

Trustee Surgery, Friday 12<sup>th</sup> January 2018

## **Private Sessions**

### **Resident 1**

Concern raised that some residents may not be conforming and adhering to Covenants and Bye Laws.

Concern raised that planted borders were eroding away and being grassed over.

#### **Actions:**

Trustees to send email to all residents reminding them of their duties with regards to Bye Laws and Covenants by mid-February

Trustees to feedback to Estate Manager & gardeners ref the planted borders.

Estate Manger to confirm what plans in place for these to resident who raised the concerns by mid-February.

### **Resident 2**

Questioned whether the pool could be opened earlier. Trustees explained that our current cleaner is on long term sick leave and the contract cleaner in place not available that early (pool chemicals, temperatures and levels need to be checked first thing before we can allow residents to use the pool). However it has been agreed that pool could be available from 7am instead of 7.30am.

**Actions:** Already actioned.

### **Resident 3**

Resident queried if we are classed as a Cheshire West & Chester Conservation area and if so what, if any, additional responsibilities do we have regarding this and in particular the trees.

#### **Actions:**

Trustees to feed back to Estate Manager. Estate Manager to confirm one way or other and feed back to resident by mid-February or at a time when we have an answer.

### **Resident 4**

1. Query why no actions were apparent from last meeting
2. Queried where we were with Document Control
3. Queried why there as nothing on the website ref the evening surgery
4. Suggested our communication remained very poor
5. Queried why the edging outside his house had not been done when it appeared everyone else's had been done.
6. Suggested our building maintenance was very poor
7. Queried what the apparent new levy of £240 for the Delamere Park Management Pack, currently being charged for by our solicitors, was for.
8. Queried who was dealing with the trees down Cuddington Lane.

#### **Actions:**

Trustees fed back immediately that previous actions were being fed back during the open forum part of the surgery.

It was explained that we intend to re write the website over the next few months and it was agreed that our communication still had a lot of improvement to happen.

Resident had suggested that the Estate Manager had told him the edging was due to be done the following week. After Trustee discussed with the EM it was identified this was not actually the case. EM actioned the gardeners to do edging outside resident's house. Trustees feedback the maintenance query to the EM who confirmed that maintenance was ongoing but felt it had improved. EM is a little concerned that recent improvements to the building maintenance has not been more apparent. For further discussion at the next Trustee meeting.

Trustees agreed to discuss the DPM Pack at next trustee meeting.

Trustees agreed to identify responsibility for the trees down Cuddington Lane.

All points to be fed back to the resident as soon as appropriate answers received.

## **Open Forum**

A resident stated she felt dog mess was getting worse around the park. A discussion ensued around this. A suggestion was made that there was a local Parish initiative where the Scouts spray painted offending dog mess with pink paint. This apparently delivered a reduction in dog mess and a greater awareness of that issue.

Could more dog mess bins be available?

Could dog mess bags become more available? (apparently, we used to have stations with mess bags).

### **Actions:**

Trustees to discuss pink paint initiative at next trustee meeting.

Turustees to task EM with identifying where additional mess bins could be located.

Office to send a repeat email to residents highlighting issue and asking for their continued respect to other park residents and users.

A resident raised a number of further issues in open forum.

1. Previous Trustee minutes were not apparent on the website
2. The residents have not yet been informed of the outcome of the resolution that was passed with regards to covenants, despite a promise to do so by 31<sup>st</sup> October.
3. The question of our use of Rawlinsons as solicitors was discussed and the query raised regarding their comparative costs.
4. The resident offered his services in any fact finding or other tasks and roles the Trustees felt were relevant.
5. The resident questioned what the strategy and long term planning the Trustees had in place and could they please communicate this to the residents.

### **Actions:**

Office to ensure all minutes are on the website. This was checked and all apparent minutes were available.

Communication regarding the resolution to be determined at next Trustee meeting.

Solicitors to be discussed at Trustee meeting and feedback to the resident to be provided.

Offer of Residents services to be discussed at next Trustee meeting.

Question regarding strategy and planning to be discussed at next Trustee meeting.

Residents raised the question regarding logs. What happens to the logs after the tree work was done. In the past we used to sell logs to residents and they asked if this service could be looked into again. Another resident offered to do an analysis on this.

**Actions:**

To be discussed at next Trustee meeting and fed back to residents. It was, however, confirmed that this was looked into in the past and it was deemed by previous trustees as a too expensive a service to provide based on the returns made. That is why it was stopped at the time.

A resident queried the hedge cutting done recently. It appears that some of his neighbour's hedges were cut in the process but not his own. He also asked why the grass on Cuddington Lane was no longer being cut.

**Action:**

Trustees to ask EM to confirm hedge cutting and grass cutting with the resident.

A resident discussed the gardeners and gardening at length.

A general discussion ensued regarding the gardening and gardeners and this was returned to frequently during the open forum. Questions were raised as to what was happening generally with the state of the gardening and what the Trustees were doing about it. The trustees did feedback to the meeting that the Trustees were actively looking into the gardening provision.

**Actions:**

Trustees to feedback at next Trustee meeting and then Trustees to communicate with residents as soon as is feasible.

One resident suggested that we should consider Think Tanks to identify ways in which we can improve funding into the park. One resident reckoned that he wouldn't have a problem with paying more if the quality of services reflected the amount paid.

Another resident suggested that we should always increase the residents charge every year, regardless by at least inflation or £10, whichever was the greater. Then we would not be asking residents to make bigger increases to the fees every three years or so.

**Actions:**

Trustees to discuss at next Trustee meeting.

Finally, a resident asked if the trustee roles ever changed, either by rotation or each year.

**Action:**

Trustees to discuss at next Trustees meeting.