

# Woodilee Residents Association

Committee Meeting CM2021-01 – 7pm, 19<sup>th</sup> Jan 2021 – Online MS Teams Meeting

## Minutes

### 1. Welcome and Apologies

Ewan opened the meeting, welcoming attendees to the meeting.

In attendance were:

- Ewan Miller (EM)
- Paul Ellison (PE)
- Gordon Jahn (GJ)
- Neil Logue (NL)
- Marie MacAuley (MM)
- Stuart McIntyre (SM)
- Shona Angus (SA)
- Matt Davidson (MD)
- Joanne Hogan (JH)

Apologies were received from:

- N/A

### 2. Approval of Minutes and Matters Arising

#### a. Last Committee Meeting Minutes

Previous meeting minutes are approved and published at <http://www.woodilee.org.uk/committee-meeting-cm2020-12b/>

#### b. Matters Arising - Ⓐ items from minutes

Reference	Action	Assignee
<b>AGM2020 – 3.2</b>	Investigate / provide missing accounts information for 2018/19 and 2019/20 periods	RMG / PE
PE: 2018/19 has around £7k of unvalidated expenditure. Reviewing some invoices charged multiple times. One acknowledged, one not. Asked for explanation of how this could occur. Trying to generate balance sheet position to get to a position for today but without access to all the underlying records, the only way to ensure it stacks up is to work through and see if it balances. Queries outstanding with Megan at RMG. £2-3k out each year. Culvert liability of £3k (2017-18) was RMG but seems to have been paid by Woodilee – trying to ensure if Woodilee paid, it was also paid back when reimbursed by the consortium.		
SA: Added that new accounting system would result in us being provided with an income and expenditure summary c/f budget. Never seen these documents. Megan or Melissa had explained this to Shona but seems to be “all talk, no walk”. Shona will provide email.		
<b>Keep action open on the 4/5 queries.</b>		
<b>CM2020-12 – 4a-2</b>	Gordon will set up a Google Drive with the files/structure he has available and share with the group	GJ
<b>Completed / Close</b>		
<b>CM2020-12 – 5a-1</b>	Ewan to follow up on the WRA FOI request	EM
EM: Eventually provided with the information.		

Reference	Action	Assignee
<p>GJ presented the asbestos section from the JPB report (see files attached to CM) Discussion concluded that council probably had not asked for sampling in woodland area during construction but it appears that the consortium fulfilled the requirements of the environmental remediation</p> <p><b>Completed / Close but follow up under asbestos concern / work with Melissa / RMG</b></p>		
<b>CM2020-12 – 6d-1</b>	Ewan to seek details from RMG on Property Management services provided including expected number of onsite visits to proactively identify issues and assess contractor work	EM
<p>EM: Finding out what we should be getting. Melissa sent details over. SA: Pointed out that the response to the complaint had higher levels promised.</p> <p><b>Completed / Close – Hold details on file</b></p>		
<b>CM2020-12 – 7a</b>	Gordon to reintroduce revised constitution at a future meeting	GJ
<b>Carry Over</b>		
<b>CM2020-12b – 2b-1</b>	Agree process to get regular site debt updates / follow up information	PE
<b>Carry Over to Discussions with Megan/RMG</b>		
<b>CM2020-12b – 2b-2</b>	Look at RMG performance against SLAs – performance appraisal	NL
<p>NL: Brief was to review them against standards. The report was circulated to Committee members and provides a comprehensive review of RMG's performance including detailed recommendations for improvement which, it is hoped, will allow both parties to establish, if possible, a basis for delivering an improved factoring service. EM: Getting weary of the backlog of requests and slow rate of replies, lack of evidence of either management or controls. Melissa doesn't seem to have much support with RMG but better investigating moving on. PE: Agree with comments, but look to provide feedback to RMG explaining the failings and where we believe they should improve, even if we're not necessarily bothered whether they improve or not EM: If there's any discussion on improvement, hard deadlines really need to be agreed and met or we move on – it's a commercial relationship that should be respected NL: Share the scepticism of other members of the Committee about RMG's will or capacity to improve.</p> <p><b>Completed / Close – Roll forward onto relationship with existing / new factor</b></p>		
<b>CM2020-12b – 2b-3</b>	To start benchmarking alternative providers, James Gibb (LPM), Hacking and Paterson, Spiers Gumley	EM
<p>EM: Reported that discussion with Spiers Gumley recognised that many factors will not engage until the permission to appoint is clear. Suggest perhaps getting a mandate from householders and RMG acknowledgement SA: Questions whether we move to have RMG send out a letter informing people of this Discussion progressed on whether an EGM was required (PE), what would happen to debt, etc, but the key first step was to get the permission from residents to appoint (EM). Question then raised over whether the engagement would come with people not understanding either existing issues or what might change (SM/NL). EM suggests sharing the report (CM2020-12b-2b-2) with RMG and understand the lie of the land before planning next steps.</p> <p><b>Closed; new actions will follow-on</b></p> <p>Ⓐ <b>NEW action to send the report on to RMG (EM)</b> Ⓐ <b>NEW action to subsequently post invite for views on website / Facebook (EM)</b></p>		

