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**Team Meeting**

**ACTIONS**

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**DATE AND TIME:** Wednesday 25<sup>th</sup> March 2015, 18:30 – 21:00

**LOCATION:** Cricketers

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<b>Attendees</b>		<b>Apologies</b>
Clinton Hunt	CH	
Daniele Hammond	DH	
Debbie Bush	DB	
Jean Clavey	JC	<b><i>Not present but mentioned</i></b>
Tony Rich	TR	

Items covered and actions agreed

**1. Latest on the roof**

Prior to the meeting CH had handed TR the report supplied from Seeley's Surveyors. TR explained that he had contacted the roofing company and agreement could not be reached as to the cause of the leakages. TR explained that the work that had been done by the roofing company was sub-standard and allowed for water to seep in to the brickwork.

**Action:** TR to contact the roofing company again. CH to join the discussion if needed.

JC to update owners who had contacted HC regarding leaks to their property and advise of the latest.

**2. Payment processing**

Discussion amongst the group was held were a number of concerns were raised. However, all agreed that automating the payment progress would be advantageous for all.

**Action:** Process going forward to be as follows:

- All invoices are to be sent to DB
- These invoices will be reviewed and scanned by DB. The scans are to be sent to Harwood Hutton copying in the Highland Court Hotmail account –

[highlandcourtdirectors@hotmail.com](mailto:highlandcourtdirectors@hotmail.com)

- Any concerns raised by any other director must be made at this point.
  - Harwood Hutton will then be advised to trigger payment in accordance with the invoice instructions.
  - The cheque book would be held as a reserve form of payment.
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### **3. Rentokil**

It was noted that the Rentokil agreed would expire at the end of June 2015. CH queried if the boxes themselves remained the property of Rentokil to which DB confirmed that they belonged to HC.

TR explained that applying new rat poison in to the boxes was a straight-forward process and would be content with continuing this once the agreement with Rentokil expired.

**Action:** TR to purchase rat poison and place in boxes around HC from July onwards.

### **4. Proposal for additional flats by Southern Territory**

The team discussed the proposal and most were in agreement that the benefits arriving from the additional flats would be considerable. However, it was suggested that the initial sum offered by the company should be challenged.

In order to gauge the value of the new properties it was suggested that quotes should be sought from Haart's Estate Agents based on the design pictures supplied by Southern Territory.

An initial meeting with Southern Territory was also agreed to discuss in more detail the proposal before going on to seek professional advice.

**Action:** TR to hand CH the artist impressions of the proposal. CH to then seek quotes from Haart's Estate Agents.  
CH to contact Southern Territory and arrange a meeting with the Highland Court directors.

### **5. Dog in F15**

TR noted that there seemed to be a dog kept in Flat 15. This is a breach of the Lease.

**Action:** A letter would be posted through the door of Flat 15 reminding the occupant that dogs are a breach of the Lease.  
If this proved unsuccessful an instruction would sent to Harwood Hutton to write to the owners.

## 6. Ron Newly

A discussion was held within the team regarding the work conducted by RN. DB expressed concern that changing the way in which RN was paid would likely impact his willingness to action jobs that were over-and-above his job description. All agreed that RN had carried out ad-hoc tasks as a matter of urgency and this was something that was appreciated by all.

DH explained that she had located a list of tasks that were deemed typical of what could be expected from a maintenance service level. DH advised that this list would be distributed to the team.

CH suggested that the list be categorized between those tasks that would be expected to be part of the standard service offering. Another category could list tasks which would incur costs over-and-above the standard maintenance offering and would deem acceptable. And another level where prior agreement should be reached beforehand.

DB also advised that RN was seeking a pay increase. CH noted that the last pay increase was more than was requested and well above inflation. All agreed this was unacceptable, especially as standards appeared to have dropped.

**Action:** DH to distribute lists of standard tasks.  
The team to then consider categorizing the list.  
Discussion with RN to follow.