

Minutes of the 2023 Annual General Meeting CH Flats No. 3 Ltd Wesley Court

Held at the Cross Keys, Royal Wootton Bassett on 19th September 2023. Start Time: 20:00

Present:

Linda Addyman (Flat 22)
Jan Brooks - Chair (Flats 6, 21, & 29)
Christine Crutchley (Flat 8)
Bob Harding (Flat 26)
Hillary Harding - Treasurer (Flat 26)
Sara Hickman (Flat 9)
Marie Mullard (Flat 7)
Mick Mullard (Flat 7)
Colin Tydeman (Flat 11)
Richard Tydeman (Managing Agent)

Apologies:

Dave Addyman (Flat 22)
Mr Crutchley (Flat 8)
Sarah Williamson (Flat 28)

Expected but Didn't Attend:

Melodie Beevers (Flat 25)

1. Jan Brooks, as Chairperson, opened the AGM and Christine Crutchley placed an iPad type device on the table and stated that she would be recording the meeting for her husband's information. Consent was not sought from those attending and Jan Brooks clarified that any recording could only be used for personal purposes. Those present were invited to introduce themselves.
2. **Apologies:** Please see above. Melodie Beevers was expected but did not attend.
3. **Approval of the Minutes of Last AGM:** The minutes of last AGM held on 13th June 2022 were reviewed, Christine Crutchley noted that Colin Tydeman's name had been accidentally left off the AGM minutes. This was noted and all other aspects of the minutes were then approved by all present.
4. **Matters arising from the Minutes** – Christine Crutchley asked why the AGM wasn't being held within 15 months of the previous AGM (held on 13th June 2022) as required under the Articles of Association. Jan Brooks responded that Wesley Court's Articles of Association specify that an AGM should be held every calendar year* (see note below).
5. **Chairpersons Report** – Jan Brooks gave the attached Chairperson's Report and recommendations for the next year which Hillary Harding proposed and Marie Mullard seconded.
Jan Brooks thanked the committee for their attendance at the committee meetings in the year, and their hard work in maintaining a high standard of cleanliness and a secure, pleasant environment at all times for the occupiers of Wesley Court to live in. Attention was drawn to the information that the owners of one flat had raised a considerable number of questions and complaints regarding the running of, and repairs to, Wesley Court since early 2022. These owners are now taking legal action against Wesley Court's Management Committee regarding aspects of the notice given over the recent major repairs. Wesley Court's insurers have now appointed Solicitors to act in the matter.
The cleaning of the windows and the refuse bins twice a year was proposed by Jan Brooks and Linda Addyman seconded the proposal. The accounts had been attached to the AGM documentation for all owners as they had been signed off.
6. **Plans for 2022/23:** Please see the Chairperson's Report attached.
7. **Treasurers Report** – Hillary Harding gave a full briefing on the financial position and an overview on the expenditure this year and the previous year including works and improvements carried out to the block. Copies of her report were distributed and are attached.
Christine Crutchley asked why the budget for Wesley Court hadn't been sent out as usual. She was advised that copies of the budget aren't usually issued but are available and was reminded that a copy had been made available for her to view at Wesley Court in July as requested but she hadn't taken up the offer to see it. A copy had since been supplied to her.

Christine Crutchley raised further detailed questions on the budget and was advised that the topic wasn't on the agenda for the meeting and was directed to the Any Other Business section of the AGM if it was submitted prior to the AGM. All owners had been advised that questions should be submitted in writing at least 2 weeks before the AGM to allow time to investigate and respond.

Christine Crutchley voiced her opinion that the Committee was blocking her legal right to information but this was strongly refuted and it was pointed out that she had not raised any questions in advance except to ask for a copy of the budget. Richard Tydeman commented that he had contacted Mrs Crutchley specifically to ask her if she had any questions about the budget but she hadn't raised any. Richard clarified that she was able to raise questions at any time by email and they would be dealt with.

On the subject of her right to information Jan Brooks reminded Christine Crutchley that her husband had requested sight of "the books" for Wesley Court for the year ended 30th June 2022. A considerable number of hours were spent by Linda Addyman as Treasurer producing copies that comply with GDPR legislation for Mr and Mrs Crutchley to see within the very tight timescale set by Mr Crutchley in 2022 but they have yet to view the documents. More recently a request was made by Mr and Mrs Crutchley to see invoices and the budget and, again work was required to produce GDPR compliant copies. Once again they have yet to view the documents that they requested.

Christine Crutchley questioned the relevance of, and need to comply with, GDPR and was informed that Wesley Court must obey current legislation.

Richard Tydeman advised once again that he would be prepared to meet Mr and Mrs Crutchley at Wesley Court for them to review the documents that they have requested. Bob Harding pointed out that the work of the Committee is voluntary and unpaid and that many hours have been spent by all parties to accommodate Mr and Mrs Crutchley's requests with no financial charge by Wesley Court but at great personal effort from the Committee. Richard Tydeman advised that he had also made documents available and spent time communicating with Mr and Mrs Crutchley and he hasn't charged for his work to date.

