

## Extraordinary General Meeting Wednesday 17th November

Gorgie Dalry Parish Church Hall, 190 Gorgie Road, EH11 2NX

### Welcome and Introductions

Susan Jamieson welcomed the committee and owners to the EGM and thanked them for their attendance. It was noted that the committee will be following up on any outstanding Myreside work with the new Factor.

### Presentation from Trinity and Questions

Trinity Factors were represented by Alasdair Seale, Managing Director.

#### Presentation Summary

Trinity Factors are a family company formed in the 70s with lots of experience. They will work with the committee to create and agree on a budget for the year. Owners are then billed once a year and payments can be monthly by standing order or by alternative payment methods.

They have individual insurance policies and bank accounts per development not as an organisation. Trinity Factors have a dedicated department to coordinate insurance claims, the insurance excess will be £500.

Their focus is to establish a long-term maintenance plan and fund for the development so we can be proactive in maintaining the development. This fund would be part of the budget.

Their communication will be in digital form by default, but they can arrange for paper/large print etc if required.

Sinclair Development would be their biggest client with Caledonian Village, Dalry, Edinburgh being their next biggest client with 301 properties.

#### Questions

1. Who would emails be coming from?

Trinity Factors send out emails from a central email address, but contact would be from different people from Trinity. They promote email and phone communication but ask for phone calls to go to their front desk so they can track and manage requests centrally.

Nikki Dunlop would be the Property Manager for Sinclair.

2. What is the insurance claim process like?

They have a department to help and provide advice on insurance claims. If it's a mutual issue, Trinity handles the process. If it's an issue affecting a single property, then Trinity, the insurance company and loss adjuster would be involved.

3. What process do you have for conflict resolution?

Trinity will try and assist with the conflict, however depending on the scenario, they may recommend directing the issue to another agency like the City of Edinburgh Council or the Police.

## Presentation from James Gibb and Questions

James Gibb Residential Factors were represented by Roger Bodden, Sandra Maitland and Holly Wyatt.

### Presentation Summary

James Gibb Residential Factors are the second biggest property management company in Scotland, with over 50k properties and 4 offices.

They noted that for Buildings Insurance, Sinclair Development would need to be resurveyed by a chartered surveyor as it's currently underinsured

James Gibb Residential Factors work from a float instead of an advanced billing model. Their reasoning is that advanced billing has a risk of being inaccurately forecasted.

James Gibb Residential Factors provides a Client portal to allow for real time information on insurance and invoice breakdowns.

They invoice quarterly in arrears and have the payment plan options if needed. They would provide welcome packs to owners as part of the onboarding process.

### Questions

1. What is the insurance claim process like?

The claim process is in house at James Gibb. Holly Wyatt and her team would manage the process from start to end

2. What other developments do James Gibb manage that are similar size to Sinclair?

They have developments of a similar size on Brunswick Road and Slateford Road in Edinburgh.

3. Would James Gibb propose a long-term maintenance plan?

Yes, they would. They'd plan on familiarising themselves with the development for 3/6 months at first with on site inspections and speaking to owners before preparing a long-term maintenance plan.

4. How often would James Gibb be on site?

How often depends on the task. For example, stairwell cleaning would be weekly, grounds maintenance would be twice over Summer and once in Winter and Holly Wyatt would visit monthly.

## Motion to appoint James Gibb or Trinity as Factor

The owner vote for the new factor took place with a total of 70 votes

- 26 proxy and 44 in person (41 attendees covering 44 properties).
- 3 abstentions by proxy and no abstentions on the night
- Total 53 votes for Trinity - 15 by proxy, 38 in person
- Total 17 votes for James Gibb - 11 by proxy, 6 in person.

Trinity Factors will be the new Factor for the Sinclair Development.

## Appointment of 2021-22 Sinclair Resident Committee

The new Committee was voted in and passed

- Chairperson: Neil Raphael (Flats)
- Secretary: Carmel Connolly (Townhouses)
- Rich Gibb (Flats)
- Ben Duncan (Townhouses)
- Liam Langedijk (Flats)
- Massimo Fabbreschi (Flats)

#### AOB

Neil wrapped up the meeting with a thanks to the committee, especially to the members stepping down for the time and effort they put in with the Factor tender. He called out for a Treasurer and for other committee members to help onboard the new Factor with a long-term maintenance plan being the focus.