



Helping to make Nocton Park a better community!

NOCTON PARK MANAGEMENT LIMITED

Company Number: 02335481

BOARD MEETING

FRIDAY 19 NOVEMBER 2021

REPORT



Nocton Park Management Ltd. 61 Bridge Street, Kington. HR5 3DJ

Email: enquiries@noctonpark.co.uk

Company Number: 02335481

A) PRESENT

➤ Directors

- Ms ALISON COOKE
- Mr NICK KAY
- Ms JULIE WALLHEAD

➤ Managing Agent

- Mr SIMON BAXTER of SR Baxter Business Consulting (“SB”)
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B) AGENDA ITEMS

1. Note of resignation of Director

SB confirmed that he had received the resignation of DANIEL HARPER had resigned from his role as Director due to personal circumstances. The resignation had been sent to Companies House – but once the log on details for ease had been received it would be updated electronically if CH had not actioned the document.

2. Election of a Chair of the Board

SB confirmed that legally the Board does not need a Chair, but it is useful in case of a tied vote by the Board or to ensure that any Board Meeting runs smoothly. **AC** stated that she was willing to put her name forward. **NK** stated that he was happy to put his name forward but would be willing to support **AC** as was **JW**. Thus AC was nominated and voted unanimously to the role as Chair of the Board of Directors of NPML.

3. Finance update - short- and long-term strategy

SB stated that there was currently nearly £9k owed in management fees by the various property owners in the Park – this had increased significantly over the last six months due to various issues raised by the



property owners. The issue would need to be addressed as otherwise the company would be insolvent within a year.

SB recommended that the Board agree to make this a priority to remind property owners of any outstanding balances and request settlement.

Directors agreed that the short-term priority was to ensure all management fees are paid and that all property owners are treated equally, and once the debt management process and policy was agreed, it would be publicised for all to see but that the process would be followed through.

The long-term strategy would be discussed at a future board meeting once the short-term issues are managed and the management fees income has been dealt with.

4. Long term capital expenditure

SB recommended that while this is not an urgent priority, it does need to be considered by the Board in regard to overall Park management. The issues such as the work needed in the flats (the cracks and the facias & soffits) are the more urgent consideration.

Directors agreed that the long-term strategy for capital expenditure would be considered early next year once the more initial financial issues had been managed. They agreed that the roads, the play park, and the flats may need work.

5. Banking and payment process agreement including appointing bank signatories

SB asked the Board to formally agree if the Board as a whole wanted all three directors to be placed on the bank mandate and then have online access.

It was agreed unanimously that all directors would be placed on the NatWest Bank mandate by the Management Agent and then all would have online access arranged.

SB stated it was recommended that once all the directors were on the mandate and had online access, then it would be ascertained if the process of multi-authorisation could be initiated so that only him (and possibly one Director) could input, and then only the directors could authorise - this would provide a good level of payment control and bank management that the shareholders had asked for.



6.Strategy to deal with residents who are in debt with Estate Management Charges

The Board discussed how the residents who continually owe management fees would be dealt with. **SB** confirmed that the number of residents paying their contracted amount was rising and that proper management of debt issues was needed.

SB recommend a three-stage process after a statement for properties owing is sent out at the end of November. The first stage would be a polite reminder, the second stage would be a firm request to pay the amount owing within 28 days and the third would be unless paid by XX date Court action would proceed.

NK asked about the timeframes when the chasers would be sent - to which **SB** recommend that the process would be based on 28 days for each stage.

The Board agreed on the recommended process and that once the statements had been sent at the end of November, and the formal payment notices for 2022 had been sent, then the process would be adopted for 2022.

7. Consideration of raise of management fees for PS and Nocton Park residents

SB asked the Board for their viewpoint on any rise (if any) for the management charges for the flats and the properties in the Park. He stated that the Peter Sowerby properties' management fees could only be raised by the RPI as issued in November by the Government but that while it was usual to raise the shareholders fees by the RPI, it was not contractually obligated.

