

**North Dock Residents Association
General Meeting
held on Tuesday 27th June 2023 at 6.30 pm
in the St. Elli's Bay Brasserie and Bistro North Dock, Llanelli SA15 2LF**

Present

Chair: Kim Broom

Secretary: Sally Purnell

Meeting minutes: Paula Halsall

Committee members: Alan Purnell, Jessica Lewis, Joy Edwards, Ian Poulson, Tony Moore

Councillor: Sean Rees

Residents: Gwylm Arthur, Jon and Tracey Batcup, Angela Bradshaw, Judith Curson, Lynne Davies, Pauline Evans, Michael Haggett, Steve Halsall, Brian Jenkins, Clive and Joanna Jones, Robert Lawson, Donna Lea, Diane and Hoe Lee, John and Sue Lewis, Jan and Brian Mason, Melanie Pieniazek, Carole Rees Jones, Paul Shapley, Ian Thomson, Andrew Williams, Clinton Williams, Noela Williams, Philip Withey

Pre agenda item

Two local PCSOs attended the meeting to address any questions and concerns from residents. The main concern at present is the cars racing around the dock late at night. There are five cars that regularly race in the early hours of the morning. Residents were asked to contact the police and log any issues with as much detail as possible such as time, date, vehicle details etc. The process for reporting is phoning 101, reporting online or via social media using Dyfed Powys police tag on Facebook.

Kim Broom will put information and QR code on Facebook to make reporting issues easier.

Agenda

1. **Apologies:** Jean Badman, Karen Davies, Alison Evans, Phil and Alison Rees, Paul and Doreen Thompson, Simon and Helen Mason, Paul Davies, Janet and David Hopkins, Steve Meyler, Cllr. Louvain Roberts, Tim Dalton

2. Introduction

Kim welcomed everyone to the meeting on behalf of the committee.

3. Minutes of last General Meeting held on 17.02.23

The minutes were approved as a true record proposed by Ian Poulson and seconded by Jessica Lewis.

4. Matters Arising

Cllr Sean Rees provided an update on the Dyfed Drug & Alcohol Service (DDAS) planning application which is currently under review. Lots of representation has been submitted already and further opposition and comments are welcomed before the planning committee considers the application at the end of July. It was found following an FOI request from local councillors that there had been no risk assessment carried out. Councillors will attend the planning meeting and it is hoped that the

planning committee takes the strong opposition to this by residents into consideration. There is an appeal process following planning decisions if required.

Cllr Sean Rees provided an update on the dock algae. This is a difficult situation as it cannot be allowed to go out into the estuary and cause problems with the cockle beds. There is potential for filtering, but this is expensive. A working group has been set up by Sean with several user groups to discuss the issues with NRW. Full, regular maintenance is needed in the future.

Sean was thanked for his updates and for his engagement with the community.

5. Reports

a. Secretary

Sally reported that Holly Davey has been in post for four months and has made two site visits. Committee members have met with Holly on both visits and have also held an online meeting with her to discuss issues on behalf of residents. Holly does not use Facebook therefore committee members pass on any relevant issues to her when residents share problems.

Holly has been frustrated that she has not had sufficient notice that work is starting on site e.g. fire safety checks and Hyperoptic broadband installation, to be able to notify residents. She will attempt to communicate with residents when possible.

The committee have expressed concerns over Complete Estates being considered for the internal redecoration work following poor workmanship on a previous contract and Holly has listened and acted on concerns. A caretaker type role is also being considered so that we can have somebody being proactive on site and completing jobs as needed.

A number of residents said that they were not happy with the standard of cleaning and were advised to contact Holly to share their concerns.

Sally alerted Holly to the lorry that damaged a number of posts on site and an insurance claim was made against the lorry hire company.

We have asked on a regular basis for the issuing of the new parking permits. This is now happening slowly. Paula walked the site to check on the bay numbering and identified errors were reported to Holly. Ian was responsible for mapping out the site in compliance with the leases for apartments and has provided Holly with laminated plans of the bays for each block. Thank you to Paula and Ian. The committee have asked Holly to confirm that UKPC observe the agreed 10 minute grace period for collecting permits from inside the building if required and allow residents, who find their bay is wrongly occupied, to park in a visitor bay with their residents permit.

A number of residents who had already received their new permits expressed dissatisfaction with the size and quality of the permits. One resident queried the size of the parking bay which is beside a bin store and further concerns were expressed over residents with multiple cars using a number of visitor spaces.

Shrub replanting will take place in the autumn. This is another issue that the committee has been discussing with Liam/Holly for a little while.

Quarterly accounts have been received by the committee which have raised several questions and are being followed up by committee members.

There is an appeal from the North Dock Dredger Triathlon Club for a representative from residents to join them in a meeting with CCC to discuss the state of the dock. Please contact Sally if you are interested.

Thank you to Clinton Williams for printing the flyers for tonight's meeting and Paula for delivering them.

b. Treasurer

Alan reported on the interim accounts provided by Trinity Estates for the 9 months to 30th April 2023. Alison and Alan review the annual and quarterly accounts on behalf of the committee and all residents, the purpose being to compare how the service charge for the year relates to the actual costs.

