

AGM 2014 Questions

1. Mr Henderson: Q. Appointment of Hacking & Paterson – Does the appointment of Hacking & Paterson under the new management contract not contravene section 9.1 of the deed of conditions?
 - A. (REF 9.1 The proprietors shall at any meeting held in terms of Clause 8.2 hereof have power to appoint a Property Manager who shall take charge of all such matters in relation to the management of the development).

There has not been a change of factor but a change in the service being provided by H&P. In addition to the factor role they are offering a Facilities Manager on site.

2. Q. Changes to the constitution in terms of calling an Extraordinary General Meeting. – Can the committee confirm the reason behind this change and state why the clause in the existing constitution has been ignored on 3 previous occasions?
 - A. The reason behind the change from 8 to a quorum is to bring this in line with the terms stated within the title deeds.

The reasons for not calling an EGM on the previous occasions referred to is due to the fact that the requests did not follow the terms of the Constitution.

3. Mr Yulun Chu: Q. Cars Parked in the public areas of the car park. – During the past year there are many cars parking in the unmarked public road of the car park. It is both an inconvenience and unsafe for parking space owners, can we please find a way to address those issues. (This owner suggested employing a traffic warden in the car park.)
 - A. It has been a problem for a number of years now with previous suggestions around employing parking companies to issue permits and issue fines however this was rejected as too costly. Some suggestions were raised from Committee members to look at marking the road with chevrons for those areas which present danger to other users. An owner from 315 GHT also suggested issuing notices for all cars using the garage area however there was no indication of costs and how this could then be used to prevent people parking dangerously or inappropriately. The committee will note this in priorities for the coming year.
4. Q. Metal Board loose – Metal Board Loose on the west side of the building, needs double check/fix.
 - A. As with all maintenance and repair requirements, H&P should be contacted in the first instance. The Concierge in the basement will also take a note of any reports and forward them to H&P. As H&P are present, they have now taken note of this requirement and will check out the aforementioned. The property we believe in question is 10 CBD.
5. Mr MacDonald/Ms Grace: Q. Cleaning External Wall – Request that consideration is given to cleaning the cladding panels on the 1st and 2nd floors of the tower at 1 MQS to enhance the look of the entrance.

- A. The committee thanked the owner for pointing this out and will add to the list of priorities from this meeting.
6. Q. Cleaning of internal fire exit stairs (1MQS) – Request that the internal stairs are swept and washed on a regular basis – suggest twice yearly.
- A. It was noted from members of the audience that many stairwells are now in need of a clean with added problems of smoking and cigarette ends being left behind, in some cases smudged on walls. The committee will add this to the list of priorities for the coming year, requesting where possible that anyone having knowledge of individuals causing this problem to please inform H&P.
7. Mr Harding Q. What are acceptable notice periods to residents prior to commencing works? – Background: Owners on holiday when notified of render cleaning returned to find blackened internal window and plants destroyed. The contractor did return to clean after complaint raised (inc. cars in garage) however unhappy with notification period and preparation for collection of debris and excess water.
- A. Points noted by committee and H&P. CD advised that he was aware of this and whilst the majority of the work had been done without any inconvenience he recognised the loss to this owner of his plants. He acknowledged that the contractor had tried to address the problems in this area and apologised once again to the owner(s) affected.
8. Q. CCTV on the Waterfront – Can this be used to name and shame offenders who do not clean up after their pets?
- A. It was agreed by many in the room that this problem does not seem to go away. The use of CCTV in this regards is questionable, believe the committee and H&P. A discussion ensued, noting from the audience that many people who do not clean up after their dog often do not live on the development. It was noted that most people do act responsibly. The committee advised that the Glasgow District Council offer a service whereby if they receive a report of an offender they will investigate and serve a penalty. It was suggested that a letter be drawn up with 321 signatures to carry some weight, be sent to Glasgow District Council. CD suggested that the content quality of the letter might be more appropriate rather than numbers.

An owner brought up the subject of the lack of bins, requesting that more be added. AM advised that it had taken a lot of effort and time to allow us the number we have on the walkway as this is an additional number to the original allocation. The courtyards were also mentioned as needing more bins. (Point to note that the courtyards are private and not maintained by the Council).

