

North Dock Residents Association

General Meeting Friday January 19th at 6.30pm

At the Discovery Centre North Dock Llanelli

Minutes

Present

Chair Amanda Kruger, Vice chair Wyn Edwards, Treasurer Alison Evans, Secretary Sally Purnell, Committee Kim Broom, Ian Thomson, Alan Purnell, Phil Rees.

Gwylym Arthur, Jean Badman, Richard Collins, Judy Curson, Ian Poulson, Lynne Davies, Tony Davies, Paul and Bev Davies, Bernard Dezalu, Paula Halsall, Jonathan James, John and Sue Lewis, Barry Maddocks, Helen Proctor, Alison Rees, Paul Shapley, David Shell, Caroline Stoke, D. J. Taylor, Brian Thomas, Rob Walter,

1. Apologies

Terri and Martin Darzins, Mark and Tracy Farmer, Ken Francis, Joy Giles, Mike and Yvette Morrison, Steve Halsall, Dave and Mary Matthews, Tony and Sue Moore, Bob and Daphne Rhodes, Geoff Saunders, Paul and Diane Stirrup, Barbara Toft, Karen and Chris Young, Brian and Brenda Wareham, Noella Williams
Councillor Louvain Roberts,

2. Minutes of the last meeting held on September 29th 2017

Minutes of the last meeting were approved.

3. Matters arising

Matters will be covered in the agenda.

4. NHBC Update.

Last year an owner and NDRA member contacted the NHBC regarding the status of the claim. At the end of October he received the following response:

I sent a letter to Trinity Estates via email on 30th October. Following our specialist report, it was determined the failure of the render is due to the lack of maintenance carried out over the past ten years. I am sorry we are unable to consider this further under the Buildmark Policy.

Kind Regards

Janine Western

Personal Claims Consultant

Trinity contacted owners on November 9th to say that they refuted this report and confirmed they would continue to challenge the claim.

The Trinity newsletter sent just before Christmas said 'the ongoing NHBC claim was ongoing'!

Amanda contacted Trinity on a personal basis at the beginning of January to ask if Trinity had a plan B for the remedial work required at North Dock should the claim fail. During a telephone conversation Rebecca said that Trinity and the surveyors from Cushman and Wakefield previously DTZ (who have been involved in the claim from the beginning) are in the process of putting a remedial plan together which would be available at the end of Feb/ beginning of March when she would call a meeting to inform owners. Remedial work could commence before the claim is settled.

Amanda contacted Trinity again before this meeting and received the following email from Rebecca:

After an update call with Cushman's it would appear March will be too soon to know the true picture. Please see below an update for you.

As per our Newsletter and letter of late 2017 the NHBC claim continues with the continued refute of the latest report completed the NHBC. We continue to actively pursue this claim on your

behalf. Trinity and the Building Surveyors are currently putting plans in place for the major works should the claim be unsuccessful. This will take an unknown period of time and I can confirm at this stage we are unable to confirm any more information including any likely costs or timeframes. Once we have an update to share with you we will ensure you are all update accordingly. This will take place at a Group Meeting or a one to one surgery for leaseholders to meet us to discuss their individual concerns.

The committee felt 'an unknown period of time' was unsatisfactory so Amanda emailed Rebecca's manager Carole Lawes to say we were not satisfied. Carole did not reply, it was Rebecca who responded as follows:

Trinity and the Legal & Professional Team continue to work on behalf of North Dock in pursuing the claim against the NHBC. Over the past year we have had the most contact and site visits from the NHBC or their approved contractors since the claim started. In the past year our continued push of the claim has led to four visits to site by the NHBC and their approved contractors. The challenge to their most recent render report as advised to you all late last year does continue. The NHBC have recently confirmed they will return to site again to further review the render.

Whilst this continues we are aware North Dock continues to suffer and Trinity along with the Cushman & Wakefield are now looking at making plans to undertake the works if the claim is unsuccessful. This includes employing a team of professionals such as Structural Engineers to assist us in preparing for the major tendering exercise.

