

Woodilee Residents Association

Annual General Meeting 2020

November 17, 2020 at 7.00pm

Zoom Online Meeting

Minutes – DRAFT

1. Welcome

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

An attendee list was been retained by Acting Secretary, Gordon Jahn

2. Approval of 2018 Minutes

The Woodilee RA 2018 AGM minutes were confirmed as having been circulated and attendees were invited to make any comments.

No comments were made by those in attendance.

Gordon Jahn therefore proposed that the WRA 2018 AGM minutes be accepted, and this was seconded by Shona Angus; the WRA 2018 AGM minutes are considered accepted.

3.1 Chairs Report

Lynn presented the Chair's report. This is provided in Appendix 1.

3.2 Treasurers Report

Shona Angus presented the Treasurers report. This is provided in Appendix 2. Note this was updated following the meeting when further information was supplied by RMG. It is for the Treasurer/Committee to decide whether the action is closed.

Shona noted that the report is somewhat out of date as audited accounts have not been made available for 2018-19 or 2019-20, despite requesting these. Melissa explained that the last two emails from Shona requesting these were not received. Also explained that whilst she requested the information be provided by Finance, she cannot take ownership for their failure to follow up on the WRA request for information. Woodilee is the only development where information has not been provided when requested.

Ⓐ Lisa Pieper and Melissa Syme to investigate missing information on 18/11/2020

3.3 Property Manager's Report

Melissa Syme of RMG Scotland presented the Property Manager's report. This is provided in Appendix 3.

The amount of debt was reported as considerably higher than the figures provided in the Treasurer's report, so an explanation of the correct figures was sought.

- Ⓐ Melissa Syme to investigate correct debtor information and pass on via contact@woodilee.org.uk

4. Election of Office Bearers

Election of office bearers took place; in each case the office bearers were uncontested but any objections were sought from the meeting attendees.

- Chair - Ewan Miller, seconded by Ronan Smith
- Treasurer - Paul Ellison, seconded by Graeme Middleton
- Secretary - Gordon Jahn, seconded by Simon Fraser

5. Appointment of Committee Members

In addition to office bearers, several people volunteered to become or remain involved with the Residents Association as Committee Members, as listed below.

- IT Support: Tony Lowrie
- Ordinary Members:
 - Dias John
 - David Hunter
 - June Powell
 - Neil Logue
 - Andy Gilpin
 - Stuart McIntyre
 - Shona Angus
 - Marie MacAulay

6. Phase Representatives

Lynn explained the role of phase representatives, especially in terms of continuing relations with developers prior to adoption of facilities by other bodies. Several owners volunteered to be involved as phase representatives:

- Charles Church: Graeme Middleton
- Cala 2: Shona Angus
- Persimmon - David Hunter
- Miller 1: Stuart McIntyre/Neil Logue/Dias John
- Miller 2: *None appointed*
- Cala 1: *None appointed*
- Springfield 1: *None appointed*
- Springfield 2: *None appointed*
- Carresbrook/Fauldhead: *None appointed*

7. Close

The business of the Annual General Meeting was closed by Lynn Pike.

The next committee meeting will be scheduled for 1st December at 7pm.

Appendix 1 : Chair's Report

The Chair's report is included in full following this page.



Chair's Report

For the Woodilee Residents Association
2020 Annual General Meeting



Contents

1. Community Council Boundaries	Page 3
2. Woodilee Village Noticeboard	Page 3
3. Open Reach Works	Page 3
4. Christmas Event	Page 4
5. Drainage Issues	Page 4
6. Stairs Phase 1	Page 4
7. Stairs Phase 2	Page 4
8. Bridge Deterioration	Page 5
9. Fallen Tree across Bothlin Burn	Page 5
10. Legacy Waste	Page 5
11. Suspected Asbestos (A)	Page 6
12. Suspected Asbestos (B)/Legacy Waste continued	Page 6
13. MUGA Use	Page 7
14. Litter/Signage	Page 7
15. Love Lenzie Photography Competition	Page 7
16. Inspection Walk Round/Report	Page 8
17. Damage to Common Ground	Page 8
18. Rhododendron Control/Invasive Weeds	Page 8
19. Weed Spray and Kerb Sweep	Page 8
20. Ground Maintenance Contract	Page 8
21. Common Maintenance Charge Debt	Page 8
22. Property Factoring Service	Page 9



Hello and welcome to the 2020 Chair's Report for the Woodilee Residents Association. This report has been prepared for presentation at the 2020 Annual General Meeting.