8. **Election of Committee:** One third of the Committee is required to resign each year and it was the turn of Marie Mullard and Colin Tydeman to stand down. Linda Addyman and Jan Brooks proposed respectively that they were re-elected, and Hillary Harding seconded both.
9. **Election of Officers:** In accordance with procedures Jan Brooks resigned as Chair and was nominated by Marie Mullard to stand again and this was seconded by all Committee members present.
Hillary Harding was nominated to continue as treasurer by Jan Brooks and this was seconded by Linda Addyman
10. **Any Other Business:** Christine Crutchley raised a number of additional questions throughout the AGM regarding the accounts, individual items on the budget and where money had been spent. Those present variously expressed surprise and disappointment at the level of detail being raised and the appropriateness of it at an AGM. Mick Mullard left the meeting in apparent frustration at the numerous questions.
Jan Brooks and others repeatedly advised that there was a mechanism in place to allow for questions in this section of the AGM but that no questions of substance had been received from Mr or Mrs Crutchley by the cut-off date of two weeks prior to the AGM. Richard Tydeman again stated that questions could be emailed to him for response. Bob Harding asked Christine Crutchley to stop recording at the close of the meeting. Mrs Crutchley was reminded that her recording of the meeting could only be used for personal reasons and not shared with anyone else.

The meeting was closed.

*Note - The Articles of Association for Wesley Court have been checked since the AGM and the requirement is for an AGM to be held every calendar year as confirmed at the AGM.

C H FLATS No3 WESLEY COURT LTD 2022/3 AGM

held on 19th September 2023

CHAIRPERSON'S REPORT

Welcome

May I start by welcoming everyone to the C H Flats No3 Wesley Court AGM and thank you all for taking the time to come along this evening. This AGM looks at the years ending 30 June 2022 and 30 June 2023. The recent major work in 2022 was also mentioned at the last AGM

Thank You

I particularly want to convey my sincere thanks and appreciation again to all of the officers and members of the Management Committee for the time that they have given, and the work that they have undertaken, on our behalf over the last couple of years.

Special thanks go to Linda Addyman for her considerable and invaluable work as Treasurer up to her resignation at the last AGM. Linda was Treasurer for about ten years and she was a most effective and efficient Treasurer and is a tremendous asset to our Committee, thank you Linda! During the recent building and refurbishment projects she monitored the finances continuously and rigorously to ensure that the work was as affordable as possible and remained within our scarce budget.

Hillary Harding has now taken over as Treasurer and will testify just how much work the Treasurer undertakes on our behalf. She will update us on the finances shortly.

The Management Committee comprises 6 owners of flats at Wesley and are elected by the members. Most of us have owned our flats for a long time. I would stress that our work is unpaid and we do not receive any expenses.

So I thank Hillary Harding our new Treasurer, together with Linda Addyman, Marie Mullard, Melodie Beevers and Colin Tydeman for their work on the Management Committee.

On behalf of all of us I also thank Richard Tydeman for his excellent work as managing agent for Wesley Court. I also want to repeat my appreciation, on behalf of us all, for his involvement in, and management of, the recent projects for the replacement of the communal fire doors and mortar repairs etc. These projects were complicated, time consuming and demanding and Richard didn't charge Wesley Court a penny extra for all of the additional work. Many thanks Richard!

Aims

Our aim as a Management Committee is to maintain and improve Wesley Court to ensure that it is a clean, safe and pleasant place to live whilst protecting the owners' interests and meeting regulatory and safety requirements.

Background

Wesley Court was built in the early 1970's, so is nearly fifty years old, and, naturally, it is starting to need more maintenance. The Fire Risk Assessment in 2021 highlighted damage to the fire doors in the common areas and their lack of compliance with current requirements. In addition, significant water ingress was reported in several flats overlooking the park in addition to leaks that had previously been reported in a number of flats, with No 22 particularly frequently affected. Major repairs to the mortar and cladding were required – and the claim against our block insurance to address it was declined.

For your information, whilst our claim was declined, it was made clear that any issues that are identified but not addressed could result in our insurance policies being invalidated.

Update

2021/2 Highlights-As reported at the last AGM, work to replace the fire doors and address the mortar and water ingress started in January 2022 and was completed by June of that year largely within budget – costs went a little higher than forecast as problems were found during the work requiring remedial work to the floors and some replacement cladding.

Our focus was very much on the ongoing works, but another major highlight was the resolution of one of our most persistent long term debtors; an owner who had refused to pay their service charge for some years. Linda had obtained payment for us via a series of court orders over a number of years. The flat was finally repossessed as a result of debts elsewhere and sold and our arrears were paid in full.

