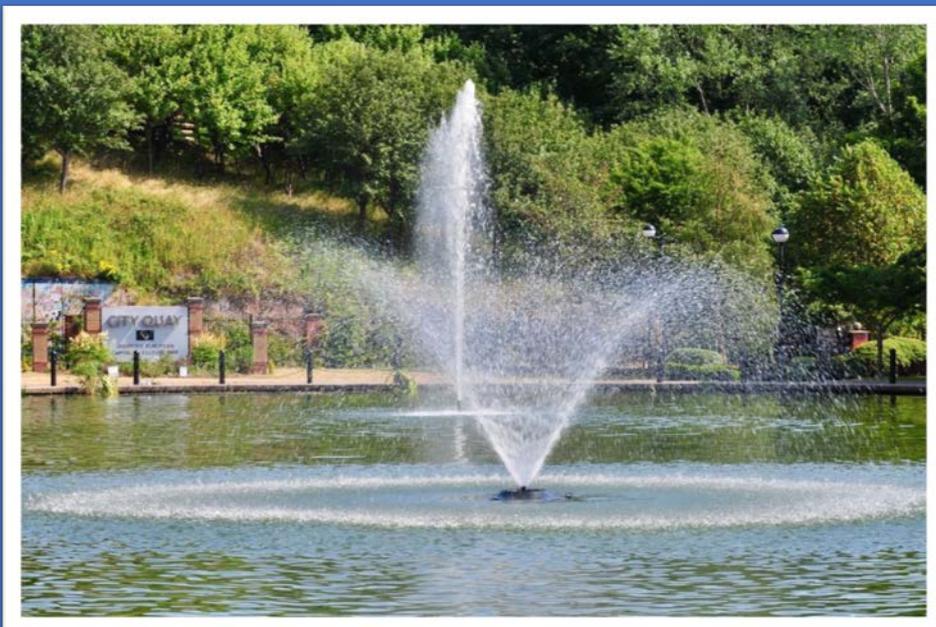


CITY QUAY MANAGEMENT COMPANY



Annual Report
2017/18



CITY QUAY MANAGEMENT COMPANY (2001) LIMITED

ANNUAL REPORT 2017-2018

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VISIT WWW.CITYQUAY.COM/AGM
FOR UPDATES AND THE LATEST
EDITION OF THIS REPORT

Last updated 16 August 2018

Director's Report

For those who have not been keeping up, this year has been a bit of a merry-go-round. Over the course of six months, the entirety of the previous board resigned, six new directors were appointed, we changed managing agents and are now doing much of the day-to-day running of City Quay 'in-house'.

It's a new Board with a change in the way things have been done in the past. We're not perfect, but we are on a continual journey of improvement.



F/H/S: Due to previous lack of foresight into issues of Health and Safety compliance, the new Board have chosen to tackle the problem head-on. As part of our strategic review we had plans in place to achieve compliance over the course of the next two financial years. These plans were accelerated after visits from the Merseyside Fire and Rescue Service in May.

Lake: You can't help to have noticed the improvement to our much-loved water feature. Three of the old fountains have been brought back online and we have installed four new ones. Giving us a total of seven, which are all now fully illuminated.

Bins: A constant source of annoyance to many residents is the regular fly tipping in the bin stores, when it is the responsibility of every resident – owners and landlords as well as tenants – to take these large items to the tip, which as most of us know is just 5 mins away down Riverside Drive at Jericho Lane. It couldn't be easier. The removal of these items must be paid for by the rest of us from our service charge.

Short Term Lets: An issue that is causing concern to residents and Directors is the increase in short term let use (e.g. Airbnb) at City Quay. As a principle there is no objection to anyone using letting their apartment IF they also permanently reside there and share their spare room with guests. What is objected to is turning the apartment into a business which is expressly prohibited by the lease. We take every case reported to us very seriously and will pursue owners who are in breach of their lease. Let us know if you suspect an apartment is being used by Airbnb, or any other agents for short-term lettings.

