

North Dock Residents Association
Annual General Meeting
held on Friday September 27th 2019 at 6.30 pm
in St Elli's Bay Café and Bistro North Dock Llanelli
Minutes

Present

Chair Amanda Kruger, Vice Chair Kim Broom, Secretary Sally Purnell, Treasurer Alison Evans.

Other Committee members: Paula Halsall, Paul Davies, Ian Thomson, Alan Purnell.

Gwylm Arthur, Jean Badman, Ian Chappell, Richard Collins, Judith Curson, Corrine Ferris, Bernard Dezelu, Steve Halsall, Simon Holt, Hoe and Diane Lee, Jessica Lewis, John and Sue Lewis, Liz Thomson, Phil and Alison Rees, Bob Rhodes, Paul Shapley, Caroline Stokes, Brian Thomas, Liz and Ray Ward, Ken Walsh, Stefan Pearce, Rob Walter, Hayley Woodall. Councillor Louvain Roberts

1. Apologies

Vicky Collins, Tony Davies, Wyn Edwards, Mark and Tracy Farmer, Ken Francis, Joy Giles, David Joel, Dave and Mary Matthews, Tony and Sue Moore, Mike and Yvette Morrison, Brian Page, Geoff Saunders, Derek Smith, Paul and Doreen Thompson, Brian and Brenda Wareham, Noela Williams.

2. Minutes of the AGM held on Friday April 20th 2018

Amanda referred to the minutes of the last AGM, which had been made available online, and said all matters arising would be dealt with later in the meeting.

3. Chairperson's report

Amanda welcomed everyone to the meeting and said it was important the Committee had the continued support of members as there were challenging times ahead. She thanked the Committee for all their hard work during the year. She emphasised that the Committee are all volunteers, endeavouring to do their best for the NDRA and it is disheartening to read negative comments on the Facebook page.

The committee had walked round the site with Chris Tomkins, Trinity Operations Director and Rebecca Eddy, Property manager at the beginning of May and had a positive meeting with them afterwards. A list has been kept of all agreed action and it is being followed up on a regular basis. (See below)

Trinity sent a questionnaire to all leaseholders giving 3 options for work on the stairwell carpets and walls. It was very disappointing to find only 40 out of a possible 180 or so leaseholders responded. The result is no painting or carpet replacement will take place until after all the remedial work has been completed.

NHBC. Rebecca Eddy will provide the Committee with a copy of the solicitors report as soon as it is finished. The Barrister has agreed to take on the case against the NHBC on a 'no win no fee' basis.

Action is likely to commence in October. We are advised that previous claims that have been dealt with by the Barrister have been settled within 18 weeks.

All issues should be reported to Customer Support in the first instance. There are issues with the residents portal, a new system is promised to be available in the next 6 months

New parking bay numbers, upgrading of stones and chippings, painting of bike sheds, remaining porches and doors and pumphouse doors will be completed over the winter or in Spring 2020.

After the car fire last month Trinity have confirmed the 'stay put' policy. Kim Broom will arrange for the Fire Service to attend the next general meeting to give advice.

Councillor Roberts was asked to give an update on refuse collection following the introduction of recycling at North Dock. There has been a stalemate between Trinity and Carmarthenshire CC with Trinity refusing to answer their emails. 4 new bins had been delivered to site but the only room for

anymore would be on parking bays. Amanda said that Rebecca Eddy has just agreed to meet on site with Tracy Gough, waste services officer for Carmarthenshire CC. Councillor Roberts and Kim Broom representing the NDRA would also be present. Residents need to be made aware that if bins are not used correctly the council will refuse to empty them and a private contractor would have to be employed at a huge expense to residents. The council can investigate bags put in the wrong bins and if culprit is identified they will incur a £350 fine. There is a limit of 3 black bags per property each fortnight.

4. Treasurer's report

Alison Evans reported a Bank balance of £1,423.14.

A subscription of £335 has been paid to the Federation of Private Residents' Associations, for the second year of membership. We will evaluate if we consider this worthwhile when the subscription is due for renewal next April.

Alison said that a refund of £3,100 had been agreed in respect of 12 central hallway radiators being incorrectly wired for 8/9 years using day rate electricity. It was felt that this was far too little.

Members present raised questions including:

Can we ask for an analysis of the £50,000 admin charge charged by Trinity Estates?

Why is there an admin charge added to the water bill and why is it so high? Welsh Water will not take over the administration of water charges due to the complexity of the site

Trinity will be asked to confirm if we are being charged for water on a commercial or household basis, this would have an impact on the VAT charged.

6. Election of Committee Members

The current Committee members: Amanda Kruger, Kim Broom, Sally Purnell, Alison Evans, Paula Halsall, Paul Davies, Ian Thomson and Alan Purnell were all willing to stand for another year. The re-election of all was approved.

David Joel proposed by Alan Purnell was elected to the committee.

7. AOB

Rob Walter had contacted the NDRA to ask if an information pack could be given to all letting agents, so that new tenants would be informed about how to use the site, recycling, parking bays etc. Paula Halsall has agreed, with Rob's help, to follow this up. Rent Smart Wales lists all rented properties on site with the name of the owner and the letting agent used.

The NDRA website is a great resource for information.

Complaining on Facebook about issues on site achieves nothing. Trinity customer services should be contacted. Details of how to do this should be pinned to the top of the Facebook page. Complaints can also be registered on the resident's portal.

The Committee were thanked for their hard work and Alan thanked Amanda for all she does in her role as Chair.

There being no further business the meeting closed at 7.40 pm.