2019 proved a challenging year for the committee as some of our volunteers found it increasingly difficult to find the time to support the Association, including myself, and others opted out altogether. The remaining members did what they could to keep the committee going and worked hard to address the pressing issues. During this time, the RMG Scotland office also underwent a changeover in personnel, with Elaine Bald and Gordon Howie both leaving the company after less than 18 months in their roles. This left Woodilee without RMG representation until Melissa Syme was re-instated as the Property Manager last August. Unfortunately, the lack of volunteer involvement and time restraints lead to the 2019 AGM not being called, and we can but offer our apologies for this oversight. I returned to the role of Chair earlier this year when we agreed renewed effort was required to grow the committee, and then we were forced into Covid lockdown.

Despite the challenges, the committee have continued to work through a considerable range of issues affecting Woodilee and its residents, and I have tried to detail as many of these as I can in this report:

1. **Community Council Boundaries** – members of the committee made a concerted effort to engage with the local community councils at both Waterside and Lenzie to discuss the ongoing matter of community council representation for Woodilee. Meetings took place with Martin Cunningham (EDC Officer), but a confirmed outcome is still awaited.
2. **Woodilee Village Noticeboard** – in recognition that not all residents like to use social media platforms and requests for notices to be shared by other means a notice board was sourced and erected on the north side of the Menzies Drive pedestrian crossing between Rutherford Drive and Stoneyettes Drive.
3. **Open Reach Works** – following installation of temporary traffic lights last December it came to our attention that Open Reach were undertaking installation of a new double cabinet in an unauthorised location for which they did not have the necessary permissions in place. Committee members worked with Melissa, and met with the Open Reach representative and the Project Director for the installation works to discuss both the intention and the best way to progress. The meeting also led to a discussion regarding the installation of 'fibre to the premises' (FTTP) cables, as an alternative to moving the existing FTTC ('fibre to the cabinet') capacity into a newly located cabinet. Morrison Utility Services were on site this summer to install the FTTP cables using existing ducts. Following more recent works by Virgin Media, to install their own cabinets and power stores, residents now have a choice of higher speed fibre broadband providers.



Woodilee Residents Association

4. **Christmas Event** – a much smaller scale festive event was offered in 2019 due to continuing issues with lighting for the Christmas Tree and fewer volunteers being available to help. Many thanks to the 12th Glasgow (1st Lenzie) Scout Group for the loan of their shelter, equipment, and much needed support. The hot chocolate and marshmallows went down a treat, and those who attended were in fine voice for the carol singing. Our community gathering raised £116.90, which was donated to DeafBlind Scotland.
5. **Drainage Issues** – as many residents will have noted, poor drainage and water run-off management continues to cause problems underfoot on many of the pathways around the estate, causing issues such as erosion to the surface, an obstruction of silt build up, or with waterlogging, making passing difficult. A request was made to Melissa to have the drainage assessed properly and recommendations given for resolution. A report has been prepared by Envirocentre but has yet to be presented to the committee. We did previously insist the Consortium make improvements to water run-off and damaged pathways, with some elements of works carried out, including the re-engineering of the culvert off Menzies Drive. Disappointedly the culvert still seems unable to cope with the volume of water passing through, which has once again caused the stairs into the woodland to be washed away and access has been closed off until repair works can be carried out. Other additional works included extra drainage channels being installed in the woodland trail and on the bridle path behind Saltmarsh Drive, both with limited success. It is apparent further measures will be required to improve drainage and maintain access and path finishes to a better standard.
6. **Stairs Phase 1** – Phase 1 of the repairs to degraded stairways was carried out in 2019 when the stairs to the rear of Rutherford Drive leading down to the Strathkelvin Railway Path, linking Kirkintilloch with Moodiesburn, became a liability issue following injury. Being considered a health and safety hazard, arrangements were made to resolve the situation as a matter of priority, as is permitted for maintenance items of a non-routine nature under our Deed of Conditions. These Phase 1 stair works were carried out by Root One East, who are a separate legal entity to Root One West (our grounds maintenance contractors). Additional quotes were sought but not tendered, the size and topography of the area putting many companies off. It was imperative the re-design was of an improved standard to traverse the steep banking as well as being suitably robust and of hardier finish to withstand weathering. It was the preference of the committee to utilise Reserve Funds to cover the costs of replacement, however, RMG took the option to collect the costs under separate cover. The new stairs offer a significant improvement on what was previously installed and are much easier to negotiate.
7. **Stairs Phase 2** – Phase 2 of the stairs works will cover the longer curved stairway leading south and west from Cala 1 towards the Bothlin Burn, the eroded stairs surrounding the quarry pond (beside the SUDS nearest the Auld Aisle cemetery) plus the stairs leading to the play park beside Cala 1, as well as the eroded stairs at the cut through to the bridle path from Rutherford Drive. There is no agreed timescale for these works to be completed yet, and further tenders still need to be gathered. It is evident further phases of stair repairs will be



