**Gordon & Co Meeting 26th May 2016 7PM, Colchester Rugby Club, Mill Road**

**Attendees**

Cllr Martin Goss – Chair

Cllr Phil Coleman

Andrew Owen – Crest Nicholson

Michael Mcgillycuddy – Gordon and Co

Rosewood Residents

**Apologies**

Cllr Dominic Graham

Cllr Anne Turrell

**Agenda**

1. Understanding the service charge budget and Demands
2. Gordon & Co.’s responsibilities as managing agent
3. Gordon & Co.’s staffing issues
4. Customer complaints and correspondence with residents
5. Parking situation and possible solutions
6. Visible storage in demised parking areas
7. Playing games in communal grounds
8. Antisocial behaviour
9. Any Other Business
10. Dog mess bins

**Items Raised at meeting**

**Maintenance fees**

Michael explained budget will mature. It runs Jan 1st– Dec 31st. Flats pay half yearly and houses quarterly. Direct debit will be introduced and management of the site will move to the Reigate Office as it should be more efficient.

**Accounts**

Complaints raised that accounts have not been up to date and not sent to all residents. It is a legal requirement to publish and sign off all accounts annually. Accounts for each year will be resent to all residents. Complaints raised that figures keep changing and nothing is inconsistent when it comes to billing cycles and charges. For instance a Water pump is listed under fees and yet one doesn’t exist! £485 for Company Secretariat was deemed excessive.

It was strongly suggested by Cllr Goss that due to the lousy service Gordon and Co should give compensation to all residents.

Mr Lee Kennedy raised he left 4 calls for Michael and no-one called him back.

A new employee is being appointed to look after the site providing the correct financial package can be agreed.

**Sacking Gordon & Co**

It was raised how Gordon & Co could be sacked if their service continues to be lousy. 75% of houses need to be built and occupied and then Residential Directors can be appointed. Currently 174 properties are built and occupied out of 248.

**Bus gate and camera**

It was explained this has been put in as part of the planning permission and Essex County Council would be adopting the roads as per the design and therefore the bus gate and camera would pass to them eventually.

A resident who works for ECC believed this bus gate may change but Cllr Goss didn’t believe this to be true as he had no formal information about such as change and it was all formalised in the legal agreements and planning permission documents.

**Anti-social behaviour**

This was raised and Cllr Goss suggested there are a number of ways this can be dealt with via the Police, management company, Social Landlords and the ASB team at Colchester Council.

All complaints must be reported to the police in the first instance.

**Parking**

Big debate took place on parking and Cllr Goss explained that the yellow lines are not yet enforceable as there is no Traffic Regulation Order (TRO) covering these under Essex County Council consult one nearer to the time of road adoption which will be a few years away.

Michael from Gordon and Co explained that a private contractor could be employed to issue tickets for cars which don’t have permits on the estate and for those parking in areas they shouldn’t be.

Michael will ask a couple of private companies to look at schemes and then write to residents for their feedback. Crest were again asked if they would pay for “No stadium parking” signs.

**Covenants**

A debate took place about enforcement of covenants for car barns, rubbish, front gardens and parking. It was discussed that legal costs would be encountered if a resident was taken to Court for a breach. Costs for any legal action would need to be built into the budget. A solicitor letter to a resident would cost at least £200 for instance.

Where covenants are currently being broken residents will be written to.

Question was asked whether can barn doors and gates can be changed.

**Dog bins**

Michael is arranging to get the dog bins emptied fortnightly. A further 8 litterbins and 2 dog bins are being installed shortly.

**Crest Nicholson issues**

Residents raised with Andrew about the tree which had been knocked down, the lack of road sweeping and litter picking around the development, there are various dead trees which need replacing, the fence by the pond near the sales office needs repairing and the road needs to be finished in Olympic Boulevard urgently. Altius Chase has no road signs and all other roads need to be checked as there are more road signs needed.

**Playground**

Andrew confirmed the playground would open in two weeks time. Apparently contractors and the sales office had been telling residents it would open on Bank Holiday Monday.

**Binstores at flats**

Recycling bins need to be checked that they have recycling labels on them. Some residents don’t have keys. Issues raised by one resident about smells of binstores. Was going to follow up with Michael.

**Broadband**

Cllr Goss gave an update on Broadband and explained he had two private companies looking at Broadband solutions as Crest Nicholson had refused to pay the £14k to install a Fibre to Cabinet solution from BT.

It was suggested by residents to contact Virgin. Andrew would take this forwards and also ask Pete Diffley, MD of Crest to see if some funding would go towards a fibre solution especially as residents are not happy with Crest.

**Neighbourhood Watch**  
  
Two residents kindly offered to help set-up Neighbourhood Watch.

**Solar panels**

Question was asked what was happening to the electricity from the flats. What was it being used or paying towards?

Michael will feedback.

**Communication and meetings**

Michael and Andrew agreed to a further meeting once actions were moving forwards. Quarterly newsletters will be looked into and be sent to residents by Gordon and Co. A new portal will also be getting launched later this year where residents can report issues and get updates from Gordon and Co.

**Speeding**

Speeding was mentioned on the development and Mill Road. Cllr Goss explained traffic calming was being looked into for Mill Road by Essex County Council and hopefully designs will be available later this year.

Cllr Goss said any speeding must be reported immediately to the police on 101. Crimes must also be reported however small as it statistically helps the police focus on problem issues.

**Actions**

1. Michael to send letter to everyone about switching to Direct Debit
2. Michael to send out all accounts to all residents
3. Michael to look into compensation for all residents
4. Michael to look into customer service processes and ensure everyone receives responses within agreed SLA’s. These need to be published.
5. Andrew to confirm the process and timescales for setting up Residential Directors to be appointed
6. Michael to write to all residents for formal feedback on implementing a private parking scheme until road adoption
7. Andrew to confirm the legal position on car barn doors and gates and whether they can be changed in future and within what timeframes.
8. Andrew to contact stadium and discuss purchasing some “No stadium parking” signs.
9. Michael to get dog bins emptied fortnightly
10. Andrew to feedback on all the issues raised relating to Crest Nicholson.
11. Michael to confirm bins in the flats binstore are now labelled for recycling.
12. Michael to ensure keys are issued to all flat owners for the binstores as many residents don’t have them.
13. Andrew to follow up Broadband with Peter Diffley and also contact Virgin.
14. Martin to contact residents about Neighbourhood Watch.
15. Michael to look into solar panels in flats.
16. Michael to arrange a future meeting and arrange newsletters