

PROPRIETORS' ASSOCIATION GLASGOW HARBOUR (TWD)

5TH ANNUAL GENERAL MEETING MINUTES on MON 17TH NOVEMBER 2014 at 6.30pm

In St. Peter's Church Hall, Chancellor St./White St., Partick, Glasgow.

Present; Committee Members: John Midghall (JM) chairman, Alan McClelland (AM) vice chairman, Rod McKendrick (RM), Donald Hart (DH), Tom McGuire (TM), Annette Gray (AG), Gaurav Singal (GS), Liz McGlinchey (LM) secretary & minutes.

Total number of owners present 29, Proxy Votes received 22, Total 51

As quorum required is 64, Colin Devon of Hacking & Paterson took the decision, as per provision of the title deeds that the meeting would go ahead and any decisions made would be given effect to.

LM opened the meeting at 6.45 thanking all those who had made an effort to support the committee and the development by taking time out of their busy schedules to attend. Housekeeping and Safety communication delivered also advising everyone that this year tea and coffee is available throughout the meeting.

1. Last year's AGM minutes were made available prior to the meeting online and in hard copy format from the Concierge's office and advised in the covering letter to all owners. Minutes adopted, - Proposed and seconded, Kathleen Grace & Annette Gray.
2. Liz then invited the Chairman John to deliver a report on past year's achievements. John Thanked everyone for coming this evening adding that he hoped that they had noticed a tidy up of the outside areas, helping to make our development the flagship example that it is. He listed the bannisters having been painted to bring all back to a uniform standard and looking much better. The lifts now all have low-level lighting in place both improving energy consumption and saving us money. Work still needs to be done to the courtyard gardens and will be on our priority list for next year. He further advised that we continue to manage the NHBC claim and he would update more in depth later in the meeting. He also highlighted that the debt situation is considerably more stable thanks in part to the sale of a number of repossessions, which helps the ratio of owners to tenants thus ensuring a steady income flow. Going forward, John advised, we are looking forward to seeing the roll out of our Facilities Manager role by Scott Gillespie who we will see taking a more proactive approach to our needs. The other important

relationship for us is in enlisting the expertise of a Surveyor to help guide us to realistic expectations of future maintenance requirements and provision.

As volunteers ourselves, John reiterated our plea for more members to come forward and help us. He advised the meeting of the current number of committee members as 8 with space for up to 15. With so many projects to work on, it makes it more difficult for all involved not having all places filled.

John thanked our many helpers for their time and expertise, namely Liz Tracey for producing our Newsletter, Simon McGillivray and previous chairman Malcolm for their continued focus on the NHBC work, Ian McCarley who is helping currently with the NHBC claim and Kathleen and Murdo for their preparation and execution of our registration and voting processes. John went on to list the many recent improvements to our environment over recent months, pleased to see the courtyards being brought back to life with fresh painting of the raised flower beds and renewal of gravel stones. Finally the huge task of cleaning of the render has also made a huge difference to the development alongside garage signs introduced to lower the risk of any more problems for drivers negotiating the low height of pipes throughout the garage area.

3. Tom delivered an overview of the Factor Project over the last two years bringing everyone up to date with the current status. After extensive interviewing and discussions with the prospective suppliers which was an arduous process, taking us up to last year's AGM where we had 3 companies in the running all having different approaches but with noticeable great ideas. One potential supplier continued to criticise our due diligence approach however we stuck by our guns and continued to protect our owners by not making hasty decisions without proper safeguards which proved right as that company went into liquidation very soon after. Further discussions took place around what is right for our development, considering the better value for money which H&P could provide if we could agree improvements. The biggest challenge was to consider how to deal with the cost to change for all owners, namely new floats for everyone between £600 and £900 which we recognised would be a substantial burden for many people. At this point, the incumbent expressed their strong desire to remain in the position of factor and a willingness for their Director Neil Watt to meet with the committee to further seek to meet our needs. The outcome is that they recognised the unique requirements at Glasgow Harbour, stressing their wish to meet those demands. Further discussions resulted in a decision being taken by your committee to remain with the incumbent with a promise to tailor make a service to meet those needs and introduce a new role of an onsite facilities manager. They further invested £10,000 to adapt the current concierge office to accommodate a dual purpose office. This outcome was deemed best value for owners against a cost of change being the requirement to provide another float. We are very excited about this new partnership which we will assess and tweak as necessary over the coming year. We recognise the commitment of Neil Watt by appointing Scott Gillespie and are hopeful