There was a discussion by the Board that there would be significant costs expected for capital items in the next few years and that the reserve was quite low. This needed attention and while it was appreciated that the Board did not want to put pressure on the residents for asking for more funds, it was agreed that it was necessary.

The Board agreed that as the RPI for November is not representative of the year, the RPI would be based on the annual average RPI for 2021.

The Board agreed that the Estate Management Charges for the PS properties would rise by the RPI of the annual average for 2021. They also further agreed that the Estate Management Charges for the shareholders' properties would also rise by the same percentage.



The Board agreed the actual RPI figure would be calculated by the Managing Agent and agreed by Board before it was published.

The Board asked **SB** to get the relevant notices sent out at the beginning of December.

8. Professional service providers: Accountant, Solicitors, Cleaners and Grass Cutting

SB asked if the Board wished to retain the service providers for 2022:

- Window Cleaner – it was agreed by the Board that they would retain the current window cleaner
- Flats' Cleaner – it was agreed by the Board that they would retain the current cleaner
- Accountant – it was agreed by the Board that **SB** that he should contact the current accountant and ascertain if they wished to continue and the price they would charge.
- Grass Cutting – the Board agreed that although they had received a document from the current provider, they would ask **SB** to contact them and ask them to continue the service.

9. Communication with stakeholders - how to publish minutes, regular updates, and specific works details

The Board stated that they had informal discussions with each other, and they would be issuing a newsletter to all properties in the Park updating them on what was happening with the change of the Board and to ensure that all properties were aware of the bank details for the management charges. The newsletter would also ask for email addresses to allow for more electronic contact.

These emails register would be then used to publish minutes, works details and annual updates

10. Issues raised by a lease owner from the Flats on maintenance and car parking

SB stated that he had received an email from a flat owner complaining about the recent use of car parks in front of the flats and they felt the spaces were being misused. **SB** stated that he had also had communication from this person that he felt that the NPML had breached the lease with the flats



because of the lack of maintenance every five years. **SB** confirmed that the legal advice he had been told by the previous Board that while maintenance needs should be reviewed every five years, it was not actually stipulated that works are needed at a specific time.

NK stated that the needs of the flats' maintenance as well the cracks would be reviewed on his walk around with the flat lease owner and he would then report back to the Board.

11. Section 20 Consultation – Works on the Flats

SB stated that because of the requirement of the insurance provider to complete the works as detailed in the structural report in 2018, it was required to issue a section 20 consultation with the flat lease owners.

The Section 20 consultations were issued on the 13 November and then flat owners had 30 days to submit viewpoints. Once the viewpoints were received, then the Board would need to then discuss for who they wish to approach for works quotes.

12. Health and Safety issues on the Park

It was discussed that the Play Park would need the annual inspection and that **SB** had arranged to have the safety inspection done in a few weeks. At this inspection, the Directors and the Agent would then be able to check with the inspector about the safety flooring in the play park that was needed as well as the various work needed.

13. Management and storage of records of NPML

SB stated that the Board needed to consider the long-term storage of the records and the security of the more recent records. It was not a decision needed to be clarified now but that the Board would need to review what they wished to do.

It was agreed that that in the short-term lockable cabinets could be purchased by **SB** but that in the long term the Board would need to consider the archiving options.

14. Allotment discussion

The Board discussed the recent discussions with the Nocton Allotment Association that had taken place with the desire to agree a formal lease for the satisfaction of both sides. **AC** stated that she had spoken to the Chair of the NAA about the lease that had been proposed but that it was felt it was not suitable as it



is not a proper allotment lease. Once a suitable lease had been found/drawn up, it would be formally discussed.

It was agreed that this issue would be discussed in the early next year.

15. Regularity and format of future Board Meetings

The Board discussed the format of the meetings, both for the Board meetings as well as ensuring that there were opportunities for the community in the Park to ask questions or make statements to the Board.

It was agreed that every few months there would be a Questions and Answers session for the community to be arranged for them to ask the Board questions on what was happening. The first one would be aimed for early January 2022.

Board meetings are to be held by Zoom

MEETING CLOSED AT 9.20PM.