Landlords: Another reminder to all Landlords at City Quay that you must register your apartment with the City Council if you let your apartment out to tenants. This is mandatory. We require all our owner-landlords to comply with the city regulations. 190 properties at City Quay are registered with the Landlord Selective Licensing Scheme and they can be checked out here: <https://liverpool.gov.uk/business/landlord-licensing/liverpools-landlord-licensing-scheme/register-of-licensed-properties>.

Keeping in touch: Communication is critical to creating a happy and connected community of residents.

Website: www.cityquay.com - News / Forum / Tickets

Facebook: <https://www.facebook.com/mycityquay>

Email: contact@cityquay.com

Future ambitions: There is much more work to do at City Quay. Alongside the lake, most of the balcony/roofs on the duplex apartments will need to be re-waterproofed. In the winter months, we would like to restart internal decorating works. Work in Adler Way is long overdue, and it is here where will start first.

AGM: Due to circumstances beyond our control, primarily the threat of an Enforcement Notice, the whole Board having taken advice thought we should have no distractions from our highest responsibility which is the safety, security and wellbeing of the residents of our site. Our aim is to complete the fire compartmentalisation in early September and we would like to present a very positive position regarding fire safety at the AGM. We hope to see you there on 10 September 2018.

And finally: We like to think the Board and Maintenance Team are very approachable, so if you have any questions, just tap us on the shoulder and ask. Or use the contact details above. We want to thank all residents for their cooperation and support during the past year. We would also like to thank James, John, Tim and Ken on the Maintenance Team for all their hard work.

Governance

By Mike Riley/Brian Roche

It became clear during the search for a new managing agent, that rather than handing all responsibilities off to the agent such as insurance, maintenance, procurement and quality control, we believed that significant efficiency savings would be made if the Board took a more hands-on approach.

We felt leaseholders and residents would be better served if the skills, expertise and experience of the new Board were utilised. We also believed that if we recruited our own broadly-skilled Maintenance Team instead of bringing in external contractors that the money saved could be ploughed back into City Quay for the benefit of everyone.

Directors Profiles

Gianfranco Boccuzzi – resident/ owner since 2010, working in hospitality management, joined April 2018

Audrey McCurley – resident/ owner since 2016, and former fashion/retail owner, joined April 2018

Brian Riley - resident/owner since 2017, working as a commercial electrician, joined September 2017

Michael Riley - resident/owner since 2014 working in IT/software development, joined September 2017

Brian Roche - owner since 2006 working in data centre construction and security, joined September 2017

Previous Directors 2017/18

Gerry Proctor – resigned July 2017

Charlotte Bretherton – resigned July 2017

Olivia Smith – resigned July 2017

Lyndsey Colligan – resigned July 2017

David Higham – resigned January 2018

Anna Williams – resigned January 2018

Jane Hayworth – joined September 2017, resigned July 2018

Structure

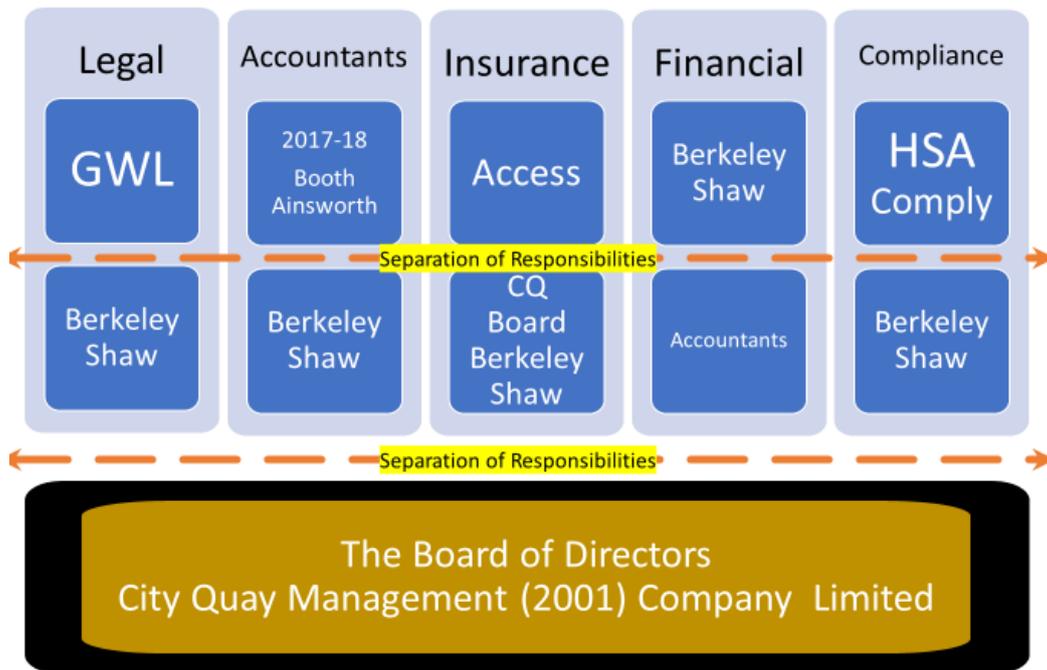
In choosing an agent it was imperative that the agent should act as a safeguard for the finance of the site but should not decide on the placing of contracts or having direct control of payments made. It was our stipulation that three directors should sign-off electronically, for approval of each payment. Only then, would the agent make the payment. Similarly, we maintained that there should be complete separation between the Board and the banking apparatus.