Woodilee Residents Association

required as a considerable number of the estate stairways now require attention, including those from Menzies Drive down towards the Bothlin Burn, as well as the stairs leading from Cala 2 down through the bluebell woods to the foot bridge that leads over towards the cemetery. All the stairs require at least basic works to reinstate their current whin dust finish, which we have been informed meets the agreed council specification. An alternative, more durable finish would require all stairs to undergo a full re-assessment to properly determine a more suitable surface that would minimise erosion from reoccurring. In some cases, the repairs require a major re-design of the stairs to address other issues that are developing, including tread wear and handrail requirements, changes to which are likely to be at a significant cost to residents.

8. **Bridge Deterioration** – the bridges that cross the Bothlin Burn are also in need of attention. It was noted on a recent walk round that some treads on the foot bridge towards the cemetery require replacement. In addition, early signs of erosion are evident in the concrete at the bridge that crosses the burn and leads up towards the Woodilee Cottages and the Taylor Wimpy homes. This bridge has a collection basket on the underside that catches debris during high water levels, and this requires clearing to maintain its effectiveness.
9. **Fallen Tree across Bothlin Burn** – due to high water levels degrading the bank of the Bothlin Burn earlier this year a mature tree on the south bank fell north across the burn. Ayrshire Tree Surgeons were called to assess the tree and to quote for its removal. They were also instructed to cut off the branches blocking the natural pathways on the north bank. It was determined removal of the tree will require the use of specialist lifting equipment and will incur around a £1300 charge. Additional quotes were unable to be obtained due to the Covid-19 lockdown and additional works remain outstanding. Degradation of the bank has also contributed to an abandoned metal hospital trolley ending up in the river, recovery of which will require specialist equipment as the item is heavy and will be difficult to remove from its current position.
10. **Legacy Waste** – the committee made a verbal appeal for RMG to make initial investigations into the costs and feasibility of removing legacy waste from areas of the woodland in November 2018. We also requested that the issue be referred back to the Council and to the Consortium, demanding RMG seek coverage of any associated costs to prevent residents being charged for the removal of waste that was clearly historic in nature and had been dumped prior to, and or at the time of, the site being developed for housing. The RMG reps at this time were Gordon Howie and Elaine Bald, neither of whom still work for the company. Gordon had verbal discussions with committee members, and there was no correspondence shared, nor any evidence provided of Gordon's subsequent meetings with Council and Consortium personnel. His limited progress was included in the January and March 2019 reports he prepared, copies of which are available on the Woodilee web site at www.woodilee.org.uk. We were at the early stages of progressing the legacy waste issue during this period and there was no mention made to the committee of suspected asbestos in the area. A waste removal company were asked to quote for the specialist removal of the



Woodilee Residents Association

discarded items identified in the woodland alongside the path that leads off Stoneyettes Road leading to Ninian Crescent. The quote was tendered at around £16,000, and its high value attributed to the challenging terrain the removal teams would be required to traverse to facilitate uplift of decades old debris, with certain areas along the riverbank only accessible by abseiling and/or use of specialist equipment and some items requiring a winch to retrieve. During that period it was also becoming clear major stair works were required throughout the estate, drainage was continuing to cause extensive damage to pathways and a significant tree management plan was being developed, which presented a dilemma in the prioritisation of works to be undertaken. The decision to focus on immediate tree works (to those trees identified as diseased or no longer secure to reduce their potential risk) and stairway improvements was therefore made by the committee, on the basis the removal of the legacy waste would be revisited once the most pressing works had been completed.

