

Millbank Estate Management Organisation

Annual General Meeting Minutes

Saturday 6th July 2013 at 11am, Merta Hall



Present Board Members: Wilfried Rimensberger (WR), Chairman – Shareholder
Phil Hayes (PH), Vice Chairman – Shareholder
David Little (DL), Secretary – Shareholder
Neil Cocking (NC), Treasurer – Shareholder
Kathy Clifford (KMC)
Gina Bobin (GB) – Shareholder
Christopher Tysall (CT) – Shareholder
Margaret Landman (ML) – Shareholder
Linda Hiscox (LH) – Shareholder

Staff in Attendance: Kellie Carson (KC), Estate Manager
Scott Steel (SS), Finance Officer
Sharon Codagon (SC), Housing Officer

Apologies: Pat Johnstone
Gwendolyn Morgan
Peter Wright
Irene Carter
Linda Pastasa
Mr Baker

Shareholders: Mr Cook
Mr O'Mally
Mr Peter Doherty
Ms Olive Whitcombe
Mrs Brown
Mrs Jackie
Mr Raymond Lloyd
Jennifer Garraway
Kris Kin
Val Sutton
Mrs James
Mr Korad

Residents: Mr Clarke
Mr Brown
Charles Whitmarsh
Mr Jame Crowe
Margaret Smith
Barbara Brady
Maureen Neary
Mrs D Obana

Meeting begins – 11:15

1	Introduction and Apologies	Shareholder Vote/ Action
1.1	WR welcomed everyone to the meeting and Board members	

	introduced themselves. Apologies were also delivered.	
1.2	No declaration of interest	
2	Minutes of the AGM 2011/12	
2.1	Neil Cocking should be added as an attendee and name corrected (Section 2.1)	
2.2	Raymond Lloyd should be added as an apology.	Shareholders vote unanimously the accuracy of the minutes.
2.3	Matter Arising – it was decided that printing resources for distribution of papers should be reduced by making them available on line. WR asked the Shareholders if they are still in agreement with this arrangement. Five Shareholders requested hard copies. NC proposes that papers are sent out electronically and then hard copies should be available on request. GB seconds the proposal.	Board voted unanimously in agreement
3	Chairman's Report	
3.1	Recognised the efforts of the Board and Staffing team in working hard to improve service and MEMO. Feels that the Board is working well to deal with complaints and to keep MEMO moving forward.	
3.2	WR welcomed questions from the Shareholders. Shareholder – how will the proposed plans for local collaboration (i.e. Chelsea of Arts plans) manifest itself? WR – has been liaising with councillors and pushing for collaborated discussions to express any concerns in the area. MEMO acting proactively ensures that there is early intervention in planning applications etc. Shareholder – was any action taken regarding the closure of the local fire station? Suggests that an email distribution list is created for residents that are interested in this issue. WR – correspondence is regularly sent on these issues and agreed that email alerts could be sent around. Also suggests that residents form a sub-committee to discuss these local area issues.	
4	Estate Director's Report	
4.1	KC recognised the numerous changes in Estate Management before her appointment and therefore many issues needed to be dealt with. Residents were dissatisfied with repairs and maintenance as well as communication and acknowledged that this still isn't to a good level of service. Residents will be consulted over the next couple of weeks with regards to communication options.	

	Shareholder suggests that residents are consulted on all areas at one time.	
4.2	<p>Anti-Social Behaviour and Noise Nuisance – strong area for Estate Management and cases are dealt with effectively.</p> <p>KC will be meeting with residents regarding to anti-social behaviour in the near future and requests that all incidents are feedback as this information can be passed on to the Police cluster teams. This helps with more patrols and exclusion from estate.</p> <p>KMC has been attending Neighbourhood Watch meetings.</p>	Agenda item for next Board Meeting.
4.3	<p>Business plan is under review and Board have agreed a strategic review.</p> <p>What is vision and the aims of the organisation from everyone on the estate. Contractor will be producing a Communication strategy of how residents will be consulted as public meetings do not always work.</p>	
4.4	Thanks the residents and the Board for their hard work and efforts.	
4.5	Shareholder – enquires about a previous window cleaning service and majority of residents express interest in this service	KC to look into window cleaning options.
4.6	<p>Shareholder – government publicity on high speed broadband?</p> <p>WR – it has been advertised in the newsletter that a presentation is taking place on Monday evening by a couple of suppliers.</p> <p>NC – highlights that there will be a lot of scope with the fibre optic installation.</p> <p>Shareholder – this was spoken about 2 years ago and not much progress has happened?</p> <p>WR – assures resident that progression has been made and that Hyper Optics are now in a position to install.</p> <p>DL – encourages residents to go online Hyper Optics website and register interest. If enough residents agree they will install the fibre optics at no cost and remove the old copper wiring.</p> <p>Shareholders – how will the Board communicate to residents?</p> <p>DL – explains that residents have been emailed and a mail drop sent to highlight this issue. Asks shareholders who would be interested in forming a sub-committee to widen communication and get residents on board.</p> <p>WR – highlights to the meeting the need for residents to share their expertise in different areas. It may not be necessary to</p>	KC to look into Saturday hours of the MEMO office. This could be a by appointment only option.

	become an elected Board Member but help and advice can be given in other ways.	
5	Finance Report	
5.1	<p>Please refer to full report.</p> <p>Financial stable state, however there is a lot of work outstanding to be done. Contingency funds will be spent in this process.</p> <p>NC proposes to approve the accounts. GB seconds the proposal.</p>	All vote in favour to approve the accounts.
6	Presentation of Accounts and Appointment of the Auditor	
	<p>SS highly recommends that MEMO continue to work with Sayer Vincent Auditors.</p> <p>NC – thank you to SS for the work and preparation of accounts. This work results in less auditor time and therefore costs are reduced.</p>	All vote in favour to reappoint auditor.
7	Vote to Continue as a TMO	
7.1	WR asks for vote	All vote in favour.
8	Election of Management Committee Members	
	<p>Mark Korad – living on the estate since 2004 introduced himself.</p> <p>Harry Clarke – long term resident – interested in getting more involved in MEMO as Millbank is a lovely estate.</p> <p>WR explained the voting papers and introduced new candidates listed on the papers.</p> <p>Voting papers are collected and elected Board Members announced.</p> <p>Five elected Board Member s need to be present for a meeting to be legal. There is an option for Linda Hiscox, Margaret Landman and Patricia Johnstone to be co-opted on to the Board.</p>	<p>Elected Board Members: Anne Little, Jackie Humpreys, Mark Korad, Harry Clarke, Kathy Clifford, Phil Hayes, Wilfried Rimensberger, Gwendolyn Morgan, Neil Cocking, Christopher Tysall.</p>

End of meeting: 13:00