Another stipulation of the appointment was the best practice of giving regulatory accountability to external bodies. Quite simply, the Board would manage the operation of the site but compliance and standards, plus financial integrity would remain external to the Board but in complete transparency and capable of audit.

Separation of Responsibilities

Accountability is assigned as follows:

- Finance and management accounts: Berkeley Shaw, Crosby
- Legal: Guy Williams Layton, Liverpool
- Health and Safety Compliance: HSA Comply, Liverpool
- Accountants: TBD
- Insurance: Access Insurance Services
- Lake: Environment Agency



Contracts

Beyond the day-to-day jobs, if any major works need to be performed, we first check that our team has the skills, resources and time to do the work necessary. This approach means work is started quicker and any knowledge gained can be used for future projects. That knowledge is then translated into site documentation that remains ongoing and adheres to best practice and/or compliance.

If it became necessary to look externally, then it is our policy where possible to approach at least three local suppliers for quotes. The Board will then choose the best quote from those that meet the needs of City Quay. Successful tenders will still need to pass our standard vetting procedure, such as their insurance and references. Upon work completion, operational approval by both the site manager and a director is required before payment is made.

Current Maintenance Contracts

- Window/bin cleaning – Nu-Look Cleaning, Merseyside
- Communal cleaning – Lynda’s Contract Cleaners, Lancashire
- Main gates – MACTEC Security Systems, Merseyside
- Pest control – Independent Pest Control, Merseyside
- Adler Way lift - OTIS

Finances/Sinking Fund

Previous Boards have worked hard to increase the sinking fund year on year, and this Board has no intention of bucking this tradition. As the accounts show, this year’s fund is in line with last years.

Berkeley Shaw, directed by the Board, have divided up the sinking fund into blocks of around £85,000 and deposited them in different FSCS compliant bank accounts.



There is still a single account for which receives all income and from which all payments are made.

Managing Agents Report

To all Leaseholders

Berkeley Shaw were delighted to be invited to support the management of City Quay Management Company (2001) Limited. Following some months of written and verbal presentations prior to our appointment, we commenced our administrative and service charge management on 1st December 2017.

After a difficult start in getting the proper financial and compliance information from previous agencies and stakeholders, coupled with a huge increase in phone calls, emails and written correspondence, we are pleased to report that the communication systems and payment systems are now working quite well. Both in terms of responsiveness to leaseholders and of course to the Board of Directors.

Undoubtedly the Directors will report to you that there is a slight difference in how the site is managed now to how it was previously managed. They're more robust sign off procedures for payments and we have brought in expertise directly to Berkeley Shaw by appointing Mal Bailey, formerly of Guy Williams Layton Solicitors, to Head our Block Management Department, with a specific role to make City Quay our flagship client. He also executes some company secretarial duties and Property Transfer duties on behalf of City Quay.

Whilst our role in the operation of City Quay is not site based, as much of this work is done by the ever willing, unpaid, volunteer Directors, we are keen to support leaseholders' property management needs.