11. **Suspected Asbestos (A)** – the committee were made aware of suspected asbestos within the area of legacy waste when comments appeared in the thread of a Facebook post published on the Woodilee Village page in April of this year. The post initially suggested a litter pick, and the following social media discussion included a comment suggesting there was a possibility of asbestos material in the waste pile (now fenced off). An unknown resident then independently contacted the Scottish Environment Protection Agency. SEPA place legal obligations on the current landowners to action any environmental issue that arises, regardless of who may be ultimately responsible, or the costs involved in addressing the issue. SEPA have subsequently instructed RMG Scotland now deal with the matter raised. It is highly likely this will result in residents having to pay for all the works required, as it is doubtful culpability will have been determined before SEPA push for further action. Before any removal can take place, we must first determine if asbestos is indeed present in the legacy waste, and if so, to what degree. The first step of this process is for a soil survey to be conducted in the area, the results of which will help to identify whether specialist removal is required. A second area of legacy waste has been identified off the bridle path behind Saltmarsh Drive (now also fenced off) and this area will undergo soil sampling as well. Recommendations will then need to be followed and actioned as appropriate. The committee have been pursuing this matter with Melissa since April, refusing to accept the initial one-off quote presented from Envirocentre and instructing two further quotes be obtained. It is our intention to share all three quotes with residents on their receipt. This process is still ongoing as we await comparable submissions for review.
12. **Suspected Asbestos (B) / Legacy Waste (continued)** – As previously indicated, the committee requested the issue of legacy waste be referred to the Council and Consortium for recovery of associated costs involved in the removal of the historical debris. In response to renewed requests for further action, our current Property Manager, Melissa Syme, contacted a member of East Dunbartonshire Council’s Community Protection Department regarding this matter. In response, the council have made it clear they are not prepared to accept any responsibility for the legacy waste and are passing all requirements for its removal onto RMG,



Woodilee Residents Association

and subsequently Woodilee residents, despite acknowledging the waste is indeed historical in nature. The committee have also asked Melissa to investigate our legal position regarding culpability and we are in the process of making a request for information from the council's Environmental Protection Officer. In addition, we have attempted to locate information pertaining to the sale of the site and the relations between NHS GGC and Kirkintilloch Initiative Ltd, a company formed by council representatives to specifically handle the transfer of the Woodilee estate, but have so far been unable to locate any publicly available documentation. It is apparent significantly more effort will be required to challenge this position and we may even benefit from the support of our local MP to help represent our community. What is clear is that more volunteers will be needed to make a concerted effort to address the issues presented and we would welcome anyone with experience of this kind of action to get in touch with the committee at contact@woodilee.org.uk.

13. **MUGA Use** – as many of you will have noticed the use of the MUGA (Multi Use Games Arena), or courts as they're also known, increased considerably after parks and outdoor recreational facilities were permitted to re-open. Whilst we appreciate this has been both a blessing and a bind to some, it is important to remember the MUGA is a community facility and not a bookable asset and as such use of the space cannot be managed. That said, members of the committee did make every effort to engage and communicate with the groups using the space, providing some guidance to organised clubs of how best to make use of the facility while their usual spaces are/were not available for training whilst also maintaining access for local community users.
14. **Litter/Signage** – disappointingly an increase in litter build up has been seen across the estate as more people exercise closer to home and meetings outdoors are encouraged, and this has been particularly evident in the playparks and MUGA. On the request of the committee, volunteers moved the large capacity bin from the Toddler Play Park into the MUGA, in an attempt to counteract the litter build up there, but with mixed success due to the volume of waste being produced by the increase in users and some mis-communication with our grounds maintenance team regarding the instruction for emptying of this bin. Sadly, it also appears people are unwilling to walk any distance to available bins within feet of where the litter is left. Temporary signage has been erected to encourage better behaviour with more permanent ones being sought.
15. **Love Lenzie Photography Competition** – the Love Lenzie team, "working together to run events to nurture, support and unite the community", recently held a Photography Competition with three age group categories and the theme 'Love Lenzie'. Entrants were invited to take a photo of whatever "loving" Lenzie meant to them and submit their pictures for a weekly prize over the four weeks of the competition. Overall winners were then selected from each week's winning entries and are now framed and on display in Billington's. The weekly and overall winners' photographs were displayed in both the Lenzie and Woodilee noticeboards and can be seen online too.



