

History and function of the NDRA

Trinity are members of ARMA, the Association of Residential Managing Agents. ARMA provide guidance on how residents associations can secure recognition from a managing agent. ARMA provide a template constitution which the NDRA adopted. Recognition currently requires evidence that 50% of leaseholders are members of the association (in 2015 this was 65%) by providing a list of members, a fair written constitution and proof of election of the officers.

A recognised RA can inspect accounts and receipts in relation to service charges, ask for a summary of insurance cover for the block and expect to establish a good working relationship with the property manager.

The objects of the constitution are:

to represent the leaseholders and residents on matters of common interest
to consult with the lessor and its management company.

The first Resident's Association was formed in 2009 with the help of the then property manager Matthew Shaw. In 2015, when Rebecca Eddy became property manager, members were told that Trinity would no longer recognise the Association without the necessary credentials being submitted again. This was very difficult to achieve as so many leaseholders live off site. It took a few leaseholders several months but by the middle of 2016 membership forms from 65% of leaseholders had been received. These were sent to Trinity together with the constitution and proof of election of officers. Recognition was granted in September 2106.

A new committee was formed, they set up a website, the Facebook page and a dedicated email address for members to contact the committee. Meetings have been held in the Discovery Centre which is now the St. Elli's Bay Restaurant. Members are notified of meetings by email, notices in stairwells and flyers through letter boxes. Committee members meet with the property manager during site visits and recently a Teams meeting with all available committee members follows the visit. The committee receive quarterly accounts. The membership subscription of a minimum of £1 is due at the AGM. Notification of this is sent with the AGM papers. Membership is open to all leaseholders and tenants.

Working with Rebecca Eddy for 6 years was difficult, Liam Donohue was in complete contrast. Holly Davey only stayed 5 months. At the end of last week, I rang Trinity leaving a message asking to speak to Cerys Davies the new property manager. She rang back and said her first site visit would be yesterday. 3 committee members met with Cerys and Carole Lawes, the Trinity regional manager for the South West. It was a very helpful meeting, we covered a lot of issues, some of which are reflected in the answers to your questions. Points discussed that do not appear in the question and answer session will be sent to members after this meeting.