Berkeley Shaw has three core Divisions, Block Management; Sales (Land, Developments and Property); and Lettings (Landlord Management). We are of course keen to discuss our services with any landlords within City Quay and also any leaseholders who are looking to sell or let their properties, whether within City Quay, or outside of it.

I do hope you will all continue to see a gradual improvement in cosmetic standards at City Quay, its financial efficiency, and of course its operations on site, making sure that we are supporting the uplift in value of properties at City Quay

We look forward to supporting the Board of Directors through the coming years no doubt both Mal and myself will continue meeting you over the course of our support to you.

Best wishes

John Baybut
Managing Director
Berkeley Shaw Property Management

Fire, Health and Safety

Welcome to my Health and Safety section, providing yourselves with all what has been happening over the past few months at City Quay.

Firstly, I would like to tell you a little about myself and my background. Originally from Kent, I started within the building industry about 40 years ago as a bricklayer and after a few years of getting bored of building garden walls and manholes, I decided to work within the mining industry as a contractor, bricking rotary kilns in a refinery that refined lead and silver. After 2 years I decided to join Britannia Refined Metals within their R&D department and for the next ten years, I worked on numerous research and development projects and studied metallurgy engineering and health and safety until I left in 1998. Since leaving, I have completed my IOSH managing safely and NGC and continued to work within Health and Safety and Facilities Management in the hospitality and the industrial sectors. I opened my own company HSA Comply UK in January this year, focussing on offering companies advice and consultations in ensuring legality and compliance within fire, and health and safety.

Since being brought in by the current management company in May to audit the general health and safety of the site, it was clearly obvious that they had unfortunately obtained a lot of historical issues from the past management committee, past building companies and others involved that left parts of the site unsafe and not compliant. However, from our first meetings it was evidently clear that the current management committee intentions were to ensure that the safety of residents, visitors and public were a priority and to ensure legality and compliance for the site.

During the inspections of the communal areas and Adler Way with the fire officer in May, it was found that the majority of all compartmentation of the service and electrical cupboards had been breached and evidence showed that no sealing of gaps or fire stopping had been carried out. Works on these areas started straight away and for the past 3½ months the management committee, James (Site Manager), the builders and myself, have ensured that the fire life safety for all these areas has been the main priority to ensure a safer environment both in containing a fire and a safe means of escape. The fire doors are being repaired and new smoke seals fitted around the door frames to ensure smoke and fire encapsulation. New emergency lighting is being fitted throughout all the communal areas and new signage being put up across the site. I shall continue to keep you updated of the programme of works going forward and please feel free to ask me any questions.

I thank you all for your patience and understanding whilst the works have been taking place and hope that you have understood the severity of the works and why it had to take priority over some of the other works on the site. The management committee and myself will continue to work together to ensure that all areas of City Quay and Adler Way will become a safer environment for yourselves, visitors and the general public.

Brent Ramsell MBIFM | Director
Director HSA Comply UK

Security

By Brian Riley

As we all know CQ has had several issues, as most city developments have, relating to security.

We understand the gates are an integral part of the residents' concerns relating to security with his in mind we have upgraded both gate motors this year. We would hope to be able to maintain a fully functional entry and exit system. We are currently??? In the process of upgrading both gates to comply with current regulations concerning moving gates. This will include resistive edges to all crush zones. We are also renewing the carriage wheels in the hope of improving reliability and longevity.

The under crofts at CQ6 have previously been completely open. There were some personal safety issues which have resulted in the installation of security gates to both sides.

We would like to implement a regular change of code across the site including the pedestrian gates with the approval of residents. We would love to hear your thoughts on informing residents of the new codes.

Cq6 has had more than it's for share of incidents from vehicular damage to unwanted access to the under crofts. The existing CCTV cameras had been smashed, presumably by the culprits. These cameras have been replaced and positioned higher by our site team and a new DVR installed to hopefully put residents' minds at ease.

There are two other CCTV systems on site, one covering the front gate and few Casemates. The other covering the rear gate at the gym. Both systems are extremely poor and provide little benefit as a CCTV system.

