

ONE WARRINGTON GARDENS MANAGEMENT COMPANY LIMITED

Minutes of the Board Meeting held on Tuesday 9 October, 2018 at 1pm in Flat 37, One Warrington Gardens, London, W9 2QB

Present:

Anna Cury (proxy for Nanni Fabris for this meeting and review of accounts YE 2017)
Delia Covezzi
Glenn Pereira
Peter Rose
Yvonne Mocatta

Absent:

Anthony Stafford
Nanni Fabris

Items:

1. Approval of accounts YE 2017
2. Board restructuring – assignment of roles and responsibilities
3. New porter service feedback
4. Progress report:
 - Maintenance items
 - Interior refurbishment
5. EGM in November (date and report to leaseholders)
6. Fobs/ garage remotes, emergency stairwells, Airbnb
7. Job description future porter role
8. Any Other Business

One Warrington Gardens Management Company Limited

Westbourne Block Management, 19 Eastbourne Terrace, London, England, W2 6LG

Registered in England & Wales

Company No. 02889319

T: 020 3626 0094

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1. Approval of Accounts YE 2017

- The Board reviewed the accounts YE 2017 and unanimously approved them.

2. Board Restructuring – Assignment of Roles and Responsibilities

Board Restructuring:

- Glenn Pereira officially elected to replace Peter Rose as Chairman of the Board
- WB19 has replaced Jack Fairweather as Company Secretary
- Beatrice Fabris's official resignation from the Board
- Yvonne Mocatta to resign once she moves out of the building. Date TBC
- Board to urge non-residing members without an assigned role to resign from the Board.

Assignment of Roles and Responsibilities:

- ANNA: accounts & garden.
- PETER: maintenance, including short-term project re: fobs/ remotes (see item 6)
- DELIA: Secretary to the Board (drafting minutes of board meetings, issuing notices to leaseholders & residents via WB19). Interior refurbishment and general aesthetics of the building.
- GLENN: Chairman to the Board and point of call for legal matters.
- YVONNE: porters, cleaners, rubbish (day-to-day running and upkeep of the building)

3. New Porter Service Feedback

- The Board have not received any complaints with regards to the new porter service. However, the Board feel that there is room for improvement especially where communication is involved, especially between the porters and the managing agents. Aziz has admitted he does not know how to send text messages nor emails from his telephone, which is the preferred choice of communication of WB19.

Going forward, the immediate solution will be for Aziz to call WB19 and leave a voicemail, so that WB19 can screen the call and revert back.

In the longer term, a solution would be to provide the porters with a computer at the front desk and a phone. The Board needs to address the issue of poor phone reception in the lobby and look into the best solution with regards to communication.

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- Peter to draft a Manual Handbook to be left at reception, which both the porters and residents can refer to.
- The Board discussed the option of extending porterage hours from 07.30 – 18.00 to 07.30 – 19.00. At the last AGM a number of residents expressed their desire for longer porterage hours at the front desk. Furthermore, taking into consideration that the building no longer has a live-in caretaker service, extending the porterage hours might give the residents a sense of security and reassurance. The shifts would be broken up as follows: Eddie: 07.30 – 13.30, Aziz: 13.00 – 19.00, should the porters accept to work an extra half hour each.
- The Board needs to make a decision with regards to Aziz's employment before February 2019, by which time he will have been employed for 2 years. As things stand, Aziz does not have a contract* and it will therefore be easier to replace him before the said deadline, if the Board so wishes.
*(Should Aziz complete two years of employment, the law considers this length of time tantamount to a contract).

On a personal level, no one has any issues with Aziz; he is a perfectly pleasant person and his intentions are good. However, the Board are questioning his suitability to the role. On a day-to-day basis, Aziz carries out his role with no issues and always with a smile on his face. However, he tends to panic when problems and emergencies occur and is afraid of taking responsibility. Ideally, the building needs someone more assertive and better trained for when unusual circumstances arise. The Board is consulting Nkolika at Rradar with regards to this matter.

4. Progress Report

Maintenance

- LIFTS: Peter to arrange for a survey to be carried out for the lifts.
- ELECTRICITY: Peter is currently in talks with the electricity company with regards to our credit with them. The electricity company seems to think we are no longer in credit, but Peter is convinced they owe us significantly more. Peter is taking meter readings over the span of 3 months to calculate average usage for this time of year to assess how much we should have been charged over the last few years.
- GATES: Peter to chase up the reports for gates maintenance/ repairs to date. Yvonne to forward name of alternative gate supplier for estimates and maintenance of existing gate

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- **PLUMBING:** Peter to arrange an annual survey/service with plumbing company; most likely The Italian Plumber. Yvonne to supply name of a recommended plumber that would possibly be able to fulfil plumbing surveys for the generator and boiler. Peter is looking into a replacement boiler for the staff kitchen & toilet, as well as a long term preventative plan for hot water.