16. **Inspection Walk Round/Report** – a thorough inspection of the estate was undertaken over two days to note outstanding and exceptional ground works required across the development. A comprehensive (but not exhaustive!) list was recorded, with a report being prepared for issue to the residents by Melissa Syme, our RMG Scotland Property Manager. We hope this will be made available soon and will be used to instruct works going forward.
17. **Damage to Common Ground** – all damage caused to common ground areas requires that both time and money are spent on returning the area to its specified finish. Remedial works add to the ground maintenance works required, which in turn affects the existing schedule of works that can be completed by our current contractors, or requires additional contractors to be instructed, both of which incur additional management time to address. Damage to common grounds include incidences of wilful resident damage, fly tipping of garden waste/soil/plants, running drainage into common ground, rogue planting (including non-native garden species), fence line changes (land grab), vehicle damage, and dog fouling.
18. **Rhododendron Control/Invasive Weeds** – the Rhododendron Ponticum found within the development are considered an Invasive Non-Native Species under the Wildlife and Natural Environment (Scotland) Act 2011. If left untended they have a significant negative effect on biodiversity, spreading throughout the shrub layer and inhibiting the growth of native ground level plants while also altering the natural growing process of shrubs and trees by out competing native species for food, light, and space. In response to this, a programme for the staged removal of rhododendrons is to be introduced at Woodilee, with priority given to areas where existing native species are being compromised, to improve their opportunity for effective regeneration and growth. In addition, a control programme for the treatment of invasive weeds is in place to reduce, and eventually eradicate, the growth of Japanese Knotweed (currently identified in two isolated areas of the common grounds at the west/south-west boundary of the estate), Himalayan Balsam and Mare’s Tail. Unfortunately, the spread of Himalayan Balsam is far greater than anticipated and a more measured approach to its removal is now being considered. An effective method of non-chemical control is to hand pull the plants before they flower and set seed. This has been recognised as a potential ‘community engagement’ activity for members of our local 12th Glasgow (1st Lenzie) Scout Group to assist with and the intention is to organise several volunteer days throughout Spring of 2021. Woodilee residents will also be invited to help with this project.
19. **Weed Spray and Kerb Sweep** – a weed spray and kerb sweep have been requested, however an extensive back log of works is required following reduced services during lockdown and as such this instruction remains unfulfilled. As I hope you will understand it will take some time to undertake all the works now required, especially while restrictions are still in place and issues with personnel travel and availability persist.
20. **Ground Maintenance Contract** - The contract for the majority of grounds maintenance is currently held by Root One West, who have one to two teams on site at least once per week throughout the year, to implement a schedule of regular works managed on a rotational basis across the entire site. The general ground maintenance tasks include, but are not limited to,



grass cutting, pathway border and fence back strimming, shrub control and bed maintenance, weed management, emptying of non-municipal bins, litter picking, redistribution of fallen leaves to woodland ground layer, and replacement of wood chippings in play parks. Root One West also undertake repair, remedial and other ad hoc grounds maintenance requirements as requested, such as the repair and reinstatement of common grounds to original finish where resident, vehicle, or utility services damage has occurred. Additional contractors are brought in for specialist tasks as and when required, following consultation with qualified personnel and an appropriate tendering process. We have been looking for Root One West to provide acknowledgement that additional measures are being taken with extra teams and/or time being spent onsite to 'make up for lost time' but as yet they have only advised a shortage of both staff and equipment due to Covid-19. Given that the level of service being received from our current ground maintenance contractor continues to appear compromised, efforts are now being made to obtain quotes from alternative suppliers.