We plan to introduce a phased installation of CCTV across the site providing much improved quality images and playback facility. We are in negotiation with a supplier to develop a system of mutual benefit with reduced expense to CQ.

Lake and Fountains

By Gianfranco Boccuzzi

It has always been evident that the lake is the centrepiece of the development and is at the heart of residents' enjoyment, making City Quay unique.

In the past years this has been of a high concern and disappointment for most residents due to the condition this was led to be, the lake did not represent the pride and joy of the development any more.

- The fountains were been turned off and we were told the pumps removed
- the pumps were removed, as these were not working
- There was no water supply other than rainfall
- All fish were removed
- The edge of the lake was guarded with mesh to discourage wild life

The result of these actions destroyed the lake ecosystem and the water became stagnant and invaded by the algae making the lake water green.

Since December, the existing board have worked very hard to restore the lake to its former glory. So far, we have:

- Over 1000 fish have been added to the lake of various species
- Placed aquatic plants at each end of the lake
- Purchased four new fountains
- We also found out that the existing fountains pumps were still in situ and not removed, so we serviced them and reactivated three of the four fountains
- Illuminated all the fountains with energy efficient LED lighting



We also found out that we have our own water supply from a bore hole. However, this does require a new licence and we are dealing with the Environment Agency to increase the allowable amount of water that can be abstracted. This will go a long way to resolving the stagnated water problem that we have.

With the new water plants, you will notice pink, white and yellow lily pads drifting around the edges and we plan to have a lot more vegetation in the lake to produce more oxygen helping to oxygenate the water. The Parks and Gardens department at Liverpool City Council have agreed to collaborate with us and donate water plants.

Our current primary source of fish has been donated via our own Facebook page Herculaneum Fish Sanctuary: a fish re-homing service that secured over 400 fish free of charge.

We are proud to say that the lake is getting back to its deserved place as the centrepiece of our development and in a previous unseen fantastic condition. We will continue to work on it to ensure the ecosystem is maintained and improved, and the future addition of plant and fish to maintain the clear water. Hopefully we will have our licence approved by the Environment Agency to gain constant fresh water in the lake.



We are now looking at the maintenance of the wild life around the lake and the estate and we are looking at future projects to implement to make the lake even better and more attractive.

The cost of all these improvements has been around £25,000. This is almost half the value of the last lake improvement quote we received last October. This is more evidence that Board have made the right choice in having a hands-on approach to projects at City Quay, rather than relying on expensive 'experts'.

Landscaping

By Audrey McCurley

City Quay gardens have always been something to be proud of and will continue to be. Since December, Grosvenor Services have no longer been on-site as they were deemed to be very costly: upwards of 45k per year was spent. The new board felt that the maintenance team are then capable of attending too, along with input from myself.

The aesthetic of City Quay is very important but due to a very harsh winter a lot of our plants/shrubs and hedges did not survive. We now look forward to Ken and Tim planning and implementing improvements and will be planting perennial flowers and shrubs around the buildings to soak up excess moisture. This will help with our poor drainage system especially in the winter.

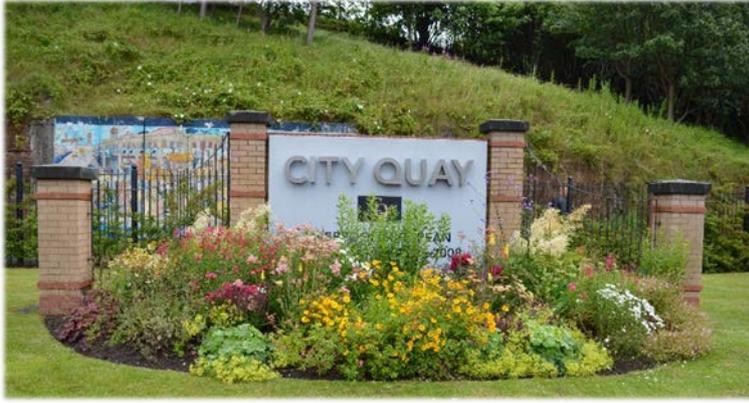
Our roundabout at the entrance to City Quay is not only a functional barrier to stop cars crashing in to each other and encouraging road safety, they are a showcase for garden design. We have planted a Cypress Topiary Swirl surrounded with red and white roses that are starting to bloom. Our aim is to have as much colour and as many flowers as possible around our site.



