

## Minutes

**Meeting Title:** Wychwood Park (Management) Limited and Wychwood (Holdings) Limited Annual General Meeting

**Date & Time:** 28<sup>th</sup> July 2024

**Duration:** 15.00 – 18.30

**Location:** Wychwood Park Hotel – The Cheshire Suite

### Those Present

Kevin Skeet  
Anne Broome  
Mr Lewis  
Barry Crowney  
Thomas Stebbing & Ms S Marjamaki  
John Rigby  
Kevin and Sally Hall  
Laura Thorpe  
Sandra Cummins  
Diane Rawstron  
Sue Land  
Geoffrey Walker  
Helen Shorrocks  
Dennis & Irene Parkinson  
Karen Delay  
Rocco Pilliero & Anne Plaskett  
Cornelius & Karen Cronje  
Steve & Karen Liptrot  
David & Suzanne Turner  
Edmund & Teresa Doyle  
Mr P A & Mrs Anne Lucas  
Sarvjit Rai  
William Clayton & Karen Stebbing-Clayton  
John Nickson & Janet Roberts  
Andy Savage & Jakki & Emily Houghton  
Nannette Lyon  
James & Sally Vickerman  
Ray & Mrs S Cornwall  
Mr G M Kinsey  
Les & Mrs Kingston  
Dr Maher & Glynda Alasadi  
Richard & Rachel Platt  
Mike Potter  
Cheryl Johnson  
Anne Peters  
Captain Chris & Mrs Ashley Chattaway  
Andy Monk  
Terry & Jenny O'Connor  
Mr G & Mrs Helen Heywood  
Mr M Roberts  
Mr John Micklewright  
Mr E Micklewright

### 42 Households in total eligible to vote

Mokan Hotels  
Connaught Brook  
Connaught Brook  
Broughton Vale  
Broughton Vale  
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Delves Keep  
Delves Keep  
Delves Keep  
Broughton Vale  
Delves Keep  
Delves Keep

Item No.	Description	Responsible Person
	<i>Prior to the AGM, financial statements for Wychwood Park Management Limited were issued to those present. Those not attending that require a copy of these accounts should contact Realty.</i>	
1.	<p><b><u>Apologies for Absence</u></b></p> <p>Craig Nemeth - Director, Mike Saunders - Director and T Davidson &amp; P Bacon – 21 Abbeydale.</p>	
2.	<p><b><u>The Appointment of Directors of the Management Company</u></b></p> <p>It was confirmed that there are 12 current Directors.</p> <p>Broughton Vale, Karen Delay (Chair), Les Kingston, Craig Nemeth and Cornelius Cronje.  Connaught Brook, Anne Broome and Ashley Chattaway  Delves Keep – John Micklewright and David Heafey.  The Vistas – Sarvjit Rai and Nanette Lyon  Brackenwood Mews &amp; The Manor – Mike Saunders  The Hotel – Kevin Skeet</p> <p>No nominations were received prior to the AGM.</p> <p>Directors due for re-election at this AGM were Les Kingston, Ashley Chattaway and Sarvjit Rai. All of which offered themselves to stand for a further term.</p> <p>By a majority, Les Kingston, Ashley Chattaway and Sarvjit Rai were re-elected to the Board of Directors.</p>	
3.	<p><b><u>To Appoint Accountants</u></b></p> <p>The management company account services are provided by Azets along with the creation of service charge accounts.</p> <p>The fees for creating the accounts are £2,280.</p> <p>By show of hands, Azets are retained as the company's accountants.</p>	
4.	<p><b><u>To Appoint the Company Secretary</u></b></p> <p>This service is provided free of charge by Realty Management. Azets can undertake the role at a cost of £2,280 as quoted in 2023.</p> <p>Due to the potential conflict of interest, Realty were asked to leave the room for the vote. Realty however made it clear they act as the Company Secretary for all management companies under their guidance with the exception of one. It is the industry norm for agents to act as Company Secretary.</p> <p>By show of hands Realty were elected to remain the Company Secretary.</p>	

