

Royal Mills

RESIDENTS ASSOCIATION

AGM 2017- Chair's Statement.

The Royal Mills Residents Association (RoMRA) is the legally recognised association for around 700 residents who live in the Royal Mills complex. The Association is a local community stakeholder group whose aims and objectives include supporting and preserving the Ancoats Conservation Area. All residents of Royal Mills are automatically members of RoMRA. There are 376 apartments in the seven buildings, which comprise Royal Mills: Old Sedgewick, New Sedgewick, Royal Mill, McConnel, Fairbairn, Paragon Mill and Kennedy.

The RoMRA committee, who are elected annually at the AGM, has met several times throughout 2017 and discussed issues affecting individual residents, the complex as a whole and matters concerning the wider community. The RoMRA committee has liaised closely with Zenith Management in the development, delivery and refinement of the various services and support which they provide to owners, residents and tenants. Minutes of all meetings are available at <http://royalmills.net/royal-mills-residents-association/downloads/>

1. Some of the key issues and developments addressed by RoMRA throughout 2017 were:
 - a) There have been some isolated incidents of anti-social behaviour, vandalism to commercial properties and attempted theft of motorbikes from the car parks. Generally however security at RM is very high due to the vigilance of Zenith and residents.
 - b) New Zenith team members have been recruited in concierge and maintenance; the new Zenith Property Manager is Luke Lightfoot.
 - c) Following representations, RM Developments, Zenith and Homeground further reminded and took action against some residents in breach of their lease with regard to anti-social behaviour, the keeping of pets and AirBnB lettings etc
 - d) Several representations have been made to Manchester City Council (MCC) and Manchester Life regarding road closures, building work noise and the general poor state of the area due to on-going building works e.g. mud from the sites causing road cleanliness and drainage problems.
 - e) Zenith have instigated a long term contract with GIA for a proactive maintenance programme for Royal Mills e.g. window painting, roof works etc
 - f) Concern was been expressed regarding the poor customer service from Homeground / Longharbour e.g. ground rent issues.
 - g) Concerns about window cleaning were raised with and addressed by Zenith.
 - h) A number of residents have taken part in gardening activities around the RM planters / Cutting Room Square
 - i) Sky Q upgrade has been undertaken across the complex
 - j) Occasional social events for RM residents. Regular pop-up events in Atrium and restaurants at Ancoats Coffee shop
- 2) Going forward into 2018
 - a) Hyperoptic superfast broadband has finally had approval from all parties and installations are imminent

- b) Electric car charging points – this has been raised several times with Zenith who are continuing to evaluate the issue.
- c) Concern has been expressed regarding the problem of escalating ground rents in RM Phase2 apartments as some residents have experienced problems selling their property due to mortgage companies refusing to lend to potential buyers. A representation to the Landlord, RM Developments, is under consideration as is investigating the purchasing of the freehold.
- d) RoMRA are looking to reinvigorate the now defunct Ancoats Residents Forum by engaging with other Residents Associations (i.e. MM2, George Leigh St, Victoria Sq.), and the new builds e.g. Murray's Mill in due course. The Ancoats Residents Forum will thus act as a focal point for addressing concerns and initiatives within Ancoats Urban Village.
- e) Additionally RoMRA has submitted freedom of information requests to both Manchester City Council and the Homes & Communities Agency to try to ascertain how the Ancoats Urban Village Estate Charge levy (which is paid by all Leaseholders as part of the RM Service charge) is being used.
- f) Submissions regarding extending the licensing hours for local bars and restaurants are under consideration by MCC. RoMRA intends to make appropriate representations once resident's views have been ascertained.

In conclusion, I would like to thank the following on behalf of RoMRA and residents. Luke Lightfoot and Alan Govett and the rest of the excellent Zenith team of concierge and maintenance staff, for doing such a great job in service of RM residents. RoMRA committee members and the RoMRA Facebook moderators for giving up their free time to support their community. Last but not least the residents of RM who have initiated, contributed or /and participated in projects in support of our community e.g. reporting anti-social behaviour, helping neighbours, gardening, social gatherings etc. etc.

Thank you.

Patrick Langan.
Chair RoMRA.
17 November 2017