As you enter the gate we have our beautiful lake with seven fountains gracefully dancing on the water and are sparkling with lights. You will also notice pink, white, and yellow lily pads drifting around the edges of the Lake and we plan to have a lot more vegetation helping to oxygenate the water. Stand there and take in the view but be careful, as we now have over 900 fish in the lake and one might jump and scare you ... no, they really do jump!!!!

We are also introducing a few contemporary sections with Topiary Balls and Cordylines and decorative Cotswold Stone chippings to give contrasting colour to slightly duller areas.

Let's not forget our raised bed area where we have a wide range of vegetables growing. All residents are welcome to come along and get involved if they please. Long-time resident, Eileen Bishop, has been doing a lot of planting and watering every evening. Due to this long hot summer, our grass is not as green as everyone would like. Many plants have not fared to well either, due to lack of rain: so, we complain about too much sun (or do we), or we complain about the grass - we can't have it all!!!



I would like to add that on the right-hand side of the Casemates where the trees are growing, we have spent a lot of time putting surrounding boxes as the old ones were rotten and all over the road. Our intention is to fill them with topsoil and mulch and start planting in the boxes in the next few weeks.

Our aim is to make City Quay a magnificent oasis in the heart of Liverpool and the envy of all apartment living in the City Centre. I would also like to thank the people who are truly interested in their gardens especially along the lakeside for the wonderful displays we have seen on their balconies and all the personal touches you have created just shows your commitment to city Quay living. Don't forget to avail of our orchard soon and get picking.

Misuse of our Bin Sheds and Fly-tipping

By Audrey McCurley/Mike Riley



This is what our maintenance team had to clean and is becoming a sight that is being seen way too many times in City Quay. This is totally unacceptable. We are asking residents to please be more diligent in disposing of garbage to try to eliminate bacteria, insects and vermin.

Fly-tipping on private land is the responsibility of the owner/occupier and must be removed by them. City Quay are not responsible for

moving your furniture from bin sheds and anyone caught doing so will be automatically issued a £250 fine. One of our Casemates is full of rubbish that will have to be removed at a cost to City Quay of approx. £3000.

This is another extra cost that is totally unnecessary, so we are asking that you please dispose of your unwanted items at Otterspool Household Waste Recycling Centre which is less than a five-minute drive from City Quay. You can also ask Bulky Bob's to collect unwanted waste from your home, so there is **no excuse** for people abusing our bin sheds.

Our blue bins are being refused to be collected way too often as people are putting plastic bags of rubbish in the bins. You can recycle the following items in your blue bin. Please place all items loose in the bin – do not put them inside plastic bags:

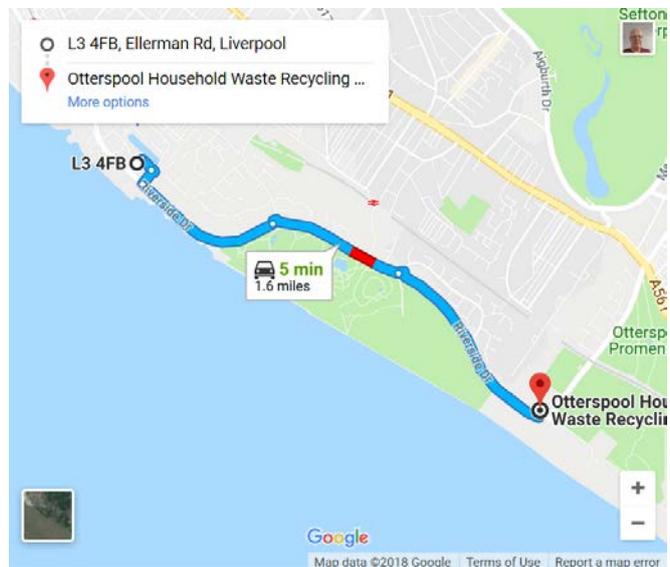
- Glass (leave lids on glass jars and bottles)
- Cans (do not crush)
- Paper, magazines, newspapers, junk mail, catalogues, and wrapping paper (non-plastic/metallic)
- Envelopes (including plastic windows)
- Cardboard food boxes and egg cartons (flattened)
- Cereal, cardboard packages (remove plastic padding) and food boxes
- Toilet or kitchen roll inner cardboard
- Plastic drinks bottles (keep lids on, do not flatten)
- Plastic shampoo and cleaning bottles.