5.	<p><b><u>Chairs Report</u></b></p> <p>2023 saw issues continue with costs rising due to inflation and it is expected that further cost increases in service charge will be necessary due to materials and labour costs.</p> <p>The three main contracts, security, landscaping and managing agent are reviewed monthly. Recently however landscaping has increased to a weekly meeting.</p> <p>Realty's fees for 2025 to remain the same as 2024 as previously agreed. Realty acknowledged the need for better communication.</p> <p>The Board are grateful for Realty's management of insurance cost reductions (despite the level of insurance claims), services and debtors.</p> <p>The security contract with Taurus has been in place for three years. In April 2024 a 20% rise in the contract was requested by Taurus, however, Realty have negotiated a rise of 10% with yearly reviews in April in line with National Living Wages.</p> <p>The landscaping contract is not running as smoothly as we would all wish. Following a meeting with Croppers, we are assured standards will improve and measures have been put in place for better monitoring, namely complaints and issues will be recorded on a database and tracked at each Board Meeting.</p>	
5.1	<p><b><u>Committee – Security</u></b></p> <p>It has been noted that improved standards have been seen in guards and Taurus with the number of complaints reduced significantly.</p> <p>Controlling vehicle access, namely holding visitors at the bollards requires improvement and a reminder has been passed.</p> <p>The guards have requested a more flexible shift pattern. The new shifts will now be solely night or day shifts operating 6am to 6pm and then 6pm to 6am.</p> <p>The integrity of the Park boundary has been improved but there does appear to be new openings being created which need to be addressed. It is believed these are being created by residents.</p> <p>Security costs are currently within budget. The SIA accreditation was awarded in August 2023 and further CCTV around the Park is being considered.</p>	
5.2	<p><b><u>Works Major/Minor</u></b></p> <p>It has been a relative quiet year for the major projects. Resurfacing of part of the roadway surfaces is to be undertaken to Freshwater Drive as well as a number of pothole repairs across the Park. These works are being undertaken during the August school holidays.</p> <p>LED lighting upgrades to the street-lamps have been completed and it does appear that electricity costs are coming down. Uplighters around The Park will be changed to LED.</p>	
5.3	<p><b><u>Committee – Alterations</u></b></p> <p>The Alterations Committee consists of three Directors who join Realty to review the applications and visit homeowners.</p> <p>Visits need to occur so that exclusion zones, easement rights and the general aesthetic of the Park is upheld.</p>	

	<p>Permitted development rights have been removed from the Park. This effectively means that everything on the outside of your property and the grounds will require permission from Realty and Cheshire East. The difficulty comes depending on who you speak to at Cheshire East as some of their officers are not aware that Permitted Development Rights have been removed from Wychwood Park and they tend to advise residents that you do not require permission from the Council, when in fact you do.</p> <p>All alterations requests need to be made to Realty in the first instance and pre-application meetings are possible by liaising directly with Realty.</p> <p>Realty will generally advise, where necessary, if planning permission is required from Cheshire East but homeowners are required to check themselves with Cheshire East.</p>	
5.3	<p><b><u>Committee – Landscaping</u></b></p> <p>This is Cropper's second year of the contract. Several challenges exist and the Board and Realty are working closely with Croppers to have these resolved.</p> <p>The Board are aware that significant improvement is needed. Whilst some of the issues can be blamed on the weather, other areas appear to be the work practices for example spraying.</p> <p>Croppers have teams that they bring in to undertake certain work such as tree works, pathway edging and hedge cutting.</p> <p>The contract price is £132,300 including VAT. The next tender for comparison was £185,412 – a difference of £53,112 or 40%. The borders have been dug over, planting will be undertaken at the appropriate time in the cooler months. Tree works will be considered where they are causing damage to property or significant ash dieback. Ash dieback does not appear to be as bad as originally thought.</p> <p>A lengthy discussion took place regarding the appointment of Croppers. After this discussion it was agreed that Croppers will be given three months to improve standards after which the management company would review.</p> <p>Residents were made aware that the existing staff would all need to be retained under TUPE and it may therefore be better to try and work with Croppers, not only to ensure the existing site team improves consistency in standards but also that it is likely that any contractor coming in will require a higher contract price.</p> <p>Croppers did volunteer to attend the meeting to answer questions and demonstrate their commitment and plan to return to the expected landscaping standards on The Park. They were waiting in the lobby for over an hour. Residents were adamant they did not want to speak to Croppers directly.</p>	
6.	<p><b><u>Chairs Report – Committee Finance</u></b></p> <p>Service charge recovery remains strong when compared with historical years. The main increase in arrears was noted between 2021, 2022 and 2023. The sum increasing in 2023 is mainly due to one owner who owns several properties not paying for a length of time.</p> <p>The arrears are reported monthly to the Board and a common theme is that historically standing orders have not been amended by owners. Realty will be issuing statements to individual owners reminding them of any shortfall in due course, taking into account standing order amounts that will be paid each month up until December 2024.</p>	

