

# **Minutes for Members' Meeting of Brock End RTM Company Ltd held at The Goddard Arms, Swindon, SN1 3EG at 6pm on 10<sup>th</sup> June 2025**

## **Present:**

### **Company Members**

D Buckingham  
J Buller  
A Noszczyk  
A Cain (Proxy for T Pearson)  
D Salisbury  
P Sirett  
J Webster (director)  
R Yalden (director)

### **Managing Agent**

J Morris  
D Morris  
T Dellow  
K Zak

## **1. Welcome and Introductions**

T Dellow opened the meeting, welcomed those in attendance and introduced the directors and the managing agent team.

## **2. Apologies**

Apologies were received from T Blankley and R Challis prior to the meeting.

## **3. Maintenance**

### **a. New Doors (Southwich, Croft and Newport House)**

Following Section 20 notices provided to all leaseholders, new steel doors were installed on 13<sup>th</sup> and 14<sup>th</sup> May 2025.

The installer is due to return to site to review the doors following concerns raised regarding the installation quality, improving the seal of the door to its frame and the state of tidying up following the installation.

### **b. Vehicle Gate**

A new vehicle gate remote system has been installed to the gate, to replace several systems which are unable to be effectively administered or maintained. New remotes are being issued on a block-by-block basis in exchange for any old remotes. Remotes are limited to one per parking space to control excess parking. If a remote has not previously been ordered for the property or is lost, a new remote may be ordered. The cost of a new gate remote is £60.

A Cain requested a remote for letting agents to use for contractors, end of tenancies and similar instances where the tenant may not have handed a remote back to the leaseholder or their agent.

It was confirmed that to maintain security and ensure that excess vehicles are not causing obstruction, that only one remote is issued per parking space and a new remote may be ordered if one is lost. The directors will consider the request further should this policy change.

Unfortunately, the vehicle gates were recently vandalised by a person entering the site without proper vehicle gate access. The person forced the gates open causing major damage to the motors, welded joints and remedial work had to be undertaken to resolve the matter and reinstate the gates.

CCTV of the incident including the vehicle registration was provided to the Police, regrettably they are unable to take further action.

The managing agents will further this with the Police to determine an appropriate course of action in an attempt to recover costs.

There is option to install an automatic exit loop to allow vehicle to leave the site without a remote, a quotation received for this was £2,309.60 + VAT (£2771.52). A quote is being obtained for alternative sensor camera operation which may be more cost effective should this option be agreed.

**c. Re-Decoration**

The external redecoration of Vilett House was completed late 2024, following extensive work to obtain consent of the Local Authority and Section 20 statutory notice.

Painting of the internal areas of Betjeman house is planned for 2025.

The remaining blocks will be reviewed for painting and carpeting during the year to determine an appropriate schedule of works.

**d. Fire Safety**

It is imperative that all leaseholders, agents and residents are aware of fire safety protocol for their building. This is provided on the communal notice board, the company website and periodically via email to leaseholders to pass onto any sub tenants.

Assessments, advice and other important information is kept available on the company website.

A member requested confirmation that the Juliette balconies installed on some of the apartments were compliant with fire safety. T Dellow advised that the managing agent will enquire with the fire risk assessor for the benefit of the member.

**e. WiFi/broadband**

Communal WiFi is currently installed and available to residents of the site. This is supplied within the service charge. CityFibre have provided a proposal for a free of charge installation of fibre internet services to the communal areas, such that a leaseholder may then independently arrange for their apartment to be connected should they wish to subscribe to a broadband service.

Concerns were raised by the managing agent as to the type of installation proposed, as intrusive and bulky trunking will detract from the visual appeal of the internal areas. An alternative product, 'invisilight' has been used on other developments and is significantly less intrusive.

It was agreed that the proposal be pursued and proceed provided the installation is non-intrusive and the installer is competent and solvent.

**f. CCTV**

CCTV is installed on the site to deter fly-tipping and assist with vehicle issues or similar events. Several upgrades have been made during year to improve and expand the system.

**i. Parking**

Painting of parking space numbers on the communal roadway outside of each bay will be actioned during consistent dry and warm weather. The spaces are individually licensed to each owner and the individual owners may wish to remove any current signage.

A member suggested that the parking spaces are difficult to use, both due to the size of the space and the proximity to adjacent foliage. A member suggested that they would prefer if spaces could be re-allocated as some are larger than others or are otherwise inconvenient.

It was agreed that the foliage be cut back as much as possible to better accommodate parking and that leaseholders are free to make their own arrangements with other leaseholders to park in each other's parking spaces if they wish.

**j. Waste Collection**

Swindon Borough Council is responsible for waste collection from the communal bin stores. It is noted that several delays have occurred within their collection schedules due to faulty vehicles, time delays, contamination and other issues outside the control of the management company. Missed collections may be reported by residents and the managing agent regularly reports issues to the Council Waste Wardens.

