

**North Dock Residents Association
General Meeting
held on Friday 30th September 2022 at 6.30 pm
in the St. Elli's Bay Brasserie and Bistro North Dock, Llanelli SA15 2LF**

Minutes

Present

Chair: Kim Broom

Secretary: Sally Purnell

Committee members: Alan Purnell, Jessica Lewis, Tony Moore, Paula Halsall

Property Manager Trinity Estates: Liam Donohue

Residents: Gwylm Arthur, Jean Badman, Andrew and Samantha Bowen, Steve Halsall, Ian Poulson, Karen Davies, Joy Edwards, Simon Holt, Dave Hopkins, Owain Jones, John and Sue Lewis, Simon and Helen Mason, Mary and Dave Matthews, Paul Shapley, Caroline Stokes, Ian Thomson, Rob Walter, Wolfram Walter, Clinton Williams, Keirran Williams, Noella Williams, Karen and Chris Young, Pauline Evans, Robert Lawson.

1. Apologies

Councillor Sean Rees, Councillor Louvain Roberts, Paul Davies, Alison Evans, Steve Meyler, Michelle Parry, Paul and Doreen Thompson, Helen Williams, Dr Mathur.

2. Introduction

The committee members introduced themselves and invited any further residents to join the committee.

3. Minutes of the General Meeting held on Wednesday March 30th 2022

The minutes were approved as a true record of the meeting, proposed by Ian Poulson and seconded by Alan Purnell.

4. Matters arising

Kim Broom confirmed matters arising would be covered during the meeting along with further queries put forward by residents.

5. Liam Donohue, property Manager for North Dock

i. Major works

All leaseholders have received letters from Trinity Estates regarding the major works being planned. Liam explained that there is a set process in place to provide costings, timeline etc. The architect and major works manager along with other main suppliers have met for initial discussions but November will be the key time for costs, schedules and contracts to be finalised.

There will be a Teams online meeting to discuss the works further in the first week of October. If anyone wishes to take part in this meeting, please contact Liam at liam.donohue@trinityestates.com

All residents will be informed well in advance of any work to be undertaken. Although house owners will not be having any works carried out on their properties there was a request that information of work to be carried out is shared with all houses as well, due to possible disruption on the site.

Action: Liam to ensure that all households receive information of any site disruptions.

Action: Sally will ensure that any appropriate information is available on the NDRA website.

One resident queried whether Trinity Estates should take responsibility for the work due to not taking action earlier causing the NHBC claim to be overdue by two years.

Action: As Liam was not in post and not aware of all the previous problems, he will contact the resident directly to discuss.

ii. Parking

A parking plan has been put together and is available on all communal noticeboards. UKPC are preparing a new contract and new permits will be sent to all leaseholders via Trinity Estates. Bays are to be remarked and numbered to correspond with the resident permit number and visitor permit. Larger maps of bay numbers will be available on all noticeboards when new noticeboards are erected. Bay marking may need to wait until next spring due to weather conditions. Signs in English and Welsh will be erected across the site and when initial costs have been recouped, UKPC will be giving 10% of any fines back to Trinity Estates.

There was a query from one resident regarding the use of visitor bays if their own is occupied.

Action: Liam will note concerns and discuss with UKPC to ensure that no resident is fined for using a visitor bay in these circumstances.

Concern was raised that holiday let users will be confused by the bay numbering but due to security issues, flat numbers on bays was decided against.

Commercial vehicles were also discussed and Liam assured residents that this was to be covered in the new contract. All vehicles will need to fit within the bay and there will be temporary permits made available for contractors on site if needed. Further information will be provided at a later date. One resident advised that the bay markings needed to be painted using thermoplastic material to ensure against inclement weather which was noted by Liam. Bollards were also discussed but these would need to be approved by the freeholder and would not be viable.