It took between 5 and 6 man-hours to do the clean-up of just one shed

The council can refuse to empty blue bins which contain the following:

- Black bag waste
- Plastic bags, cling film or plastic padding
- Metal objects, shredded paper or polystyrene
- Juice cartons (Tetrapak)
- Food or liquids
- Yoghurt pots, plastic tubs, food trays or foil containers
- Textiles, clothes and shoes
- Paint tins
- Electrical items (take these to your nearest recycling centre or arrange a Bulky Bob collection)
- Syringes
- Wood



Directions to Otterspool Waste Recycling

Thank you for reading and your co-operation. We hope to see an incredible improvement in the future.

General Maintenance

By James Roche, Site Manager

The current maintenance team began working at City Quay (CQ) eight months ago, in December 2017. When we started, a new residents on-line job ticketing system was built from scratch by Mike Riley, Now, with nearly 400 tickets closed, CQ is in the best condition it has been in for years. With the help of residents regularly using the ticketing system we can continue to improve the site.

The greatest success this year has been the restoration of the lake. The constant hard work from the maintenance team and the board of directors has led to the early development of an eco-system, home to a raft of aquatic life including Koi, Mirror, Grass and Common Carp, Blue and Golden Orfe, Gudgeon, Tench, Goldfish, Shubunkins and a 4ft Sturgeon. We've also



James Roche: Fish Wrangler

restored two broken “flute” fountains and installed four new “trumpet” fountains – especially to aerate the lake. What was once a pea green, almost dead lake, is now becoming an idyllic centerpiece for CQ to be proud of.

With the efforts of Audrey, Ken and Tim, there are many projects in the pipeline to improve the gardens throughout City Quay. Very soon, the maintenance team will be revamping the entrance, before moving their attention to the restoration of the flower boxes alongside the casemates. The council has generously donated over 10 tons of bark chipping to help fill the flower boxes. This has saved the site a large sum of money which can be put into other projects within CQ. The improvements to the landscape will include improved planting, repairing the neglected lawns – especially the widespread mossy areas, benches for

seating around the site, and an honesty box for donations to help feed the fish.

With little access to water on site to support the plants and trees during the summer months, the maintenance team are developing methods to harness the water from the river Jordan above the casemates. An endless flow of water running through the drainpipes means an eco-friendly and cost-effective way to keep the plants thriving through the dry period.

Hopefully you've noticed the maintenance team are in the process of restoring the bin sheds to a clean and tidy communal area for residents to dispose of their rubbish. In doing so, the team has replaced rotting and unsightly grey panels with stylish, wooden panes to encase the renovated bin area.

Window cleaning in CQ has been something mentioned by residents on regular occasions. We have now contracted a company to clean the communal windows every month, the bin sheds with detergent every two weeks and a pressure wash every month. Though the company will cleanse these bin sheds, we still need support from residents to keep them clean. The maintenance team go around three to four days a week litter picking and checking the bin stores for misuse. There is a rising issue of the recycling bins being misused by putting plastic bags/food into them. This causes the teams time to be taken up by sifting through the bins rather than maintaining the site. Furthermore, there are several residents who leave bin bags on the floor, rather than putting them into the bin.

Earlier this year we started upgrading all the lampposts across the site to LED, which in time, will not only save the site thousands of pounds, but will also reduce our carbon footprint. The communal lights throughout the site will also be upgraded to LED and microwave sensors to further save on electricity costs.

Overall, once the maintenance team has finished repairing historic issues around CQ, we can turn our attention to maintaining and improving the rest of the site. We have many ideas to advance CQ, and any input will be received with open ears.