A recent review has resulted in Holly agreeing that a credit is due for an insurance claim of £10,976 for the Block expenses rather than the Estate expenses.

The accounts include a credit for interest for the first time following the last NDRA meeting when this point was raised, however the £2,996 is inadequate and has been incorrectly credited to the Estate charge rather than the Block charge. Holly has taken queries to Trinity Head Office.

A number of further queries have also been raised with Holly including a higher than expected general maintenance and insurance figures but lower than expected cleaning and electricity.

The service charge seems to be adequate to cover the budget forecast but figures will need updating before annual accounts are prepared.

Money for the major works is kept by Trinity and queries have been raised regarding the interest on this money over the last 15 years.

The NDRA needs enough funding to be able to pay subscription fees for the Federation of Private Residents Association (FPRA) and annual subscriptions and donations are welcome at all NDRA meetings. The NDRA currently has £877.34 in the account.

A resident queried whether the auditors report has been looked at from Trinity but it seems Trinity only request a minimal audit and the auditors are not required to examine detailed expenses.

c. FPRA

Ian represents the committee and residents at FPRA meetings and has put forward questions from previous general and NDRA meetings.

The most recent meeting discussed the updated fire safety issues and how this relates to restrictions and regulations in the blocks at North Dock.

d. Hyperoptic Broadband

Ian has been in contact with the company and provided details of predicted costings and broadband speeds. Offers are available on their website and cabling has now been installed for apartments and houses across the site. The company are planning for a 1st September starting date.

Ian will be putting details and the link for the website on the Facebook page for anyone who wishes to change their broadband supplier.

6. Questions submitted in advance of the meeting

Answers in Red received from Holly

- Water bills received by post provide a summary page and a page with details of usage, those received by email only provide the summary page. Please can the emailed version include the detailed page too.

Anyone wishing to be sent this will need to reply to the 'recharge' email address and request it

- EV charging

At the NDRA meeting in February Liam said a survey was being procured to look at using a group of visitor bays near Cwrt Westfa. Do you have the results of the survey and what is planned next?

I can't find any information relating to a survey being instructed – there are contractors we can approach to survey but with funds tied up with the major works we would need to consider if this is the right time

- When will leaseholders be informed of the full costs of the remedial works?

As soon as we have the full project costs this will be shared with residents – if we don't have it in time for the new budget to be issued then we will factor in an increase but it will be reviewed again next year

Will a comprehensive maintenance plan for each block be put in place on completion of the remedial works for that block?

Yes

Is it guaranteed 100% that remedial work to the whole of Cwrt Pandora will take place in 2024?

We cannot guarantee anything but it is our intention to go ahead with Pandora next year

Liam arranged with UKPC that residents who returned to site could park in a visitor bay with their residents permit if their parking bay was occupied. Please can you confirm that this is still in place and that UKPC are aware of the 10 minute grace period.

I will check what instructions UKPC have in this regard

7. AOB

A number of queries were raised by attendees and any relevant questions for Holly will be passed on to her by the committee.

- Wouldn't an EV charging company do a survey of the site free of charge if they thought there would be a chance of a contract?
- Painting of bays – how much did it cost?
- Will Holly confirm that work vans used by residents as their main vehicle, will not get fined by UKPC?

- Lighting in communal areas all night is attracting flies, moths and bugs. Why can't automatic lights be installed (also saving money on electricity)?
- What 'mark up' rate does Trinity use for major works and contractors in general?
- Are electric bills provided via Trinity? (Resident will check her bill and contact Holly if appropriate)
- Trinity are working with the builders on site and holding monthly meetings for updates to then be forwarded by Holly. Residents ask for more regular communication and updates from Holly and Steve Pike.
- Scaffolding has been up on Cwrt Mary Welch for over 3 months and various excuses have been made for not taking it down. Holly has been contacted. Is there any update please as this is a very frustrating situation?
- The specification for the planned marine grade patio doors is needed as one resident has already had replacement marine grade doors and they have also failed to keep out rain and wind. The resident will contact Holly directly and share any information with the committee in the future. The spec is also needed for residents to be able to compare costs of replacement by builders to residents making their own arrangements. Ian will also contact Steve Pike to ask for details.
- Council tax banding was queried as purchase prices are very different to when the site was first developed. New owners can discuss this with CCC.
- Broken windows - Due to lack of clarity in leases, Trinity have now taken responsibility for window replacement across the site. Residents can contact Holly for further information if any replacements are required.
- Colour of the render was queried but this was not known.

Holly was invited to this meeting but was unable to attend. Sally will arrange the next meeting to fit in with Holly and the St Elli Bay restaurant as residents would welcome the chance to discuss issues with Holly.

Residents are asked to contact Holly with any relevant queries and/or use the maintenance section of the Trinity Estates portal (fixflo) online.

The subscriptions/donations for the evening totalled £42.

Meeting closed at 8.25pm