2022/3 Highlights

- The service charge increased to £80 pm from £55pm, the first increase in seven years,
- Once funds permitted, the communal fire doors were finished and the surrounds painted.
- Further water leaks into flats 15 and 22 were addressed.
- A new energy contract increased charges from approx. £850 per annum to about £2,400pa.
- The cavity wall insulation installed in 2014 (free under a Government grant) was found to be very low so Richard contacted the supplier and arranged for it to be fully topped up free of charge.

Feedback from both owners and occupiers of Wesley Court to all of this work has been largely very positive and complimentary but I must mention that the owners of one flat have raised a wide range of comments, questions and complaints throughout 2022 regarding the repairs and replacement fire doors, by a number of emails and lengthy letters (7). I must also inform you that these owners are now taking legal action against the Management Committee of Wesley Court under the Landlord and Tenant Act 1985 regarding aspects of the notice given of the recent major works. Our insurers have now appointed Solicitors to act on our behalf.

Plans for 2023/4

- *The list of projects should be reviewed and prioritised for implementation. The next projects for consideration are the upgrade of the central lighting system to improve effectiveness and reduce costs and a communal laundry facility.*
- *The external window cleaning should be undertaken twice during the year as usual and the bins in the refuse area should be cleaned and replaced if necessary.*
- *In view of the current financial climate, it is recommended that expenditure is contained wherever possible so that the block can be maintained within the expected income.*
- *Subject to budget, a further £5000 is put into the reserve fund as in previous years.*
- *The Committee should continue to focus on ensuring that Wesley Court is maintained to high standards of cleanliness and security to provide a pleasant and safe environment at all times.*

Outlook

The Management Committee's responsibilities include setting the Management Fee/Service Charge. As you have already been informed the Management Fee/Service Charge has been increased from 1st July 2023. This new charge of £90 per month or £540 per half year is considerably below the rate for most other flats in the Royal Wootton Bassett area.

We are committed to continue all of the regular inspections of the building including having the roof independently surveyed every three years. The recent survey indicated that the roof looks good for another ten to twenty years. The reserve fund needs to reflect future projects. Hillary will be reporting on the finances in some detail shortly.

Thank you for listening.

CH Flats No 3 Ltd

Wesley Court Treasurers Report 2 years to 30th June 2023

Financial Position

	2023	2022
All Assets	£ 16,436	£ 9,572
All Liabilities	£ 1,545	£ 100
Total Income	£ 14,891	£ 9,472

Income:

	2023	2022
Turnover	£ 29,212	£ 27,300
Interest	£ 22	£ 3
Total Income	£ 29,234	£ 27,303

Expenditure:

Costs	£ 20,474	£ 64,612
Admin expenses	£ 3,340	£ 3,156
Total Expense	£ 23,814	£ 67,768

Operating profit

£ 5,420 £ 40,465

Retained profit brought
forward (from previous
year)

£ 9,472 £ 49,938

Capital & Reserves to carry
forward (to next year)

£ 14,891 £ 9,472

Key points 2022

Disruptions caused by the Covid 19 pandemic caused scheduling difficulties with the last AGM being held on June 22nd, before the end of the financial year. Linda Addyman stepped down as treasurer at the AGM and we are indebted to her for her diligent, voluntary work in managing the accounts for Wesley Court for many years. The use of the 'Free Agent' software package has enabled a smooth transition and pays testament to the long hours that Linda put into learning and setting up the software on top of the work normally carried out.

This report builds upon the excellent work done by Linda detailed at the last AGM and states the position at the end of the financial year 2022 as was as 2023. Figures are shown side by side for clarity and easy comparison.

The major expenditure in 2022 was on a variety of substantial building works totaling £53,978 including £22,368 spent on fire doors and £7,250 for work on the cladding. This total is commensurate with the estimates provided in the 2022 AGM Treasurers report (£51,770).

Expenditure for 2022 was only £13,790 if building costs were discounted, commensurate (if slightly below) previous years (£15,805 in 2020 and £15,937 in 2022).

The building projects were largely complete by June 2022 but significant work in sealing and finishing the doors will need to be done

The windows were not cleaned in 2022

General maintenance costs, typically over £2,000 were only £728

Key points 2023

As noted in the 2022 AGM the service charge has been increased. Income has risen from £20,322 in 2021 to £29,212 in 2023 allowing for a modest operating balance of £5,420 helping to rebuild the financial reserves that were heavily impacted by the building work (including fire doors and cladding repairs)

Extensive work to various doors including sealing and finishing have required an additional spend totalling £6,380 as anticipated.

If the 'one off' major building work in 2022 (£53,978) and 2023 (£6,380) were excluded then the overall expenditure would be a more balanced comparison. In 2022 adjusted expenditure was £13,789.60 and in 2023 this increased to £17,434, an increase of £3,644. This is accounted through modest increases in many accounting categories but larger increases in the Electricity bill (for lighting), window cleaning (not done in 2022), general maintenance and fire alarm maintenance.

Hillary Harding
treasurer@wesleycourt.org.uk
September 2023