification advised area to be maintained as meadow grass / not part of greater estate. GH questioned this as obviously part of estate. Propose rough cuts should be carried out at same time as other grass cuts for continuity. Been subject to complaints from owners who feel area is not being maintained appropriately
- **MUGA / Toddlers playpark.** Propose regular routine strimming of fence backs here
- **Memorial Way.** Areas planted with bulbs not to be subject to routine grass cutting. Areas to be maintained as woodland drift / meadow grass “islands” defined by amenity grass borders.
- **Area rear of Cala 2 / Ninian Crescent.** Grass from roadside to the series of island beds to be maintained as amenity grass as before. Area that runs from shrub planting here, down through where the CALA compound was, to be subject to Woodland planting and maintained as per rest of estate boundary here. GH aware there is an issue with the pre – existing right of way not being re-instated / cleared as per original development plan but advised of no plans for alterations to site lay out here other than the woodland planting.
- **Kerb Lines.** Propose including at least one annual application of herbicide to all road side kerb lines to help control weeds.
- **Woodland Drift planting. Greater estate boundaries.** Recent programme of works to thin trees remove “the 3 D’s” and strimming and clearing of vegetation has greatly improved areas



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and helped with litter picking. Propose this should be included annually and include strimming of all developer parcels fence backs. Propose to keep strim of woodland drift / grassland meadows either side of path between Springfield 2 and Persimmon as 2 x per year due to location. Removal of Gorse bushes / self-seeded inappropriate planting to continue.

- **Additional hedge trimming works required.** Additional planting installed either side of crib wall to rear of Persimmon parcel will need annual trim and shape. Minimum increase to costs as a result.

Review of maintenance costs / budgets. Update.

Grounds maintenance (inc additional areas, remedials and additional repair works

To date total expenditure for all Root One works £53748.00.

To date total expenditure for all DSMcG works £8199.04

To date total expenditure for all Living Green works £3360.00

(includes works for renovation of spine road, removal of fly tipped waste, removal of dog waste, road sweeping, bulb planting, turfing, fence repairs and additional planting, Christmas etc.)

Winter Services. To date works to re-position bins, supply an additional 16 bins and supply salt as required / requested. Total cost aprox. £4500. Landscape delivery costs for 21.12.18 tbc. Budgeted for £8000

Tree works – Recently completed tree audit recommends works within current budget period Estimates received for these **£7260 + £9540 (£16800)** Recommendations subject to amendments requested by EDC. This survey more in depth than previous one. GH looking to defer works where possible on EDC approval.

Tree survey – total cost £1200. Budgeted for £1314.00

Reserves Currently available.

Sinking Fund £10322.41

Reserve £313660.24

Tree Reserve £9589.85 (TBC.)