

## **Notes from meeting with Carole Lawes and Cerys Davies 25.07.23**

### **General discussion**

- Carole admitted that the table she sent with the revised service charge was incorrectly laid out but came to the right answer at the end! The communication was an estate notice so did not require a signature.
- Carole said this meeting was in place of a response to the emails sent to Carole and Gary Tarrant.
- Carole was surprised that Holly had not contacted the NDRA committee to say she was leaving.
- Carole and Cerys are monitoring Holly's inbox.
- We said we felt communication was poor and the admin department worked very slowly.
- Amended budget was posted on Friday July 21<sup>st</sup>.
- 30 leaseholders have not shared an email address with Trinity so do not receive notifications through FixFlo. Cerys to find out why link to notification expires after 24 hours.

### **Remedial works**

- Current remedial works are a learning curve. The wooden structure is dry and there have been no unexpected issues. Monthly inspections by Steve Pike, architect, Trinity surveyor, A&N Lewis representative, Cerys and Mark the site manager. This will be where authority is given for stage payments. The NDRA will receive a post inspection report. A&N Lewis may not be awarded contract for further stages, they are reluctant to quote until current costs are known.
- Leaseholders struggling to pay should contact the accounts department, cases will be dealt with on an individual basis, all calls are recorded. Concerned Leaseholders also advised to contact Citizens Advice.
- Leaseholders will receive performance against budget for stage 1, as well as the actual costs, in October.
- Section 20 notices for stage 2 will be sent to leaseholders in December.
- We expressed concerns over Complete Estates being considered for the stage 1 internal works to Westfa and Naomi. The contract has not yet been awarded.
- Carole said an EWS1 is not necessary for sales at North Dock. We will be asking for an explanation in writing.
- Colour of render confirmed as option 2.
- Carole would like the news programme 'Wales online' to return to the site when first stage remedial works were finished.

### **Outstanding items from Holly's tenure.**

- Interest rates are included in the accounts. Requires further investigation.
- Outstanding accounts questions to be sent to Cerys.
- Carole explained to Cerys the water bill procedure and previous problems.
- Larger stairwell noticeboards still required, will be tidied by Cerys on each visit.
- Grit bins required.
- Signage re recycling etc required.
- Trinity have not yet received the Welsh Government Fire Safety report.
- Carole asked if the NDRA membership numbers were still good, she was told they were about 75% but that will not be precise as leaseholders do not always notify us when they move.
- Sally to confirm parking rules with Cerys.
- Cerys to confirm date of next site visit. She is happy to meet with NDRA committee representatives.