that this new innovative approach will need to be assessed and reviewed to ensure it does meet our needs. Tom advised that he will personally be working with Scott to set up a service level agreement to allow monitoring of the processes. He further commented that those more observant among us had possibly already noticed the changes being made to the concierge office where H&P have invested their money into upgrading the office, providing a PowerPoint slide to provide a visual example of how the office is planned to look. Tom brought his presentation to a close by concluding that we are very excited to be working with H&P to make this new approach work. The biggest criticism directed at H&P in the past has been the fact that they are not proactive however it is right to say that they are being extremely proactive.

4. Tom handed over to Alan to bring everyone up to speed with the other projects - Completed, Ongoing and Planned for the coming year. Alan began by listing the completed projects: Lift lighting improvements, Courtyard upgrade and Render cleaning. The painting of the handrails has been completed however was more awkward than it had to be, all but 5 have been done, out of 321 is a good achievement. The lift lighting took time to trial 4 sets of lights before coming up with the now energy and cost saving fitting. New signage above the garage entrances which were necessary to stop any further damage to overhead pipes . Working with GH Ltd for new cycle path signs. The NHBC claim remains ongoing. They are like any other insurance company and will try anything to avoid paying. Claims have to meet certain criteria, the claim has to come to over quarter of a million pounds before they will get involved. The ongoing work is not yet satisfactory and will continue to be a priority going forward. We have enlisted the services of a Surveyor to come up with future projects as the development ages. He will provide short and long term projections to help us to plan for things. The basements for example are dire for want of a better word. Originally the decoration project included the basement areas until the water ingress problems had to be dealt with by the NHBC claim, meaning that we are unable to touch these areas until the work has been satisfactorily completed when they will be a priority for redecoration. There have been complaints of people wandering around in the private courtyards, highlighting the need to look at an alternative solution to renewing locks and possibly gates. Carpet cleaning is also in our forward plans. Another bug-bear for owners is the poor performance of the services provided by GH Ltd. We have been trying to liaise with GH Ltd to get better value for money, it seems we have been paying more money for less service as their costs have gone up. The ground maintenance contract doesn't include the replacement of plants. We think the best way forward is for us to link in with fellow owners at other parts of the development to improve what we get for our money from GH Ltd.
5. Alan handed over to John who delivered a report on the current status of the NHBC work. NHBC claim was started some 3 years ago. In that time Vincy have been going

around blocking up holes without any quality to the work, as they keep leaking after a short time. The only successful work has been done recently at 10 CBD. Five weeks ago the builders didn't turn up to an arranged meeting on site with the Insurers, Taylor Woodrow, Colin Devon of H&P, Iain McCarly (sub-committee member) and myself. We continued to do a walkaround of the site noting the problems which will be fixed eventually but unfortunately we can only wait in the meantime. It's not a great story but as your committee we will not let go of this claim and will continue to pursue with the help of Iain who adds some clout having an engineering background.

