

Woodilee RA / RMG Meeting – DRAFT Minutes

Location:

RMG Zoom – 7pm February 23rd, 2021

Attendees:

RMG: Justin Herbert, Paul Hitchen, Lisa Pieper and Melissa Syme

WRA: Ewan Miller, Paul Ellison, Gordon Jahn, Neil Logue

Agenda:

1. Intros and statement from RA Chair

Ewan started the meeting, introducing that the RA had reformed, and performed introductions for the RA. Lisa introduced herself as Regional Manager with Melissa, Justin Herbert is Ops Director and Paul Hitchen is the head of property management.

Scene setting from Ewan was unhappiness with RMG around the management – shared between committee and the wider residents. Keen to look forward in the meeting – realise that there was the performance review, that things are disputed, but little point in looking back to past decisions, previous committee directions.

Aim to start with recommendations for what we'd like to see and RA sees this as a commercial relationship. Looking for confidence that RMG are keen to engage and move forward on things. For clarity, the committee has engaged with other agents around this – no decision has been made.

Justin agreed with the scene setting on behalf of RMG.

2. RA Performance Review Recommendations

Introduction was from Ewan around section 4 in the report.

Section 4.2

Lisa requesting idea of how there's a desire to communicate but to understand the appropriate plan.

Justin points out that customer service report could be undertaken quarterly to show how people are contacting them.

Ewan indicates that it perhaps should be more frequent – perhaps weekly initially.

Melissa and Lisa happy to look at meeting, but Ewan keen to a tracker around what's happening in terms of H&S, major projects etc and share that. Other items around complaints and residents could be provided by RMG to understand performance view from their side.

Paul noted that an action log would be provided under the request that was submitted and RMG will provide this with (future) actions, updates, expected completion, etc. Paul also

asked if items around what's been happening might be useful too – e.g. what are Root One doing every week.

Neil points out that it must seem that we're micromanaging RMG but there's something not correct in RMG if it takes weeks to get documents that should exist, at close hand.

This led to a discussion around the different reports and timeliness of responses – financial information, playground reports, H&S reports – RMG saying problems resolved with getting hold of the reports in original format as they could be viewed, but not downloaded for forwarding on. WRA explained that it's not about micromanaging but rather attempting to build confidence that the reports are being carried out, digested and that actions are being undertaken as a result of the reports that are being produced.

Paul asked what the issue was getting the reports downloaded – Active Playparks download this onto iCloud over the last year so they required to get access in order to see this. RMG could see the documents but were unable to retrieve the documents for passing on.

Communication around quarterly financial performance meetings was discussed and a quarterly meeting is to be reinstated. Megan (RMG) is going to produce the information on a quarterly basis. Justin checking if the format is agreed / correct, Paul responds that it's not agreed but the problem is a lack of financial statements. Without access to the bank accounts, there's information on income and expenditure but without a knowledge of the cash position it's difficult to know everything is as it should be. Paul believes that current year will be OK, but less certain about the historical 2018/19 and 2019/20 financial years.

Next financial quarter will be end of April, could perhaps meet soon to discuss Nov-Jan quarter.

Neil suggests that perhaps the quarterly meeting have performance review element too – perhaps some joining. Justin agrees operational process involved in the financial review as finance team won't understand the details behind an invoice or charge. Quarterly meetings having Melissa and Lisa would be useful. Melissa suggesting later in the week / next week for this.

(A)RMG: Maintain an Action Log / Share regularly

(A)RMG / WRA: Quarterly meeting around financial and operational performance

Section 4.3

On-site responsibilities – previously committed to be quarterly and this is in the terms of service.

Lisa highlighting that Melissa is frequently onsite – often weekly at times. Last visit was late in December, and COVID restrictions have made this difficult, but suggestion that the quarterly dates are in the diary so it's understood when these will happen.

Proposal to share the diary for when these will happen and see the report back within one month.