21. **Common Maintenance Charge Debt** – the level of resident debt for the common maintenance charge remains at a significant value, with over £20,000 dues remaining outstanding after one year or more. It is imperative these debts are recovered as unpaid charges DO NOT directly affect the factoring company, but are however detrimental to the onward sale or re-mortgage of your property should you be found to be owing or withholding monies. In addition, missed or withheld payments build up as debt on the Woodilee Village account, which is a separate bank account held on behalf of the collective homeowners of the estate, therefore impacting fellow residents by affecting the ability to pay for common maintenance works required whilst also resulting in a loss of funds to cover costs associated with recovery of the debt. All Woodilee homeowners are legally obliged to make payment of the common maintenance charge as specified in the Title Deeds for your home. While we understand several residents (including committee members) have experienced difficulties with the charging structure, had issues with the invoicing system and been subjected to examples of poor financial management by RMG over these past 18 months, it is important to remember the factors only register the debt and not the reasons for withholding payment, and it makes no difference to the payment of the management fee. For the record, the management fee accounts for one quarter of the common maintenance charges and the committee have (so far) successfully prevented this fee from being increased since 2017.
22. **Property Factoring Service** - The Woodilee estate covers an impressive 73 hectares, extending from the railway line at the southern boundary, up to Woodilee Road to the west, running north alongside the Old Aisle cemetery and the Oxgangs residential area then extending to Fauldhead to the east. The site consists of substantial woodland areas, forming part of the Oxgang Site of Importance for Nature Conservation (SINC), with a section of the Bothlin Burn running through the estate from south to north before joining the River Luggie. There are three play parks, a woodland trim trail, a basketball court, a MUGA (Multi Use Games Arena, the 'courts' or 'pitches'), a Bridle Path running along the southern boundary, a network of pathways and several staircases. There are also large areas of common grounds throughout



the development as well as a considerable number of factored areas within each developer phase. Every homeowner within Woodilee shares ownership of all these common grounds, from the woodlands to the bridle path, and from the parks to the open grass areas and management of them falls to our factor, currently RMG Scotland. The committee would like to assure all residents that we too want value for money and exceptional service from our factor, regularly challenging RMG Scotland and continually making requests for improvements in their service delivery, as well as the service received from the ground maintenance contractors. However, not all areas are currently maintained under the factoring service, as both the Consortium and the Council still hold responsibility for management of some areas of the estate and all associated remedial work is passed to them as appropriate for suitable resolution. Neither party are particularly hospitable to the matters raised, with the Consortium arguing issues we challenge them on were finished to a council specified standard and the Council refusing handover of several areas until acceptable standards have been met. The Consortium are not prepared to communicate with the committee directly and will only converse with our Property Manager, currently Melissa Syme. Dealing with the council is similarly challenging and interactions with them adds significant delays on any resolutions being reached. It is fair to say the dynamics of relationships are hindering progress. To add to the complexity of responsibility, flats and apartments, along with their immediate surrounding grounds and carparks, are under separate factor management (in some cases this service is also provided by RMG Scotland), which results in two sets of charges being received – one relating to the property and the other to the wider estate. A substantial amount of committee time and effort has been put into understanding the estate requirements, the extent of the maintenance works, and the current relations and responsibilities. A level of continuity has been required to allow for this understanding to be reached. We are aware there is an increasing interest in exploring alternative factor service provision and are not against exploring those possibilities, although additional representation to manage the task would be welcomed. All we ask is that if you want to take a stand against RMG Scotland please invest some of your time to help the Residents Association secure the service **all** Woodilee residents deserve.

As evidenced in the topics covered within this report, the matters addressed by the committee over the course of a year are varied and wide-ranging. If you have an issue that has not already been raised here and would like to have considered by the committee at a future general meeting, please submit a clear description of the topic through the RA web site or by email.

The committee are always on the look-out for people with key skills to share and if you can help to develop the ongoing projects and provide a focus for the months ahead, then the Residents Association needs you! If you would like to be involved or can help secure outcomes that will benefit the whole community then I urge you to get in touch at contact@woodilee.org.uk.

