

**ROYAL MILLS RESIDENTS ASSOCIATION (ROMRA)**

**Minutes from 7<sup>TH</sup> FEBRUARY 2017**

**7.00PM @ MEETING ROOM, ROYAL MILLS ATRIUM**

**Present:**

- Patrick Langan - Chair
- Marina Coldwell - (Acting) Secretary
- Anita Machin
- Dave Thorley
- Hunter Lyden

Also in attendance (part)

- Alan Simper – Zenith Facilities Manager
- Alan Gorvett – Zenith Building Manager

**Apologies:**

- Gary Thomas-Lowde
- Simon Purves
- Luke Galloway

**1. Minutes of meeting held 9<sup>th</sup> Aug 2016**

- Agreed

**1a. Matters Arising**

- Window cleaning on Jersey St** – not been done since Eric Wright moved the lamp posts (temporary cable hung between posts, access prevented).  
**Action: Alan G – Zenith to check 1<sup>st</sup> floor and respond**
- Staff Photos** – were put up and taken down again due to rebranding.  
**Action: Zenith – photos to be supplied and put up again**
- Hot water** – the pressure issue is a wider matter system issue, not individual flats. James attended. **Action: Alan G to chase**

**2. Minutes of AGM held 22<sup>nd</sup> Nov 2016**

- Cotton St Access** – No further security issues reported, leaflet deliverers have fobs and are not forcing the door. It's not practical to have visitor access.
- Web portal** – It's being improved to allow multiple logins.  
**Action: Alan S to check on progress of upgrade to the site**
- Newsletter** – Zenith confirm it's not too onerous to create a newsletter and are content to do it with a view to it being distributed via Facebook, notice boards, mailboxes and website portal

- d) **Homeground & AirB&B** – responsibilities to be communicated to leaseholders around pets and AirB&B lets

### 3. Zenith / Buildings / Security etc

- a) **Service Charge issues** - this agenda point was confused with the LT maintenance plan
- b) **RM Maintenance Contract (Dave)** – one off cost of £14k for surveyors to plan and programme works for the next 15 years, identifying lifecycle and other works in advance (e.g. M&E, roof works, water, fire alarms). 2 tenders were received (£14k and £21k). Work plan enables spend to be profiled over the next 15 years. The plan will have transparency of costs and accountability to RoMRA. The process steps are as follows; Zenith to set the maintenance plan, Renaker to approve the plan, following which the service charges will be set. The future planned maintenance works will be costed and put out to tender (3 quotes to be considered, as is typical). Reserve funds will be put in place to handle the flow of works. Does it carry the risk of potential increases to service charge rates? Alan has responded to Luke's queries.  
**Action: Alan S to forward the explanation provided to Luke to committee members**
- c) **AirB&B (Anita)** – A number of flats are being let via AirB&B which is a breach of the lease conditions. Entire flat lets pose both a nuisance to residents due the behaviour of the guests and a security issue that could leave our concierge vulnerable and the building vulnerable if there is no concierge service (e.g. Christmas). Guests are provided with parking fobs posing a further security issue. Zenith has emailed them a letter, sent x2 letters by recorded delivery and have since escalated it to their landlord and Homeground. It's now with the leaseholder's managing agent to take action. The response on this by Homeground is unsatisfactory, there is no direct telephone number, email only (and it's the same for Zenith). It's felt that things tend to come to a halt when dealing with Homeground (a "black hole" for successfully progressing matters through to conclusion). Is there any route available to us to apply pressure to get satisfactory action from Homeground?  
**Action: Alan S to check if there has been any action by Homeground. Patrick – check if there is any legal resource available. To be resolved – the collective "we" (RoMRA and Zenith) need a point of contact for Homeground.**
- d) **Cotton St drains** - the fat-berg has been successfully removed and photos have been supplied
- e) **Hyperoptic** – there has been no further progress with Homeground.  
**Action: Patrick to write to Homeground to chase and escalate the matter if unsatisfied with their response.**

**f) Other matters arising from minutes above**

- i. **Cotton St access** – Leave the RM button as it is (not working), we don't want increased foot access from visitors, potential security risk.
- ii. **McConnell access** – Intercom has been replaced and is now working
- iii. **Murray** – the solution is a temporary fob reader on the door while the rest is sent back to the manufacturer, there will be no visitor access whilst this takes place (approx. 2 weeks).
- iv. **Vita Energy Washers (OS, NS & McConnell)** – The pipework designated to individual apartments (exclusively serve) that leads from the point of connection of service installation, is the responsibility of the owner. The washers will need replacing as their lifespan comes to end and individual owners will be responsible for their repairs. Failure of the washers in one dwelling could negatively impact others and the source of the problem could prove difficult to locate. There appears to be no mechanism available to us to bypass the lease and tackle it collectively, unless voluntary donations by owners as an approach would be accepted? The cost per apartment is £380, with washers costing 68p each. **Action: Alan S to speak to Vita about the best approach.**
- v. **Facebook** – it's not practical to put details of the group in the pack.

**4. Committee**

- a) **Finance** – no progress has been made, Rupert has the relevant paperwork, signatories to be transferred over.  
**Action: Anita to speak to Nick (the remaining signatory).**
- b) **7 Brothers Social** - reminder it's on 8<sup>th</sup> Feb

**5. AOB**

- a) **Planting outside (Anita)** – many the plants outside are not well suited for the location. They die, are removed and replaced, it's not money well spent. Could we have a budget to plant them ourselves or be more involved in what gets planted there? **Action: Alan S was content with the suggestion and will supply a list of plants compiled by RoMRA, if RoMRA do the planting.**
- b) **Window painting** – the wooden is starting to become damaged and the window stones are growing moss on them. It's a water-based paint (for the wooden frames) that had to be replaced on a like for like basis (as per MCC Planning). The window works are part of the schedule of works identified in the maintenance contract.

- c) **Re-mortgage cost** – a £90 ‘notice of charge’ will apply to anyone wanting to re-mortgage and possibly a further £90. £90 is expected but not £180 (as was charged recently). **Action: Alan S to check what the charges are - £90 or £180?**
- d) **Cutting Room Sq unit** – the unit (still to be let) on the end next to Second City has applied for a later premises licence than the other bars/restaurants on the square. **Action: Marina to look into it.**
- e) **Mcr Life –**
  - i. **Adverts** – Mcr Life have put up adverts recruiting for staff. **Action: take the adverts down.**
  - ii. **Cracking lintel in Paragon** – caused by vibrations from works being carried out on the Mcr Life site (Cutting Room Sq).
  - iii. **General state of the area due to the Mcr Life building works** – mud from the sites covers the surrounding roads.
  - iv. **Lack of communication to residents** – works are not being communicated to residents as a courtesy and there are increasing concerns and complaints from residents and local businesses alike. Rachel Downey is the contact. **Action: Dave to draft a letter/email to Mcr Life and look into coordinating with other residents associations (Victoria Sq, Northwards) on (points iii and iv). Patrick to draft something to Ollie Manco.**
- f) **Junk mail leaflets** – leaflet delivers had a previous agreement to have access to all buildings, possibly from JLL.  
**Action: Alan S to reclaim the fobs from the leaflet delivers to prevent future access**
- g) **Road closures** – we can expect a “perfect storm” of road closures, many closures to take place over the coming months, Anita has circulated an email on this.
- h) **Uber** – moving out of Royal Mills
- i) **Disused units** – GVA are letting them. Could the empty units be used as space for residents or anything/something?