Interior Refurbishment

- Prior to the meeting, Delia distributed all the necessary information to keep the Board up to date and save time during the meeting. There were no questions from the Board. The main two points to note as far as the Board are concerned:
 1. The surveyors have started the tender process and the deadline for quotes from potential contractors is 16 October, 2018
 2. The works are estimated to commence mid-end November, 2018.
- Delia waiting to hear back from WB19 whether the necessary works to deal with the wall cracking (either side of the lift on floors 1-6 on the east wing) will be covered by the building insurance.
- 2 floor cleaning samples were carried out on the morning of 09/10/18, ahead of the board meeting. Post meeting and once dry, Delia to review the sample areas and revert to the surveyors.

5. EGM in November (date and report to leaseholders)

- The Board agreed on the following date/time: Monday 12 November, 2018 at 18.30, subject to Oliver/ Crispin's availability. Alternative dates: Tuesday 13/ Wednesday 14 November.
- Delia to draft an agenda for the EGM to distribute to leaseholders ahead of the EGM.

6. Fobs/ Garage Remotes, Emergency Staircase, Airbnb

Fobs/ garage remotes

- The Board has expressed concern with the distribution of existing garage remotes and fobs to date and the subsequent compromised security. The current remotes and fobs are non-trackable and have been handed out to all sorts of people, including non-residents (eg. privately employed cleaners, builders and contractors).

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The Board to review costs and decide whether to reprogram the existing remotes/fobs, or replace them altogether with a more secure, trackable system. Peter will carry out the necessary research and revert to the Board for a final decision.

Should the Board choose to issue new remotes/fobs; the existing remotes/fobs would become obsolete and the following would be issued:

x1 garage remote per parking space

x2 fobs per flat

Residents can then purchase any extra remotes/fobs they require

Emergency stairwells

- The Board agreed that something should be done to improve the aesthetics of the emergency stairwells and discussed floor covering options, such as rubber or vinyl stairs treads, risers and adhesives. The Board also discussed installing window screens to prevent pigeons from entering. Delia will research into this, however priority will need to be given to the interior refurbishment before the Board can budget for this.

Airbnb

- WB19 to issue a notice to remind leaseholders of no holiday letting, including Airbnb. Delia will inform WB19 accordingly.

7. Job Description Future Porter Role

- Glenn is in the process of drafting a job description for the future porter role. The Board expressed concern about doing this too soon after completion of the redundancy period. Glenn to consult Nkolika how soon we can start recruiting for a porter of the calibre we are after.

To reiterate, ideally, in the future, we would look to employ one main porter, to cover an 8 hour shift, who would take on more of a managerial role and overlook the maintenance and day-to-day running of the building, as well as overlook a second porter, the cleaning company, gardeners and any contractor/ workmen for the communal parts of the building; an on-site manager as such.

We would then have a second porter whose job would require a lot less responsibility (similar to the current set-up) to man the desk and receive deliveries for a few hours in the afternoons once the main porter's shift is over.

The Board discussed the benefits of arranging for such a set up to be put in place at the beginning of 2019, to coincide with Aziz's deadline of February 2019.

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The Board also expressed their concern of losing potential candidate, Steven Branch, should we have to wait a considerable length of time to start recruiting and, as a way around this, discussed the possibility to initially create a simpler job description with fewer responsibilities for the recruitment period and then offering them a promotion (after 3 months, for example) should they prove themselves to be worthy. Glenn to discuss this with Nkolika, should the potential candidate accept such an offer. If, on paper, it looks like a step-down in their career path, the potential candidate might decline the offer.

8.AOB

- Resurfacing the staff kitchen floor. Peter to look into lino options.
- Replacing or make-do-and mend the vandalised panels in the east wing lift. Delia to look into this.
- Access to building for emergencies. The Board needs to come up with a solution.

The Board discussed employing John Shervill, on a retainer basis, as an out-of-hours, emergency contact. John has already shown interest, lives locally, is semi-retired and knows the building inside-out, as well as many of the long-term residents. Glenn to discuss the details with Nkolika.

- The Board discussed Antonella's request to instal an electric car charger in the garage. Antonella and Peter to look into this.

The next Board meeting is proposed for 2pm on 12 November 2018, ahead of the EGM. Location TBC.

The meeting was closed at 6pm

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