New euro bins were installed and were purchased from a third party, rather than obtaining these via the Council at greater cost.

It was suggested that a letter be sent to leaseholder with information on bin etiquette which they may then pass onto their tenant (as applicable).

#### **k. Communal Grounds and Car Park**

Further to consent applications made in 2022 to Swindon Council and subsequent correspondence since, the large tree was removed next to Southwich House in late 2024. The area is intended to be kept clear by the gardening contractor.

The previous gardener retired in May 2024 and a new gardener was therefore appointed from May 2024 after three quotes were obtained and considered.

Areas where foliage has died off will be replanted, this will be undertaken at the same time as considering replacement of well-established plants which are now too large to maintain within their original planting location.

The gardening contractor will be asked to further review litter on the communal grounds to ensure that this is being collected from under the foliage.

Pest Control has been undertaken mainly at the rear of Southwich House. This includes the installation of a pea shingle channel at the rear of building in November 2023. Further works have been carried out which include drain cover replacements and alteration such that they are flush with the ground level, down pipe cover replacement and air brick covers being installed. Inspection of external areas of other buildings has been and will continue to be undertaken, with one further drain cover to be replaced shortly.

There was a suggestion that preventative measures are put in place, T Dellow advised that this would be followed up with the pest controller to determine a recommended course of action to deter further rodent activity occurring.

A member reported that bicycles have been abandoned outside of Betjeman House. T Dellow advised that the company have an obligation to ensure the owner is provided with sufficient notice of their removal and that they are due to be removed shortly. It was agreed that the letter sent to members should also ask if leaseholders would support a metal bike rack being installed on the site.

#### **4. Accounts**

A copy of the current income and expenditure and balance sheet were made available to the meeting.

J Morris provided an explanation of the current figures. There is a budget yet to be expended for the internal redecoration at Betjeman House, and further maintenance budget for works in Villet House.

The steel door expenditure has been accrued in lieu of payment pending site visit by the installer to satisfy concerns raised by a member.

The managing agent typically suggests that as a rule of thumb service charge reserves should be at least 2 times the annual income to ensure that sufficient reserves are kept to both accommodate any unexpected emergencies, satisfy mortgage lenders, and can support unexpected expenditure such as roof repairs without the need for large increases in service charge from year to year. This also helps satisfy new buyers or other parties interested in ensuring contingency of the estate. Whilst the figure currently held is over 2 times the annual income, A director explained that they consider it prudent to hold a conservative reserve for the site to ensure it is well maintained and funded. Members attending the meeting agreed and felt that the current service charge was very reasonable and lack of supplementary invoices were appreciated.

## **5. Any other business**

### **Communication**

A member raised concerns regarding the handling of maintenance issues in relation to an issue with their apartment. Their concern relates to lack of communication and site attendance whilst the issue was being resolved.

T Dellow advised that the intention of the managing agent is to provide a swift and appropriate resolution to concerns whilst accommodating the terms of the lease, the wishes of members as a whole and the service charge provisions.

The complexity of the issue in this specific instance meant that competent and appropriate third-party contractors were required to determine and recommend remedial action and that the managing agent (and therefore the management company) would therefore rely on the advice received.

The managing agent arranged for requested remedial work as required and whilst the issue cannot be confirmed as resolved until sufficient time has elapsed, the issue does not appear to have yet re-occurred and works undertaken by the member to their property would appear to satisfy the recommendation of several contractors and specialist third party reports.

A Cain suggested that the managing agents should communicate with multiple parties where required to resolve issues. T Dellow suggested that whilst in the managing agent's experience, this would likely lead to multiple opinions being provided by several representatives of a single property, the managing agents would accommodate this request, provided that all parties involved provide written consent to satisfy the data protection obligations of professional parties involved in such communication.

T Dellow advised that a website is provided for the company which includes information relating to the property as well as contact details for phone, email and a ticketing system for maintenance issues. T Dellow advised that the managing agent are happy to help and that leaseholders are very welcome to contact the agent as required, as issues are often not passed to the agent directly.

### **Gate Intercom System**

A member enquired as to whether the intercom system could be re-connected to the gate. J Morris explained that the previous managing agent, Maintstay, had disconnected the system when replacing intercoms on the blocks. It was agreed that a quotation be obtained to reinstate the intercom systems to the gate.

### **Gate Lights**

A member reported that the light over the gates is no longer working. T Dellow advised that the bulb was replaced not long ago and would be investigated.

### **Boundary Wall**

A member reported that the boundary wall with the church required minor repairs. T Dellow advised that a contractor would be instructed to make effective repairs subject to adherence to party wall obligations.

### **ACO Drain**

A member reported that the ACO drain outside of Southwich House required repair. T Dellow advised that a contractor has been engaged to replace the ACO drain with an appropriate alternative grill.

There being no further business the meeting closed at 8:20pm.