6. Voting: LM thanked John for his report advising the meeting that we would now take a vote firstly on the changes proposed to the constitution which was forwarded in advance to all members. Mr Sewnauth from the audience asked LM what changes had been made, claiming that she had stated that the document was not fit for purpose. LM gave an example of where the document did not agree with the title deeds. Moving on with the voting process, members of the audience were asked to vote Yes by show of the voting card provided which was then added to the yes votes received by proxy. A vote for No and abstain were taken in the same way. The outcome as follows:-

Proposal to adopt the changes as provided in the new constitution:-

THOSE PRESENT:	YES :	24	NO:	4	ABSTAIN:	1	TOTAL:	29
BY PROXY :	YES:	21	NO:	0	ABSTAIN:	1	TOTAL:	22
TOTAL:								51

7. Next followed a number of questions from the audience regarding the concept of the reserve fund and why the need to increase the amount. CD took the opportunity to explain that having a reserve fund provides stability to a development. If an owner is selling their property it shows a potential buyer that there already is a plan and funds in place for major maintenance projects, avoiding the risk of a potential unexpected bill. Highlighting a recent unexpected repair to a lift of £7,500 in a development where we have 15 lifts, Colin further explained that having a fund in place has got to be good for everyone. Currently we pay in £30.00 approx, which equates to £9,630 per quarter. A question was raised as to why this amount of £20.00, the owner stressing that shouldn't we wait and find out exactly what the surveyor recommends? CD answered that initial indications from the Surveyor are that in a development of this size, age and complexity, this figure is the minimum (£50). Other questions centred on "Was the fund able to be split with part for decoration and part for repairs to offset any future required maintenance?" "Was this fund like a contingency to be used over and above repair costs?" "Could it be used for insurance repairs?" CD answered that it was like an owner's piggy bank, not refundable to owners when they sold but able to add value to their property as a strong selling point. The vote was then conducted as before using

the designated voting card.

Proposal to increase the reserve fund by approximately £20 (pro rated) per quarter :-

THOSE PRESENT: YES :	20	NO: 07	ABSTAIN: 02	TOTAL: 29
BY PROXY :	YES: 14	NO: 04	ABSTAIN: 04	TOTAL: 22
TOTAL:				51

8. Colin Devon then proposed Re-election of the committee members asking the audience for a show of hands. This was then added to the proxy votes received.

THOSE PRESENT: YES :	26	NO: 01	ABSTAIN: 02	TOTAL: 29
BY PROXY :	YES: 20	NO: 00	ABSTAIN: 02	TOTAL: 22
TOTAL:				51

The voting process was assisted by Ms Kathleen Grace and Mr Anirban Ghosh.

9. After confirming the outcomes, this concluded the voting section of the agenda. LM called upon Colin Devon of H&P to deliver their report.

Colin then delivered H&P report touching on the many elements of our development which are essential to ensure the integrity and upkeep of all four common areas. He explained the complexities involved in a development of this size, and gave his view on the role of the DMO, Insurance annual premium rises being mainly due to storm damage, recognising that this forms 33% of our annual spend, plus the ongoing maintenance contracts on a commercial scale. See separate report attached for full reference.

At the end of his report, Colin introduced Scott Gillespie who has been appointed as our Facilities Manager and will be sharing an office with the Concierge. Scott advised the meeting that he has been with H&P for 11 years and was looking forward to taking on this new role. He believed this would be a personal challenge for him and he is willing to do his best to make this work for all owners at Glasgow Harbour. He advised that he would be on a learning curve but would be willing to work with the committee and all owners to provide a service to them.

10. A question and answer section followed. LM read out the questions which had been sent in advance of the meeting and delivered the answers before moving on to taking questions from those present.

See separate document headed Questions & Answers AGM 2014.

LM thanked everyone for their interest and support and for their taking time to attend this

evening stating, as always the meeting could go on longer as we all have ideas and priorities however we hope that this platform has in some way been informative. The committee appreciate everyone's input this evening and we look forward to working with Scott in his new role and we look forward to seeing improvements for everyone. Before closing LM invited anyone interested in joining the committee as a member or even if they could provide some time to work on a specific project, to see Annette. We are grateful for all help and have a number of places available.

The meeting closed at 9pm.

Next AGM proposed within 15months from this date.

APPROVED: _____ AGM 2015 _____