Reference	Action	Assignee
<b>CM2020-12b – 2b-4</b>	Obtain from RMG last 4 maintenance reports from Active Playground who are contracted to identify and resolve H&S issues on playgrounds	EM
<p>Two separate H&amp;S based reports are charged for – one for the Woodilee estate as a whole and one specifically for play areas.</p> <p>Play areas should be inspected and reported on quarterly by Active Playgrounds who charge £450 per quarter or £1800 per annum.</p> <p>The Woodilee estate H&amp;S report is carried out by Osterna – a subsidiary of the same group as RMG – which should be carried out annually according to the service level agreement and is charged at £600.</p> <p>No reports from either Active Playgrounds or Osterna have been shared with either the committee or residents to date. Copies of the last four playground reports and the last two annual H&amp;S reports have been requested from RMG. Lack of documentation is concerning.</p> <p>EM noted that he'd had feedback from someone in the Industry that Active Playground are commonly used by other factors and will almost certainly be generating the reports, but they have maybe been lost or ignored by RMG. By default, they will not repair anything – this should then be managed by the property manager.</p> <p><b>Reports not received – carry this item forward.</b></p> <p><b>Suggest sending the performance report including this as part of the failing to respond to routine queries.</b></p>		
<b>CM2020-12b – 5-1</b>	Produce a sign / slide encouraging acceptable MUGA use with "Do's and Don't's" to be posted	NL
<p>Proposed sign in pack for meeting.</p> <p>JH expressed that bookable / managed is difficult to work (GJ / NL agree) but PE points out that the lack of any rules leaves us where we are with a free for all. SA pointed out that some residents also attend the classes so it's unfair to restrict away from groups completely.</p> <p>EM – problems really started with Ultimate Fitness but difficult to enforce anything without understanding liability, etc.</p> <p><b>Ⓐ NEW Recirculate these for comments (GJ)</b></p> <p><b>Carry over pending resolution to the next action.</b></p>		
<b>CM2020-12b – 5-2</b>	Seek better understanding of the legal position and what the Committee can or cannot do in respect of restricting use of the MUGA should this continue to be an issue	EM
<p>Ewan still trying to understand the legal position. Melissa's boss agreed it was a Woodilee owned facility. Trying to understand the liability position with the PL insurance folk.</p> <p><b>Carry over</b></p>		
<b>CM2020-12b – 8</b>	Place a post on the WRA website / Facebook advising of the planning applications in the new year (GJ)	GJ
<p>Aldi update posted</p> <p><b>Carry over to post when Aldi and Cala application go live</b></p>		

Reference	Action	Assignee
<b>CM2020-12b – 10-1</b>	Check what should be the correct process for roads, drains, lighting faults	EM
EM – Melissa advised to email her and she'd pass it on but a resident says she's not dealt with it for 14 weeks.		
<b>Closed</b>		
<b>CM2020-12b – 10-2</b>	Advice on street lighting (+roads and drains) with contact details to website	GJ
As per above, email to Melissa but SA suggests also passing on to relevant developer. GJ still to complete, so write post advising on double-reporting to try and get things fixed quickly.		
<b>Carry over</b>		
<b>CM2020-12b – 10-3</b>	Draft query to RMG requesting details of outstanding planned maintenance, costs to understand how and when this will be instructed	SA
Shona has sent this around; includes the (mythical) drainage report (2020) and the bridge repairs. Question why not picked up in the walkround.		
<b>Ⓐ NEW SA to pass on to EM for sending on to RMG to see what happens</b>		

### 3. Update on Accounting Queries

Accounting query update was carried out as part of previous actions; status is largely as last month with insufficient information provided by RMG to be confident in the accounting operation.