Thank you.

Lynn Pike, 2019/20 Chair – Woodilee Residents Association

Appendix 2 : Treasurer's Report

The Treasurer's report is included in full following this page.

Woodilee Annual General Meeting – Tuesday 17th November 2020

NOTE : (Report updated 26 November 2020 to reflect additional information received from RMG since the AGM as there was a clear disparity between the debt levels reported verbally at the meeting by the Treasurer and those stated in the Property Manager's report)

Treasurer Report

Hello residents

My main role as Treasurer within the Residents Association has been to take an overview of all the financial transactions entered into by RMG with the various contractors and suppliers to ensure as far as possible that all expenditure is accurately recorded, properly due for payment and challenged if necessary in order to obtain further clarification or amendment. Secondly, it is intended that the Treasurer alongside other committee members would keep a watching brief over the level of debt caused by unpaid management fees by residents as this impacts on the improvement works we are able to carry out within the development.

The last independently audited accounts issued by RMG were for financial year 2017-18 and analysis of these accounts together with supporting invoices resulted in a number of credits to our account totalling £10,917. These credits were confirmed incorporated into the audited accounts of 2017/18 by Elaine Bald, who was the RMG regional manager at the time but the Residents Association are currently seeking verification of this with RMG.

The results of this analysis which was carried out around January 2019 demonstrate it is a worthwhile exercise to undertake.

List of Credits Received:

- Credit of £4,050 for Christmas trees incorrectly charged
- Credit of £3,000 for culvert works carried out by Root One West which the consortium undertook to pay for
- Credit of £540 for works charged to Woodilee which should have been charged to another estate
- Credit of £1527 for overcharged management fees due to increases beyond the terms of the deeds
- Credit of £1800 as a goodwill gesture from RMG
- Total credit value of above £10,917

In addition, queries were raised and responded to on the following issues:

- Fees received from and paid to two different accountancy firms.
EB responded that no further accounting fees will be charged in the future to Woodilee due to a change in their procedures. I would however assume we would still require an independent auditor.
- Legal Fees charged for debt management purposes for properties not located in Woodilee.
EB advised these had been corrected and £103 was charged in this year and recharged to the residents concerned.
- Query raised as to why H&S inspections were invoiced by RMG and not the company who carries them out (Osterna)
EB advised Osterna (based in Cheshire) are a subsidiary company to RMG and carry out H&S inspections on their behalf. EB advised the Residents can appoint an alternative which is something that the Residents Association can perhaps explore.
- Invoice included for jetting gullies dated Sept 2016 and it was queried as to why this invoice was not paid for in financial year 2016/17 and that it should be checked to ensure a duplicate payment had not been made.
EB advised a check had been carried out and no duplicate payment had been made.

Audited accounts for financial years 2018/19 which ended on 30 April 2019 (19 months ago) and financial year 2019/20 which ended on 30 April 2020 (7 months ago) have not yet been published by RMG.

The audited accounts together with the supporting invoices for both years were requested in September of this year and I was advised RMG's head of finance would provide all documents but nothing had been received as at the date of the AGM.

An explanation and commitment to providing the outstanding information as a matter of urgency should be sought from RMG by the incoming committee office bearers. I am however happy to assist in any way I can with the task.

In terms of debtors, an updated statement was obtained from RMG on 24 November which confirmed debt is currently as follows:

over £500 : £33,117.75

£500-£200 : £14,245.68

Under £200 : £18,925.20

Total £66,288.63

Most of the debt is 5 months or more overdue and the total represents a rising trend from earlier years. An update on the longer term debtors should be provided by RMG and going forward with the newly formed committee and new members the debt level will be discussed and recorded at each meeting.

Finally, although I have resigned as Treasurer for the Residents Association and wish the incoming Treasurer all the very best in their role, I will remain as an Ordinary Member to hopefully assist in making Woodilee a better place to live.

Shona Angus

Treasurer – Woodilee Residents Association

26 November 2020

Appendix 3 : Property Manager's Report

The Property Manager's report is included in full following this page.



Woodilee Village

Good Evening All. Firstly I would like to thank you for inviting me along to tonight's meeting to provide the Property Manager's Report for the AGM.