CITY QUAY MANAGEMENT (2001) COMPANY LTD

ANNUAL GENERAL MEETING 2017

- Date and time:** 10th July 2017 7.0 pm
- Venue:** Casemate No. 5, City Quay
- Present:** Gerry Proctor (Chair), Charlotte Bretherton, Lyndsey Colligan, David Higham and Olivia Smith (Directors), Philip Robinson and Richard Robinson (Wren), Alan Markham (Armstrong Quay), various leaseholders and residents.

1.0	WELCOME AND APOLOGIES
1.1	Gerry Proctor welcomed all present.
1.2	No apologies had been received.
2.0	MINUTES OF THE LAST MEETING
2.1	The minutes of the previous AGM, on 11 th July 2017, were accepted as a true record.
2.2	There were no matters arising from the minutes.
3.0	GOVERNANCE
3.1	According to the rotation of Directors, Charlotte Bretherton stood down. She indicated her willingness to continue to serve and was elected for a further term of office.
3.2	Gladys Williams wished to join the Board and was duly elected.
3.3	Kevin Melia wished to join the Board and was duly elected.
4.0	CHAIR'S REPORT
4.1	Gerry Proctor drew attention to his full, written report included in the Annual Report for 2016/2017. He outlined the significant improvements to City Quay over the past few years and the areas where further progress is required.
5.0	FINANCIAL REPORT
5.1	Philip Robinson guided residents through the accounts for year ended 31 March 2017.
5.2	In relation to Income and Expenditure, the apparent rise in electricity costs when compared to the previous year is due to a release in 2016 from the unbilled electricity accrual which resulted in a credit against the expenditure in that year.
5.3	The small surplus at year end (£7,439) had allowed the service charge to remain unchanged for 2017/2018.
5.4	The Balance Sheet shows arrears in service charge payments of £20,203. There is a time lag in collecting arrears but no sums are ever written off.
5.5	Replacement of windows in communal areas: Programme of window replacements to be published and residents to be given warning well in advance of the start of work.
5.6	Fire alarm testing: longer advance notice to be given to residents.
5.7	Treatment of balcony decking: residents to be reminded that they must take action to prevent drips from falling below.
5.8	Residents wish to develop a dedicated City Quay website.
5.9	Residents request that the Board publish a plan of work with allocated responsibilities.

5.10	Residents request that a risk assessment be produced for the site.
6.0	RESIDENTS' ISSUES
6.1	Written questions submitted in advance by residents –
6.2	<u>Enforcement of pet policy</u> : Breaches of policy can be followed up only if incidents are reported and name and address of offending pet owner supplied.
6.3	<u>Provision of carbon monoxide detectors in communal areas</u> : advice being sought.
6.4	<u>Fire evacuation policy</u> : Advice included in Annual Report to be displayed on notice boards. Advice being sought on fire risk associated with cladding to buildings.
6.5	<u>Sinking Fund/Major Works Plan</u> – Quotations from Building Surveyors are awaited. A five and ten year major works plan to be produced.
6.6	<u>Landlords' Licences</u> – robust action required to pursue leaseholders in breach of their leases, particularly in relation to inappropriate letting of their property.
6.7	<u>General Maintenance</u> : David Mault had been appointed by Wren to deal with minor maintenance issues.
6.8	<u>Frequency of residents' meetings</u> : Meetings of Directors and residents to be held quarterly in future.
6.9	<u>Implications of breaches of leases for insurance</u> : Cover is comprehensive. Wren to check position.
6.10	<u>Contractors</u> : Residents to be warned of the importance of checking the credentials of any contractor they employ. Risk assessment process concerning contractors on site to be reviewed by the Directors.
6.11	<u>Theme park at Festival Gardens</u> : Residents warned to be alert to any planning applications that might be made for this site.
6.12	<u>The Lake</u> : Residents strongly in favour of action to improve the water quality. Alternative estimates to be presented at next quarterly meeting.
6.13	<u>The Chair of the Board to be rotated</u> : Gerry Proctor stepped down and also resigned from the Board.
7.0	DATE AND TIME OF NEXT AGM
7.1	Monday 9 th July 2018, 7.0 pm
7.2	Interim general meetings to be arranged.