

**MINUTES OF THE ENFIELD ISLAND VILLAGE RESIDENTS ASSOCIATION  
DIRECTORS MEETING HELD AT THE COMMUNITY CENTRE ENFIELD ISLAND  
VILLAGE ON TUESDAY 12<sup>th</sup> APRIL 2005**

**Present:** Tony Thake, Chairman  
Ian Mitchell  
Iain Campbell  
Sugar Ahmed  
David Lockett  
Steve Grimmer, London & Quadrant H.A.  
Gary Archer  
Nichola Smart  
Nigel Marton-Falvy, CPM Asset Management

**Also in Attendance:** Graham Jacobs, Howard Wade & Jacob  
Paul Ingram, CPM Asset Management  
Millie Patel, Resident  
Syeed. Hussain, Resident

**Not in Attendance:** Kevin Alonso  
Colin Tait

1. **Apologies for Absence**

Apologies were received from Colin Tait and Kevin Alonso

2. **The Minutes of the last meeting**

The minutes of the last meeting held on 9<sup>th</sup> March 2005 were unanimously approved.

3. **Matters Arising from the Previous Meeting/Managing Agents Report**

**Yardi Voyager**

An explanation of the new Yardi Voyager system recently installed at CPM was given to the meeting by Paul Ingram. PI explained to the meeting that all residents would be able to access information via the website which should be up and running shortly. IM expressed to the meeting that the major requirement was still for reports to be available to Directors with particular reference to debtors. This will be addressed and access should be available on line shortly.

**Proposed meetings of all management company directors.**

CPM explained to the meeting that CPM would be holding meetings with directors of all the management companies on a regular basis. It was felt that this area of activity had been neglected for some time.

**Action**

**CPM**

## **Newsletter**

CPM are currently printing and distributing the Spring edition of the Islander News Letter. It was explained to the meeting that this edition should be distributed within the next two weeks.

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## **Breaches of Covenant**

CPM on the instruction of the directors are preparing the breaches of covenant list in conjunction with LEB which will be presented to The Residents Association directors.

CPM

## **CPM Presence on Site**

It has now been agreed that CPM will have a presence on the Island at 35 Island Centre Way for three days a week, hours yet to be agreed.

All to Note

## **4 Financial Report**

IM addressed the meeting with the monthly financial report and informed the meeting that current debts had decreased from £121,000 in January to £79,000 in April. The meeting were informed once again by IM the need for the historical hard debts to be chased. The directors all agreed that it was still crucial to have an aged debtors report, informing them exactly who the major offenders were. Questions were then asked regarding CPM's procedure regarding the fees charged for the two separate debts for management companies and RA debt.

IM then went on to approve the current expenses report, although did express some concern regarding the litter clearance cost approaching budget levels.

He then advised the meeting that the accounts were due to be filed shortly and would have to be signed off. Graham Jacob then addressed the meeting and advised the meeting that as a result of the visit by one of his employees to CPM on the 31<sup>st</sup> March 2005, the majority of questions regarding the auditing of the accounts had now been answered. There were however nine discrepancies still remaining which CPM advised would be answered immediately. GJ did go on to comment that whenever he had spoken to the accounting staff at CPM they appeared to be disinterested. Paul Ingram advised the meeting that he would investigate this further.

CPM

PI

GJ advised the meeting that in accordance with all the information that had now been provided by CPM everything appeared to be adequate and there was no evidence of mis-management on the part of CPM and that the situation had been resolved regarding the accounts.

Directors had expressed disquiet on the management of accounting matters by CPM, however GJ once again reiterated that accounting procedures had improved drastically over the last year and mis-

management was not an issue, now or in the past.

The meeting was further advised by the auditors that the accounts were due to be completed by the 20<sup>th</sup> of April and copies will be circulated to the directors of the RA prior to the next meeting. The accounts of all the management companies were also due to be completed at the same time and would be forwarded to NM at CPM for distribution.

GJ

The question was raised as to whether this delay in the completion of the accounts had incurred any extra expenditure. GJ informed the meeting that this was impossible to quantify and in his opinion had not incurred any extra cost. CPM were however asked to re-visit the question of reimbursing the RA regarding the preparation of the last set of accounts for August 2003. A figure of £1500 was mentioned, CPM will investigate this further.

CPM

A discussion on the Reserve Account then took place. In a previous email to CPM, IM had asked CPM to provide answers at the meeting to the following questions; namely, Does EIVRAL have its own separate bank accounts.? If so how many accounts and which Bank? What is the current balance of the Reserve Account. What deposits have been made into the reserve account over the last 2 financial periods - how much has been deposited and when?