	<p>Sinking fund is to be increased which may result in increases in service charge. Figures yet to be decided.</p> <p>The sinking fund is there to meet significant items of unforeseen expenditure as well as planned major works for example roadway resurfacing, bollard replacement and external redecoration.</p> <p>Earl Kendrick Building Surveyors of Manchester have been commissioned to update the long term maintenance plan (LTMP) previously created in April 2020.</p> <p>Major works requiring reserves will be tendered where necessary and surveyors used.</p> <p>Several residents made it clear they felt the reserves should be significantly increased and service charges set at £200-£250.00. Once the LTMP is created, the amount of estate service charges attributed to reserves will be considered.</p>	
6.1	<p><b><u>Chairs Committee – Governance</u></b></p> <p>All Park policies have been reviewed which include Directors responsibility and guidelines and this will continue throughout 2024.</p>	
6.2	<p><b><u>Communications Committee</u></b></p> <p>Homeowners first line of call should always be via Realty Management Limited. The official method for communication with Wychwood Park Management Limited is via the privately owned dedicated website. This is <a href="http://www.wychwoodpark.online">www.wychwoodpark.online</a>. This website is monitored and managed by the communications committee and acknowledgements are usually within 24 hours.</p> <p>The website is a one stop shop for notices, documents, minutes and raising issues/suggestions, however, if an issue is raised through this platform, Realty do get notification. This is useful as we can track the item to ensure it has been acted upon.</p> <p>To raise an issue, residents are reminded to use the 'Report an Issue' tab.</p> <p>There is a dedicated Facebook page and this is used to direct residents towards logging in to the website.</p> <p>The Facebook page is 'Wychwood Park Homeowners and Residents Group'.</p> <p>Realty Management issue a newsletter to all on a quarterly basis and from recent feedback the management company and Realty have introduced surgeries at the Hotel on a quarterly basis. The last one was attended by three homeowners.</p> <p>One to one meetings are possible between Directors of the management company and homeowners if they wish to discuss matters surrounding Realty.</p>	
7.	<p><b><u>Realty Report</u></b></p> <p>Realty continues to assist the management company with alterations with more meetings now occurring for pre-application advice.</p> <p>Realty are sad to report that the use of solicitors has been necessary in the last 12-18 months to ensure a number of breaches of covenants such as pet nuisance, running of businesses and non-payment of estate charges are remedied.</p> <p>Arrears were reported sadly increasing over the year. A rise of 140% for the 2023 year end compared with the 2022 year end.</p>	

	<p>The Board are considering with Realty the further use of solicitors to enforce parking of commercial vehicles and campervans on the estate as well as repeat speeders.</p> <p>Owners are reminded they have the ability to visit Realty's website and make service charge payments through the 'make a payment' link on their website. Homeowners are asked to use the references that have been provided on their service charge demands which starts 'WYC'.</p> <p>Referring to insurance costs, these are increased by 3% for the current year. This following a 15% reduction previously.</p> <p>Realty Management showed screenshots of a new residents portal that will be implemented imminently. Clear instructions will be provided when the Board and Realty are ready to roll out. Such a portal will be accessed by homeowners using their own email address and password and this portal will allow residents to access statements, announcements and access budgets and insurances.</p>	
8.	<p><b><u>To Receive Financial Statements for the Year Ended 31<sup>st</sup> December 2023 for Wychwood Park Management Limited and to receive Service Charge Accounts for the Year ended 31<sup>st</sup> December 2023</u></b></p> <p>The Wychwood Park Management Limited accounts were issued prior to the AGM and this showed an operating loss of £1,978 after income from the fixed rent charge of £1,845. This being the £5.00 fixed rent charge per house and not the apartments.</p> <p>It is noted that the fixed rent charge reported was £1,395 IN 2022. The reduction being due to the apartment owners having been historically charged when they should not have been and this was duly returned.</p> <p>Expenses incurred by the management company covered Christmas items, defibrillator costs, professional fees, accountancy and tax returns and IT costs for running the Wychwood Park on-line website.</p> <p>By show of hands the management company accounts were adopted by those present.</p>	
9.	<p><b><u>Wychwood Park – Service Charge Accounts</u></b></p> <p>It was confirmed that there was no deficit for the year and when the accounts were created in draft there was a surplus of £2,298 which, at the Board's request, has been transferred to the reserves.</p> <p>The reserves allocated for the year total £47,510 added to a brought forward balance of £205,328.</p> <p>The reserve fund during the year was utilised to cover roadway surfacing costs at £53,478. This left reserves at 31<sup>st</sup> December 2023 at £195,632.</p> <p>For comparison in 2022, reserves were extensively used for the barrier installation, root removal, lower pond, installation of electric vehicle point, kerb repairs and new heaters for the security lodge.</p> <p>The main overspends were on road maintenance namely gritting £2,923 and mechanical repairs of £6,549. These latter costs are largely repairs to the bollards after impacts.</p>	