This year has been extremely challenging with the current pandemic which is ongoing. This has thrown a number of logistical obstacles in our way which directly affect the way in which we live our daily lives. In relation to our services, we have had to adapt to working from home and carrying out a number of what would have been face to face interactions via zoom, Microsoft teams and telephone.

It has also impacted the way in which maintenance is carried out on the sites which are under our management. Contractors are having to plan for socially distancing on site, providing staff with the adequate ppe along with a number of other issues. I am pleased to advise that during such a difficult time we have managed to provide a service which has kept the site maintained during such times. Back at the start of the year we informed all owners that services would be reduced however, I am happy to advise that all services are back to working at full capacity with the ground maintenance team Root 1. They have added in additional men and visits to catch up on works required as per the contract. I have requested a schedule of works to which they will be looking to focus their time on in the coming months to complete the winter schedule on time. Once this has been received this will be uploaded onto RMG Living for all owners to view.

Finance Report:

Account Summary

Bank Balance	£34,766.31
Reserve	£28,741.66
Tree Reserve	£540.88
Total -	£64,048.85

Proprietors Floats £141,180.70

Debtors

Over £500	£34,560.29
Between £500 – £200	£14,272.26
Under £200	£5,125.09

Total £67,459.79



RMG

Scotland

Current Contracts in Place

Ground Maintenance – Root One – Annual Charge inclusive of vat is £78,372.00

Playground Inspections – Active Playground - £2520.00

Invasive Weeds – KleerKut - £3,600.00

(All costs are inclusive of VAT)

Ad Hoc Repairs

As per the budget for the financial year May 2020 to April 2021, a number of maintenance repairs were programmed in for this time. Unfortunately, due to the matter of Asbestos being raised in April of this year, the committee and I both agreed that all other ad hoc maintenance be placed on hold until the extent of this issue was fully known.

At this time I can advise that after the position of SEPA changing, we are now in possession of three quotations for the soil samples to take place. These will be provided to the newly elected committee for a decision to be made.

Further to the above, we are now in position to review the ad hoc repairs again for the turn of the year and look forward to providing updates on the progress of these repairs.

Vandalism to the gabion basket located at the pathway between Persimmon and Springfield seen sections of stones being removed and thrown from the top of the wall. Due to this, we have instructed a structural engineer to attend site and carry out a full inspection of the report. Unfortunately, I have received communication today from the contractor to advise that due to the current pandemic they are not able to fulfil the instruction provided to them and have removed their services at this time. Due to this I have made contact with two structural engineer companies this evening to confirm if they have availability to attend to this with immediate effect. I will ensure that owners are kept fully up to date on the progress of this.

I am aware that as we approach winter, one of the main issues we face is the water which overflows onto the main access path and onto the road at Menzies Drive and also the same at Lapwing Avenue entering Ninian Crescent. Root One have cleared a drainage ditch in the trim trail to assist in absorbing the excess water to provide some temporary relief until such remedial works are confirmed from the drainage report. The same method has been used on the main access path at Menzies Drive. We hope that this provides some relief in the water which flows on to the road and in the winter months turns to ice causing hazards for motorists and pedestrians.

I would also like to advise all residents that the adoption of street lighting and many roads within the development have unfortunately not concluded within this year. As always if you have any issue with bollards located throughout the development, street lighting or the roads I am happy to pass on these matters to the relevant developer on behalf of owners. Unfortunately they are not provided updates on the progress of this however, this is something that I do raise with the developers on a regular basis and any updates will be provided to both the committee and wider estate.

The latest comprehensive site inspection has been carried out and is available on RMG Living for viewing,. This report provides in depth details on areas of concern, remedial works which will be carried out and any issues which we will raise with the ground maintenance contractor. The next inspection is due to be carried out in December and will be available to view on RMG Living thereafter. These will be issues on a quarterly basis going forward.



RMG

| Scotland

I personally would like to take the opportunity to thank the committee, previous and current for their time and dedication to assist us in the ongoing running of the development. Their time and efforts have been fundamental to the site and I personally would like thank them.

[This is the final page, intentionally left blank]