9. Q. Feeding of seagulls – The residents above like to throw foodstuffs to them. Concerned will lead to more maintenance costs for owners. Concerns that impact on my landing, I have a young child.
- A. The committee acknowledged that this is a problem for a number of flats on the waterfront, noting in particular that this owner seemed to be in direct line from his neighbour. The committee have requested via the newsletter that people act responsibly. In this case the

specific flat may need to be notified by H&P, further suggesting that once the Facilities Manager is on site this is precisely the type of situation which can be addressed more quickly and effectively.

10. Q. Replacement plant in the entrance area. – Used to be a nice plant in the entrance area, was damaged, and not replaced. Is this common throughout the development?

A. LM responded that she knew of the plant which had been in this unit since the beginning and it is not common throughout the development. No other units have a plant however there is nothing to stop speaking with neighbours to arrange a replacement.

11. Mr Lee -Q. WI-FI – Can we please install Wi-Fi soonest?

A. LM advised the meeting that this request has been put forward in the past however we are unable to take this forward due to the fact that it would require someone to take the responsibility for its security. A question as to why this is being asked came from the audience. RM responded that for some owners who live temporarily in the development as opposed to full time, they need to pay for their internet access all year round.

12. Ms Hunter –Q. I am concerned about dogs fouling on Meadowside Quay Walk. I have tried and failed to catch the culprits but really hate the deposits outside my front door.

A. LM acknowledged this to be similar to the previous discussion and a valid concern for owners. Noted for further discussion by committee to see if we (or anyone) has a solution.

13. No name – Q. There should be sticker issued for each parking lot. This would ensure there is no unauthorised parking.

A. As previous response.

14. Q. Playground for kids

A. Noted by committee for inclusion in future priorities and any developments will be reported in a future newsletter

15. Q. Cultural activities once a year on lawn?

A. Noted by committee. The gentleman was thanked for his suggestions and ideas by LM. He was asked to come and speak with a committee member at the end of the question session to allow more information to be gathered.

16. Q. What is the current level of bad debt?

A. Colin Devon responded that he did not have the most recent figures with him but he would check out the information and contact the owner directly, asking the speaker to see him at the end.

Questions were invited from those present.

1. Q. An owner asked H&P, why the lock on the entrance door had been changed when she was away on holiday causing her some inconvenience on her return?
A. CD responded that it had been unfortunate for her however in the event that a unit is unsecure, they have a responsibility to act in the interests of all owners to ensure that the lock is fixed or replaced as required without delay. It was agreed there is no other solution to this eventuality.
2. Q. An owner suggested that all correspondence should be by email.
A. Colin Devon acknowledged this to be a good idea for those who chose and something which H&P hoped to be able to offer in the future. They have a new system which is being expanded to meet the needs of modern day communication. AG interjected to remind the gentleman that not everyone living in our development is PC familiar, noting herself as one, some people do still prefer to receive communications in paper format therefore it is important to have the choice.
3. Q. Mr Raza raised the point again in reference to the CCTV, advising that he had a situation recently whereby the CCTV footage of an alleged theft from his property was not fit for purpose and that in his opinion, the system needed to be upgraded.
A. TM agreed that this was probably a good example of the need for assessing the current system and requirements as a project; however with only 8 members there is a need for more members and a great opportunity to join us now.
4. Q. Mr Mackie asked H&P, if they received a commission from the insurance broker?
A. CD replied that it was a fee from the broker for the service they provide in terms of their discussions to agree premiums in advance, administration of common claims and apportionment of claims and any other tasks as required to assist owners.
5. Q. Mr Mackie asked if they received 25% of the amount therefore it would be in their interests to have a high premium figure.
A. CD responded that it was not in H&P's interest to have any high fees for any of their clients. They would much rather see charges fall than increase. CD advised that he did not have exact figures with him and that Mr Mackie could come by the office and see the figures for himself. LM advised that in the past an owner had spent a huge amount of his time and efforts in attempting to gain a reduction in our insurance costs unsuccessfully much to everyone's disappointment.
6. Q. An owner from 315 GHT advised that he has had a problem with the service button being used throughout the night by delivery people etc, requesting that some consideration be given to disabling this during certain periods of time.
A. CD responded that it might be something which WSS could fulfil with the existing system and he would raise the question with them.

LM Ended the Q&A session to draw the meeting to a close.