

Committee meeting with Myreside on 6th April 2021

Held virtually on Zoom

Committee Attendees

Susan Jamieson, Chair/Secretary

Pamela Gidney

Ruth Evans

Rich Gibb

Alan Gibson

From Myreside

Peter Bertaut, Director

Keith Hunter, Director

Susan commenced the meeting by confirming that the committee had had a meeting to discuss the ongoing issues on the 16th March and overall were disappointed at the lack of progress with any of the outstanding tasks discussed at the previous meeting at the end of September 2020 with Keith in attendance. Susan noted that all of the items to be discussed tonight have been discussed in previous meetings.

Seagulls

The seagull work has commenced and the hawk was on site last week. Peter confirmed that the visits with the hawk are necessary in order to obtain a licence however he is unsure if there is a statutory amount of visits which have to be done. He will check with Avian and revert to us.

ACTION – Peter to check with Avian on necessity for 16 visits and revert to the committee

Scottish Power

Peter advised that they are no further forward and a second complaint is in to the Ombudsman. about this. He advised that they have spoken to Scottish Power on several occasions and they say they will sort it out but there has been no evidence that the billing has been resolved. Alan confirmed to Peter that we should try and transfer to SSE and Peter advised that he will do this first thing tomorrow. This request may be knocked back by Scottish Power but at least this may give them a kick to get moving. Peter advised that SSE are better and more communicative. The invoices are not being paid (since 2017) and therefore debt is accruing. This was a figure of around £5k-£6K (as at summer 2019). Peter advised that all invoices are being put into dispute.

ACTION – Peter to ask SSE to take over the 8 meters tomorrow and keep the committee informed of progress

Gardens

There has been planting undertaken in the estate in the last 2 weeks. The rest should be done over the next couple of weeks. Rich mentioned a couple of areas that had been discussed in December with Keith and it is hoped that this will be progressed once the original planting discussed has been progressed. Susan mentioned an area outside the townhouses at no 17 on the path that appears ignored by the gardening team. Peter / Keith will ask them to look at this.

ACTION – Myreside to complete previously agreed planting by the end of April

Rhones

Peter advised that the rhones at no 27 were looked at when the Cherry Picker was there on the 17th March. Rich has been unable to confirm whether this has been fixed as there has been no rain since. There are still a couple of places where there is still vegetation – particularly noted outside no 6SP. It was queried why checks are not being undertaken following the work being undertaken. Peter and Keith took this on board and accepted that this is an ongoing issue now that needs resolved.

ACTION – Myreside to undertake walk round to ascertain outstanding areas of concern and ensure the work is undertaken properly with a follow up check when the contractor has been

Door Painting

There was a query about the invoice and painting at the door at 6 SP. It was clarified that this should have been 6 SC. So this will be re-allocated correctly. It was also confirmed by Peter that the blocked drain occurred at 4SC and not 4SP – this will also require correction from Block I to Block K on the next invoice.

Only one threshold needs repairing. Keith has obtained a quote from the joiner and this work can progress. Peter advised that the painting quote remains valid. Susan asked why this work has not been undertaken to date – with the last meeting agreeing that the work needed to be undertaken. Peter advised that he's not sure why this hasn't commenced before now but it was agreed that this would be reasonable to consider this to be completed prior to the end of May.

ACTION – Myreside to contract and complete work to threshold and door painting by the end of May

Door Numbering

Self adhesive numbers are to be put on the stair entrances so that they can be seen in white – both doors at a cost of roughly £10 per door, so £20/stairwell (for the front and rear door).

ACTION – Myreside to purchase numbers and place on the inside of upper glass panels by end April

Stair Cleaning

It was clarified that there have been concerns about the quality of the stair cleaning and whether this has been checked. Pamela queried whether there has been a change in staffing recently that this appears to have deteriorated. Peter advised that they have recently changed their cleaning supervisor so this may improve. Keith offered to arrange checks of the stairs monthly on a Tuesday and a committee member could go with him if wanted. Keith will ensure that the sign off sheets are signed also.

ACTION – Myreside to check stair cleaning monthly and ensure sign off sheets are completed.

Window washing

Pamela queried when the stairwell windows were due for washing. Peter will check on this.

ACTION – Peter to revert to Pamela on when windows will be next washed

Fountains

Peter is now advising that they can continue to do the fountains. As in previous years, this will be at a cost of £72 (incl.VAT)/fountain so £360 in total to disinfect and re-fill all five fountains. Myreside will be available to clean out the fountains (at the same cost per fountain) during the period they are on should there be a need – it was noted by Peter that algae was an issue during a warm summer a few years ago.

Peter confirmed that they did put this in the tender and therefore feel that they should honour this.

Watergems have refused to give a quote for the cleaning.

There was discussion about whether these should be revived or planted in. However, it was agreed that they would be revived this year and we would see how they perform. However, if they become too expensive or difficult to maintain then this may be changed. Peter advised that he will send a team out on Friday to start up the fountains again.

ACTION – Myreside to attend to fountains and get up and running asap

Invoices

Pamela clarified that she has raised issues with regards to the invoicing and yet invoices have been issued without these being addressed. Therefore the apportionment for the door painting and blocked drain will have to be re-apportioned to the original block (Block K) again.

Susan also pointed out that the townhouse invoice addition error that had been raised prior to the invoices being issued was not corrected.

ACTION – cost (£180) to be reapportioned for door painting and blocked drain. Item description to also be corrected to refer to SC rather than SP to avoid any further confusion.

Debts

Peter advised that there is £8K in debt – one of £3K and one of £1.5K both being pursued in court. Other than that one of two quarters behind and they are not concerned. Peter advised that owners do not contact Myreside to advise that they are having difficulty paying and just don't pay. Peter observed there has been a general slowing in cash flow over the past year. Owners are encouraged to discuss with Myreside if they are experiencing financial hardship.

Walk Rounds

Keith advised that his last walk round was in December. He advised that he will ensure that he is attending site monthly religiously. They will do it Tuesday 4th May at 10am next and then monthly thereafter the first Tuesday of the month.

Bin Stores

Pamela raised that some of the bin stores are a mess and have had things dumped in them and again queried if anyone is checking them. Peter will send a team down on Friday to look at the bins.

ACTION – Myreside to check this issue on Friday 9th and thereafter on a regular basis

Lighting

Rich pointed out a couple of lights which may need adjusting as they appear to come on at different times from the other lights. Pamela advised that 27,28,29 lights are still out of sync with BST and are coming on early. Peter will sort this out.

ACTION – Myreside to adjust auto lighting times in accordance with BST

Staff Behaviour

Rich queried whether the staff have a start time as he observes them sitting for a long time in their vans. Peter will check on this next week. It was also noted that there are occasions when staff are seen to be smoking on site and dropping ash and butts in the estate. Keith advised that the staff have been told about this previously and will check on this.

Staffing

Peter advised that they have had some issues with staffing over the COVID period but are back to full strength now and there should be an improvement in service going forward. Pamela accepted that this gave the committee some perspective on the concerns about lack of progress, although did note that owners have continued to be charged the same management/maintenance fees over this period. Rich suggested that it would have been helpful if they had advised the committee of the issues rather than allowing frustrations to build up. Peter accepted that, with hindsight, he should have communicated better about their issues.