

## Sinclair Residents Committee

Meeting Minutes from 13.11.2014

In attendance: Rosina Weightman, Richard Simpson, Chris Hutton, Pauline Alun, Peter W, Jean-Baptiste Richon.

Absent: Jane Buxton

### Agenda

1. Action points from minutes of last meeting.
2. Ongoing complaints of factors performance.
3. Plan AGM for next year.
4. Request for meeting and feedback from Chris Lyon Factor Manager.

### Minutes

#### *Review of action points from minutes of last meeting*

- HOHP complaints discussed. As far as we are aware no individuals have taken forward individual complaints. Suggested that this must be done within 1 year of the problem occurring and this time may have passed depending on when letters to complain about non return of funds was made.
- Treasurer's report. Pauline reported that she had attended DCPM offices and was given a list of invoices to match with charges to be made to residents. These did match and she saw no particular errors in the sample bills she was given. However from emails of complaints from residents about retrospective billing and in fact looking at the bill she herself received it is apparent that additional charges were added after Pauline's check. The retrospective billing from the beginning of the year was not in the documents given to Pauline and also the multiple billing for cigarette butt clearance had been corrected on the list she was given appearing as one charge only. This completely negates the purpose of Pauline giving hours of her time to do these checks and she will query this with DCPM at her next visit. Some suggested that a charge should be submitted to DCPM for her time since they had chosen to waste the effort. However it was agreed that Pauline will raise the committee's concerns at her next meeting and that it should also be raised at the proposed meeting requested by Chris Lyon the new Factor Manager.
- Insurance apportionment was discussed and it was agreed that the current system adopted by DCPM from Aspect although not ideal is probably acceptable and not worth the cost of trying to recalculate.
- Gardening. It was accepted that a number of emails of complaint about rising costs means we should hold back on any further gardening developments until the proposed developments are discussed at the AGM.

### *Ongoing complaints about factors performance*

Acknowledged that although there is much that still needs to be improved in the performance of DCPM there have been some notably positive responses in the past year. Some routine maintenance measures that were needed have begun: with the flooding drain at the corner of Sinclair Place at last fixed by the council, positive remarks on the replanting of the fountains and repairs to walls around the estate. Vandalism continues to be a problem and with feedback from the committee repairs were eventually completed to a good standard. Rosina will prepare a list of the complaints to present to Chris Lyon at the meeting he has suggested although he will probably have his own agenda for this.

### *AGM Planning*

- Agreed that more notice needs to be given to residents of the date and ideally report should be prepared to go out with the notice of the meeting. Pauline will have a look around the estate to note the improvements we have achieved – also check with Stuart on his list.
- Agreed AGM to be held on 4<sup>th</sup> Feb 2015 at 7pm at Gorgie Parish Church and notice of this to be sent out by post with the next billing round.
- Check if DCPM can prepare info for AGM re performance on 5 day response to complaints, how they plan to improve routine replacement of bulbs etc and setting light timers, need for development of more easy to read spreadsheets re routine maintenance plan, transparency over debt recovery system. Need for them to be mo.
- re responsible for regular communication with residents (? newsletter)

### *Meeting requested from Chris Lyon re feedback from the committee on proposed improvements to systems within DCPM*

Pauline, Richard and Rosina can attend next Tuesday at 5.30pm. Rosina to check if this suits Chris and ask for an agenda/plan for the meeting.

Need to represent the following problems:

- Mike B frequent emails regarding lack of bulbs and poor use of timers – poor response times
- James P DD problems, is the contracted company making the correct charge? Billing costs seem to be rising. Invoices don't match
- Billing errors as stuff added after Pauline's checks
- ASBO behaviour management of cigarette litterer
- Solar lighting fitted to bike sheds does not work. Only one battery in device, panel facing north.
- Management of bike shed keys. Is there one?
- Meeting in March 2014 with manager of DCPM confirmed insurance quote given by Angela Kirkwood was wrong and would be rising significantly. We asked that DCPM should communicate this problem to residents directly but no communication was sent out.