This is a rather complex process due to the many defects North Dock has and as we are only in the very early stages we are unable to confirm any timeframe or likely cost. I am working with Cushman and Wakefield on a likely timeframe for the first stage of this plan.

I can confirm on behalf of myself and the Trinity Team once a timeframe is in place I will ensure you are all updated accordingly. I will be aiming to hold a meeting in the late Spring to discuss the next stages. In the meantime if there if a further update to the claim we will ensure you are all contacted.

We have recently had several enquiries from those who own homes on sites and the NHBC claim. I am aware there is some confusion over responsibility for contributing towards the major works at the flats or indeed any day to day maintenance. I would like clarify homeowners on site do not contribute towards this or indeed day to day upkeep. if you are looking to sell your property and you wish for some guidance you can contact our dedicated Resales Team via our usual number who can clarify this for you.

In the meantime myself and Shannon are available to discuss any individual concerns you have with regards to the claim and do please contact us directly should you need some assistance.

The meeting decided that another summer could easily pass with nothing being done so the time had come to send an official complaint in writing to Trinity. If this is not responded to satisfactorily within 8 weeks the Ombudsman can be contacted. (See ARMA guidelines) In the first instance members would be contacted to see if there are any lawyers amongst them to assist in writing an official letter of complaint. If not a solicitor would be appointed using NDRA funds.

Trinity currently hold approx. £500,000 in trust for North Dock in a sinking fund, redecoration and aboriginal fund. The next set of accounts should be available on Jan 31st.

Section 20 of the Landlord and Tenant Act 1985 sets out the consultation process Trinity would need to take with owners before agreeing remedial works of significant expense on behalf of owners

It was suggested that the NDRA could join the Federation of Private Residents' Associations to seek advice.

This week Wetherby Building Systems were on site surveying the render

5. Update from Rebecca Eddy's (Trinity Estate Manager for North Dock) visit January 9th 2018

The labels indicating which buzzer is for which apartment on the entry phone system have been renewed twice. They were not placed under the Perspex cover as requested to prevent deterioration due to the weather. This will be done as and when the entry phone systems require any maintenance.

Signage to Cwrt Mary Welch and Cwrt Westfa. When the sign arrived it was incorrectly spelt – it is being redone!

Positioning of additional signs for Cwrt Westfa and Cwrt Mary Welch were discussed

A red Seat car which has been abandoned for more than a year in a visitor's space by Cwrt Mary Welch has finally been removed.

The excess for damage due to water escape increased from £1000 to £1500 when the insurance policy was renewed in July. Rebecca was not aware of this change until the committee informed her and will look into this for the next renewal.

The Fire Risk Assessment Report has been received by Trinity and should be available but has not yet been sent to the committee

Trinity asked to look into the inconsistency of the dusk to dawn sensors over the porches.

Rebecca will be sending an update on gutter cleaning

6. Treasurer's report

Bank balance is £1,557.74. Alison has donated £300 received from NHBC by her in compensation for a delay of 1 year after a complaint made concerning lack of information.

7. AOB.

The metal panel that fell off Cwrt Naiad has not been replaced. The resident living next to the gap is experiencing a lot of noise from the roof when there are high winds. Another panel has recently fallen off Cwrt Pandora onto the grass.

There have been complaints about the caretaker calling himself the warden again and speaking impolitely to residents.

What is the procedure for reporting water leaks? Trinity has taken 12 days to send a plumber to investigate a leak in Cwrt Pandora leaving residents to sort it out themselves.

Issues reported to Trinity through the portal are dealt with much more quickly than those reported by email.

Sally will send Rebecca a list and a plan of the parking bays for Cwrt Naiad, Cambria and Clara Novello and ask that these be displayed in the central stairwells.

Trinity will be asked to send the water bill quarterly or 6 monthly.

The Councillor has been unable to provide an update on plastic recycling on site. Could food recycling also be considered?

The Rent Smart Wales register can be used to identify landlords and managing agents of flats rented out at North Dock.

.8. Date of next meeting

The AGM will be held in May the date tbc.

There being no further business the meeting closed at 7.55 pm.