Electric cars already on site should not have charging leads running across communal areas or pathways. One resident reported this is happening and Liam will follow this up if necessary. The procurement manager has been exploring the feasibility of EV points on the site and the open loop system is to be investigated further along with grants available. There will be full consultation with leaseholders when information is available.

iii. Works to the estate

Liam has obtained quotes for replacement fencing and repairs and upgrading of bike sheds. All contracts have been set up and dates for work are imminent. The bike sheds will be treated and timber replaced but not upgraded to other materials due to cost and limited usage. Extra timber is to be trialled to test if this helps with less weathering of bikes. Individual resident bike lockers are not possible due to lack of communal land available.

iv. Fibre installation

A number of site surveys have taken place and Hyperoptic will be providing fibre broadband across the site for all flats and houses to use. Further details will be provided when available.

v. Refuse collection

Bins have been replaced and new bins are currently stored by Cwrt Westfa ready to be distributed across the site. All replacement bins will be galvanised metal bins rather than plastic. From November there will be three weekly collections by Carmarthenshire County Council (CCC). Liam has had a number of meetings with CCC and monitoring of bin capacity will be carried out by Liam and CCC. All bins will be relabelled to ensure bins are used appropriately and CCC will be promoting recycling more and houses will be reminded again that they should not use the large bins as they have kerbside collections.

It was suggested by one resident that the main problem is the large number of visitors on site not using the bins correctly, but it was agreed that unfortunately this is not always the case and residents do not always consider other residents.

There has been a trial of bin lid clips and further trials will be taking place. There is also a problem when bins have been pushed back too far against the wall but hopefully the new metal bins may alleviate this problem.

One resident queried whether CCC would fine fly-tippers, but it was suggested that there would only be action if evidence was available in the waste.

Action: Kim will seek clarification whether CCC will become involved with fly-tipping or if North Dock is considered to be a private site.

Liam will contact CCC if any residents report fly-tippers to him or will take action if residents are not using bins appropriately. It was also suggested that the newsletter could contain details of the civic amenity site.

One resident queried the use of CCTV at bin stores. This has been explored but would cost £20-30K for installation plus running costs and is therefore not cost effective when compared with cost for private fly-tipping removal. Signage to be put around bin areas to try to deter fly-tippers.

vi. Water bills

A full audit has been taken of water meters across the site as not all readings were available previously. Some readings have been estimated for a long time and a lot of reconciliation has had to be undertaken by the Trinity Estates team. Water bills for July '21 - July '22 should be sent out in the next few days and will be sent on a regular six-monthly basis going forward. Readings will be taken in January and July each year.

Residents queried why the meter readings were not detailed on bills, why there was such an administration charge for every property and why meters cannot be read by residents themselves.

The reconciliation process and bill detail were discussed and due to many owners not living on site, it was not possible to rely on all readings being submitted in the time required.

vii. Energy consumption/lighting upgrade

Communal area energy contracts have been pre-set therefore there should be no increase until next July. A business rate is obtained and the contracts team will be discussing whether there is any rebate available.

Quotes have been obtained for LED lights and sensors in communal areas. When Cwrt Westfa and Cwrt Naiad have internal decoration completed next year, there will be an upgrade on lighting so that cost comparisons can be made with other blocks. Local contractors will be used whenever possible and if any residents have details of local contractors they feel would be suitable, please

contact Liam. Paperwork and checks required by Trinity Estates sometimes put off smaller contractors.

viii. Banging pipes

There has been a problem with banging pipes in Cwrt Mary Welch and Cwrt Myrddin. A number of investigations have taken place in communal areas and each apartment. Some heating failures were found, thermostats were broken etc. Work in communal areas will be undertaken ASAP to try to remedy problems and Liam will contact all leaseholders with suggestions for checks that might need to be considered in their own property.

Liam has been on site all day and will be reporting a number of maintenance issues to Fixflo (the maintenance reporting system for Trinity Estates via resident's portal. Details on noticeboard in each communal area)

6. AOB

One resident reported rats in bin areas around Cwrt Westfa. It has been reported a number of times to Fixflo but there doesn't seem to have been any action. The resident was advised to take photographs of the problem and send to Fixflo again.

Communal doors are a problem across the site. One problem was that jobs were reported as being completed when there was still an issue. This will need to be monitored and challenged when necessary as there is no system for quality assurance.

£68 was collected in membership fees and donations during the meeting. Thank you to all those who have contributed their membership fees to the NDRA both directly and on the night.

7. Date of next meeting to be confirmed.

There being no further business, the meeting closed at 8.10pm.