Melissa points out that the previous committee requests reports in a specific format and that this takes additional processing time. Justin proposes that RMG return to using the iPad

system – RA noted that the main thing is seeing what's being picked up, it's added to the action log and things are being processed.

(A)RMG: Return to the quarterly walk-round using the iPad Template system

On items picked up and engaging contractors it's back to understanding that things are happening. Again an action log will aid here but when there appear to be long delays. Lisa indicates that RMG will do quotations but Paul questioning whether there's enough competitive tendering.

Natural discussion around Root One – Melissa indicates the timescale is usually Feb-Mar for quotations and trying to obtain third quotation. RA discussing that the quotations are not sufficient to tender.

Justin indicates that there'd be a landscape management plan – we could go to an agriculturalist to build a landscape management plan – but this in the deeds of conditions. This should then cover more on specific, frequencies, what is included in various costs.

Ewan – urgency around understanding what grounds maintenance is quoted against.

Justin – may need look at the documents again and the tender process and specifications.

(A)RMG (as a matter of urgency) to (1) share with RA the spec provides to 3rd parties for the next annual grounds maintenance tender and (2) revise spec to be more specific and measurable using the grounds maintenance plans from the deeds abs conditions and progress a revised tendering process.

On Health and Safety, the Osterna and Active Playground reports list multiple risks and really looking for mediums to be picked up added to action log and where we are with them.

Section 4.4

Paul requests reinstatement of annual statements – provided until 2017 but stopped. Nothing wrong with the information but a full set of statements would aid in the auditing of the operation.

Lisa: Every year RMG need to provide owners details of what has been charged, how it's apportioned, etc, so RMG send out the budget invoice at the start and reconcile at the end of the year putting the charges onto accounts. This compliance with the factoring code drove the change.

Justin asking about the comparison of the current method versus proper accounts. Paul looking for the balance sheet side – financial information is there so can that then be provided. Even if it's just the appropriate lines from the balance sheet – Justin to take offline and try to understand the best way to get something equivalent to financial statements.

(A)RMG: Look at ways to provide further financial information to RA / Paul

On debt, the levels suggest that perhaps it is not being actively managed. To pick up as part of the quarterly meeting.

On insurance, this will be covered at the budget meeting. Use Beacon as a broker.

Discussion around this then covered liability in general – what happens with the Asbestos in terms of who's the owner, what happens if there's a landslip, etc.

Melissa clarified that the land is owned by the owners and shared by all properties – but the bridge is still unconfirmed as our responsibility despite showing as within the shared responsibility section on Registers of Scotland.

3. Root One renewal

Covered previously.

4. Next Steps

SLA Review

RMG suggesting the SLA is not fit for purpose any more – Paul asks if it should be reviewed / revisited.

Justin looking to put things down on action log and work towards improving this. Justin conscious of the next stage and when there might be a physical document and the action log seems to be the key.

(A)RMG / WRA: Action to review SLA

Action Log

(A)RMG: Aim to provide action log by 4th March

5. AOCB

Budget Meeting

Budget meeting proposed for 25th March – put back proposed 2021-03 meeting by 9 days

Minutes to be reviewed by attendees, when agreed pass to Melissa for simultaneous posting on RMG Living.

(A) WRA: Ensure minutes circulated to Melissa once accepted by group

6. Close

Ewan thanked all for attending

Summary of Actions:

- (A)RMG: Maintain an Action Log / Share regularly – provide initial log by 4th March
- (A)RMG / WRA: Quarterly meeting around financial and operational performance
- (A)RMG: Return to the quarterly walk-round using the iPad Template system
- (A)RMG (as a matter of urgency) to (1) share with RA the spec provides to 3rd parties for the next annual grounds maintenance tender and (2) revise spec to be more specific and measurable using the grounds maintenance plans from the deeds abs conditions and progress a revised tendering process.

(A)RMG: Look at ways to provide further financial information to RA / Paul

(A)RMG / WRA: Action to review SLA

(A)WRA: Ensure minutes circulated to Melissa once accepted by group