Actions on reviewing accounting queries from the AGM - AGM2020 – 3.2 and on debt - CM2020-12b – 2b-1 – still cover ongoing work in this area.

### 4. Managing Agent Performance

Again, the action review carried out gave rise to several discussions including the performance review undertaken by NL. This resulted in two follow-on actions, CM2021-01-4-1 and CM2021-01-4-2 to plan next steps.

### 5. Update on Asbestos situation

The FOI request from the council returned the environmental statements and it was clear that the asbestos checks and remediation happened around the buildings that used to be on the site. A plan to originally leave some asbestos buried on site was later changed and – to the best knowledge of the consultants – all asbestos found had been removed.

Despite this, the consortium were left with instructions to investigate any suspicious fibrous material but it can only be assumed that they did not encounter the suspect material during their several years working on the site.

The next step here is to await results from the sampling to confirm the presence of asbestos and then next steps will be considered.

### 6. Persimmon Wall Area

A resident contacted the RA regarding a wall area between Persimmon and Springfield Phase 2 areas that has been a cause of concern for some time, requesting initially that the RA be made aware and whether further action could be taken.

Before the meeting, it was suggested that Persimmon were now looking to install additional fencing to address safety concerns, but it was not clear if residents felt further work may be required.

The RA supports the view that the site should be safe and that builders should have left the site in a suitably safe state. Having made the RA aware, the next step here is to understand better the status of the request and what may be required.

#### **7. MUGA Use**

MUGA use was discussed again and NL provided a draft of some Dos and Donts.

Action CM2020-12b-5-1 left open pending resolution, GJ took new action to circulate the latest draft of this for comment (CM2021-01-7). CM2020-12b – 5-2 to understand the legal position of restricting use of the MUGA remains open.

#### **8. Aldi Update / Consultation**

A follow-up consultation is taking place on 26/1/21 – this was advised on the WRA website. CM2020-12b – 8 kept to post information on the planning applications when they go live.

#### **9. Council Liaison Update**

Tom Gray contacted – the Aldi site looking for a wider plan – concerned about walking and cycling infrastructure. Also contacted Waterside CC for anything relevant from there.

#### **10. AOCB**

- SA suggests budget review before end March.
- PE get budget date to be able to arrange meeting.
- PE flagged that as the Root One contract would be due for renewal in April it would be prudent to ask RMG to share the spec they intend to issue to vendors upon which to base quotes. It was noted the previous year Root One quote (shared by RMG) was not of sufficient detail to clearly measure performance. EM took action to request this spec from RMG for committee review.

Ⓐ NEW EM to request Root One spec for review

#### **11. Agreement of Future Meeting Dates**

The next meeting will take place on 16<sup>th</sup> Feb @ 7pm.

#### **12. Close**

EM passed on his personal thanks to Neil for his work on the RMG performance report.

SA wanted to mention that she felt that Root One had done a decent job of dealing with the estate throughout the icy period.

## Summary of Outstanding Actions After Meeting

Reference	Action	Assignee
<b>AGM2020 – 3.2</b>	Investigate / provide missing accounts information for 2018/19 and 2019/20 periods	RMG / PE
<b>CM2020-12 – 7a</b>	Gordon to reintroduce revised constitution at a future meeting	GJ
<b>CM2020-12b – 2b-1</b>	Agree process to get regular site debt updates / follow up information	PE
<b>CM2021-01-4-1</b>	Send performance report on to RMG	EM
<b>CM2021-01-4-2</b>	Invite views from residents r.e. factors	EM
<b>CM2020-12b – 5-1</b>	Produce a sign / slide encouraging acceptable MUGA use with “Do's and Don't's” to be posted	NL
<b>CM2021-01-7</b>	Recirculate the MUGA Dos and Donts for comments	GJ
<b>CM2020-12b – 5-2</b>	Seek better understanding of the legal position and what the Committee can or cannot do in respect of restricting use of the MUGA should this continue to be an issue	EM
<b>CM2020-12b – 8</b>	Place a post on the WRA website / Facebook advising of the planning applications in the new year (GJ)	GJ
<b>CM2020-12b – 10-2</b>	Advice on street lighting (+roads and drains) with contact details to website	GJ
<b>CM2020-12b-10-3-1</b>	Shona to pass details of the bridge state on to Ewan as part of RMG comms to enquire about why the maintenance seems to have lagged so much and left us with a bridge in need of repair.	SA
<b>CM2021-01-10</b>	Request Root One spec for review ahead of renewal	EM