CPM were not able, for whatever reason, to provide clear answers to any of the questions. Further concern was expressed over the figure given in the accounts for the Reserve Funds. The figure recorded could not, seemingly, be taken as 'cash in the bank'. This lack of clarity and CPM's failure to provide answers to basic accounting questions were of major concern to the directors. CPM informed the meeting that they would provide the directors with answers to questions and also complete figures regarding all bank accounts and reserve funds.

CPM

Sec's Note: As of to date no information has been forthcoming from CPM.

## 5 **Any Other Business**

### **New Management Contract**

Paul Ingram the Managing Director of CPM addressed the meeting regarding the proposed new management contract and advised the meeting that CPM did not have a standard agreement in existence and therefore one would have to be evolved for The Residents Association and flat management companies comprising of key performance indicators and satisfaction surveys.

Paul Ingram informed the meeting that the draft agreement was being prepared but more work was required. The initial terms of reference were requested by one of the directors, Paul Ingram promised to address this and advised the meeting that the draft agreement would be with the directors within the next 14 days. However, incorporated

CPM

into the agreement would be levels of service definitions and possible reduction of fees if these levels are not realised. The directors agreed that further discussion of the new management agreement would be deferred until the draft agreement was presented to the directors.

### **Investment Reserves**

IM explained to the meeting that Sedgwicks had been e'mailed regarding this ongoing matter, however no response has yet been received. GJ is also involved in this as there was a possibility of potential capital risks. The asset register compiled some two years ago, is to be forwarded to the directors.

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### **Gardening Specification**

The revised gardening specification has been forwarded to all directors, however one of the directors was not entirely satisfied that his inclusions had been added to the new gardening specification, CPM to ensure that these additions are incorporated into the revised gardening specification to be distributed to all directors.

CPM

The question was also raised as to whether the tender would have to be advertised prior to instructing possible contractors, CPM to investigate.

CPM

### **Public Open Space**

The meeting went on to discuss the tree grid situation with reference to letters that had been sent out to the directors of all the management companies. It was generally agreed that it would be most beneficial if the areas adjacent to parking spaces could be paved over and the ornamental areas not applicable to parking spaces, could be kept with grids and trees. A final decision has yet to be made.

Ongoing

### **Parking**

The meeting then went on to discuss the problem with parking on the development which was raised by one of the management company directors present. In the long term possible ticketing systems and trafficking policies will be looked into and also policies with reference to commercial vehicles will be investigated.

### **Invoices Approved for Payment**

Invoices approved for payment for this month were Dalemars's invoice for gardening for March £3519.13 and CPM's fees for March £3867.54. The Enviro for £3525 was also approved. (This is with reference to the ongoing survey regarding the performance of the clay cap on the development).

### **Boundary Fencing**

CPM to urgently write to all those residents of Government Row to ascertain their views regarding the erection of boundary fencing on Government Row. If the residents do not wish this to be undertaken then costs can be offset against the erection of fencing on Punched Crescent.

CPM

### **Canal Basin**

Discussions are still ongoing regarding the recommendations by Flygt Pumps for improvement and modifications and the renewal contract. One of the directors favours Flygt's proposals, however a final decision on this matter has been deferred until the next directors meeting when SG has had a chance to fully study the proposals. It was agreed to go ahead with the proposal by Dalemarsh to supply barley bales to the canal basin arm which should considerably improve the clarity of the water.

SG/All

CPM

### **Neighbourhood Watch**

SA addressed the meeting regarding neighbourhood watch scheme and it was generally agreed that every resident should automatically become a member of the neighbourhood scheme. This should help on all matters regarding parking and go along with further developing relations. No costs will be incurred to residents for this facility, as funding will be provided by the police.

All to Note

### **Snagging – Handover of RA Areas**

An explanation on the walk rounds and procedures for future snagging was explained to the meeting by IC as requested by one of the directors.

### **Bollards**

One of the directors requested that bollards should be installed at the end of Fisher Close adjacent to one of the binstores. This is to stop vehicles driving over the grass area onto the next section, CPM to investigate costings and advise.

CPM

### **Government Row**

The directors received comments from one of the directors regarding general disquiet at the progress of certain matters with particular reference to Ward Homes over Government Row. The meeting agreed that one of the residents should be asked to attend and collate a number of questions which can then be presented to the managing agents and the meeting for consideration.

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### **New Directors**

SH expressed an interest in becoming a director and procedures were explained to him. He will attend the next two directors meetings and then make a decision

**Date of Next Meeting**

The date of the next meeting is Tuesday 17<sup>th</sup> May 2005 at 7.30pm.

There being no further business to discuss, the meeting closed at 9.35pm.