

The Heights

GENERAL MEETING MINUTES

Meeting: The Heights Management Company (High Wycombe) Limited

Date: 26th November 2019

Location: High Wycombe Cricket Club, London Road, high Wycombe, HP11 1DE

Present	Initials	Apologies	Initials
C Lenton, Lenton & Associates (Company Secretary)	CL		
A Mitchell (M3 Property Partners Ltd), 33 Peatey (D)	AM		
P Danks, 36 Priestley (D)	PD		
R Pugh, 31 Princes Gate (D)	RP		
A Dickson, 14 Melissa	AD		
D Dickson, 15 Melissa	DD		
Properties of Matter Ltd, 17 Melissa, 86 Peatey, 4 & 16 Priestley	PoM		
S Miles, 17 Peatey	SM		
F & M Saiyed, 26 Peatey	FS		
A Chantler, 34 Peatey	AC		
G & J Huntingford, 39 Peatey	GH		
S Burney, 44 Peatey	SB		
A Wright, 52 Peatey	AW		
P Yates, 60 & 83 Peatey	PY		
J Mitchell, 69 & 123 Peatey	JM		
G Galdies, 116 Peatey	GG		
J Lyle, 8 Priestley	JL		
Occupant, 60 Peatey			
Neil Kurz, Neil Douglas	NK		
Chris Ward, Neil Douglas	CW		
Katherine Sutton, Neil Douglas	KS		
William Dobbie, Neil Douglas	WD		

** (D): Director of The Heights Management Company (High Wycombe) Limited.

No	Agenda item
	<p>Open / Introduction:</p> <p>CL welcomed all present and noted CW would provide an update on the Estate with an option for those present to raise any AOB.</p>
1.	<p>Estate Update:</p> <p>CW provided an update on some of the maintenance items completed 1st January 2019 – present.</p> <ul style="list-style-type: none"> • Changing of grounds maintenance contractor • Implementation of weekly bin store cleaning & sanitation

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No	Agenda item
	<ul style="list-style-type: none">• Ongoing bulky waste removal• Aco drain clearance, repair & replacement• Gutter cleaning & repair• Draft of planting plan and general estate tidy-up• Window cleaning• Fire and Health & Safety Risk Assessment• Completion of high priority remedials from the Fire and Health & Safety Report• Resolution of various roof leaks• Liaising with Councils re: missed waste collections <p>CW also noted that some of the planned future works on the development:</p> <ul style="list-style-type: none">• Planting plan for development <i>- £500 grant from Bucks County Council. Current grounds contractor providing a planting proposal for the development. Aim to improve the overall aesthetic of the development.</i>• Refurbishment of bin stores – <i>Estimated to be completed end Q1 2020. Currently appointing of surveyor to oversee works</i>• Entrance Areas – <i>Ongoing works to clear & tidy the entrance areas to site</i>• Recycling – <i>Liaising with Councils re: implementation of recycling facilities. Improvement noted and continuing to monitor.</i>
2.	<p>AOB:</p> <p>It was noted there was no AOB raised in advance of the meeting, asked if anyone present wished to raise any items.</p> <p>It was advised the basketball court area can get extremely noisy late in the evening. CW advised this area was adopted by the Council and, as such, the management company couldn't take any action over this as it is used by the public not just residents of the Heights. It was advised that those who experience an issue should report it to the Council or, if a persistent nuisance, could be logged and reported to Environmental Health. Generally, the more reports received, the swifter the relevant authorities will act.</p> <p>Asked how this could be co-ordinated. It was advised that residents should speak with their neighbours to see if they're experiencing an issue. CW advised Neil Douglas couldn't provide contact details of other residents.</p> <p>CW provided an update on previous issues with missed refuse collection, noted that management company and Neil Douglas had met with the Council to try and receive assurances that collection frequency would be improved. It was noted the management had also:</p> <ul style="list-style-type: none">• Employed a contractor to attend on Friday's to sweep and tidy the stores, provided the bins have been emptied.• Arranged for x2 pest control visits to deal with insects as a result of un-collected waste.• Facilitated ad-hoc attendance to clear waste dropped during refuse collections.• Raised a formal complaint with Chiltern & Wycombe Council on behalf of Residents. <p>CW also advised on parking issues that had been reported with abuse of private parking bays and obstructive parking on the estate. He noted there had been x2 instances where fire engines were unable to access areas of the development due to vehicles obstructing roadways.</p>

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	<p>CW noted that the roads were adopted by the Council so the management company couldn't take any enforcement over parking on the roadways. Neil Douglas have reported the issue to the Council and would encourage any residents to likewise report this to the Council as only they can implement any enforcement or restrictions.</p> <p>CW noted that, if residents had someone parking within their demised bay this could be reported to the police on 101 as may constitute trespass on private property. The management company are willing to provide owners approval for the installation of parking bollards in their bays – it was highlighted permission must be requested through Neil Douglas before any are installed so the necessary conditions of consent can be detailed.</p> <p>It was noted the Council can also tackle abandoned vehicles. CW asked all present to ensure, if visitors are parking on the roadways, they ensure their guests park considerably.</p> <p>It was raised that there have been issues with silverfish on the development. Asked if there was anything that could be done to control the issue. CW advised that the management company could only tackle the issue when observed in communal areas, it is very difficult to identify the exact source too. Where issues are within a property, they will be the responsibility of the owner / occupant to tackle. It was noted there has been a heightened issue across the country.</p> <p>Discussions are currently being had with regards to the bin stores, these will be refurbished in Q1 2020. The management company are currently liaising with Chiltern & Bucks County Council regarding the feasibility of implementing recycling on the development. This was explored previously however, lost momentum while with Warwick but will now be progressed with the current board and Neil Douglas.</p> <p>It was discussed about previous concerns over lack of communication and was agreed that newsletters would be issued on a bi-annual basis. NK added that Neil Douglas are improving the management software they currently use and hopefully, within the next 6-8 months, Leaseholders should be able to log into their portal to allow for quicker and more efficient communication. Included in the next set of demands will be a 'Go Paperless'.</p> <p>There were no further AOB items raised.</p>
	<p>Close:</p> <p>CL thanked those present for attending.</p> <p>Meeting closed at 20.48</p>