	<p>These costs are, however, recovered from drivers via our insurances and occasionally can take up to two years for these costs to be recovered.</p> <p>Tax on bank interest received this year was £1,327 and the bank interest received was £6,633.</p> <p>The main items under budget included landscaping and garden maintenance £22,605, electricity £17,961 and street light maintenance £4,101 as well as maintenance contract costs of £1,782.</p>																																																																									
10.	<p><b><u>Items Raised prior to the AGM by Residents</u></b></p> <p>These are considered under separate cover in the document 'Q&amp;A'.</p>																																																																									
	<p><b>Breakdown of Representation by Hamlets and Street Address in attendance at the AGM</b></p> <table border="1"> <thead> <tr> <th>ROAD NAME</th><th>Total Number Of Attendee Households. (Total 42 Houses)</th><th>Total Number of Houses in road.</th></tr> </thead> <tbody> <tr><td>Abbeydale Close</td><td>2</td><td>21</td></tr> <tr><td>Ashbourne Drive</td><td>10</td><td>46</td></tr> <tr><td>Chalfont Crescent</td><td>2</td><td>15</td></tr> <tr><td>Chiltern Close</td><td>2</td><td>15</td></tr> <tr><td>Edenbridge Close</td><td>1</td><td>14</td></tr> <tr><td>Fairhaven</td><td>4</td><td>24</td></tr> <tr><td>Ferndown</td><td>0</td><td>10</td></tr> <tr><td>Freshwater Drive</td><td>3</td><td>51</td></tr> <tr><td>Hampstead Drive</td><td>5</td><td>25</td></tr> <tr><td>Haverhill Close</td><td>0</td><td>3</td></tr> <tr><td>Henley Road</td><td>0</td><td>6</td></tr> <tr><td>Kendal Way</td><td>4</td><td>23</td></tr> <tr><td>Kingsdown Close</td><td>0</td><td>9</td></tr> <tr><td>Kingswood Avenue</td><td>1</td><td>7</td></tr> <tr><td>Little Lakes</td><td>1</td><td>10</td></tr> <tr><td>Oakdale Close</td><td>1</td><td>6</td></tr> <tr><td>Redbourne Drive</td><td>0</td><td>10</td></tr> <tr><td>Richmond Close</td><td>1</td><td>5</td></tr> <tr><td>Ryburn Close</td><td>0</td><td>7</td></tr> <tr><td>Sandford Crescent</td><td>2</td><td>28</td></tr> <tr><td>Springwater Drive</td><td>0</td><td>36</td></tr> <tr><td>Westwood Close</td><td>1</td><td>10</td></tr> <tr><td>Wychwood Park</td><td>2</td><td>15</td></tr> </tbody> </table> <p><b><u>Representation Via Hamlets</u></b></p> <ul style="list-style-type: none"> <li>• Broughton Vale : 21</li> <li>• Reedlands : 1</li> <li>• The Vistas: 8</li> <li>• Delves Keep: 5</li> <li>• Connaught Brook: 7</li> </ul>	ROAD NAME	Total Number Of Attendee Households. (Total 42 Houses)	Total Number of Houses in road.	Abbeydale Close	2	21	Ashbourne Drive	10	46	Chalfont Crescent	2	15	Chiltern Close	2	15	Edenbridge Close	1	14	Fairhaven	4	24	Ferndown	0	10	Freshwater Drive	3	51	Hampstead Drive	5	25	Haverhill Close	0	3	Henley Road	0	6	Kendal Way	4	23	Kingsdown Close	0	9	Kingswood Avenue	1	7	Little Lakes	1	10	Oakdale Close	1	6	Redbourne Drive	0	10	Richmond Close	1	5	Ryburn Close	0	7	Sandford Crescent	2	28	Springwater Drive	0	36	Westwood Close	1	10	Wychwood Park	2	15	
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