

## **Minutes of Trustee Meeting: Monday 23rd April 2018**

**Present: Carla Brown (CB), Paul German (PG), Andrew Bryson (AB)**

**Steve Hayes (SH), Darren Shepherd (DS), Nicola Corbishley (NC)**

**Apologies : None**

### **1. MINUTES**

Minutes of meeting held on 15<sup>th</sup> March 2018 - these were agreed as a true record and there were no other matters arising that are not considered elsewhere on the Agenda

**Trustees – agreed new responsibilities following resignation of John Muir**

### **2. ESTATE MANAGERS REPORT**

The Estate Managers report was presented and an update was given on the recent leaks in the Park Room and actions taken to resolve the issue. The external fascia boards are scheduled to be painted during May. A significant repair to the drains near the gardener's compound was carried out. The new residents welcome pack was now in use.

**Action – EM to progress roof repairs and fascia board painting**

### **3. STAFFING**

Trustees noted that temporary cover had been arranged for Mark Young, cleaner, who was on long term sick leave but is scheduled to return on 1<sup>st</sup> May. It was also reported that Barbara Price had retired after many years' service and the Trustees thanked her and wished her well. A new pool of receptionists is currently being recruited.

**Action – EM to arrange for replacement cover for BP**

### **4. BUDGET REVIEW**

The figures for the financial year up to end of March were discussed. It was agreed that a temporary halt to spending on capital items would be prudent until later in the year to monitor seasonal fluctuations in spending patterns.

It was also noted that extra costs have been incurred due to employing contract cleaners to cover for the long term sickness of Mark Young.

Trustees noted that a new increased National Minimum wage had come into force and employer contributions to staff pensions had also risen.

## **5. PROJECTS.**

Trustees are now considering the following new projects as funding becomes available and will discuss priorities:

Air conditioning units in the bar area

A sum towards eventual roof replacement

A contribution towards a film projector

Upgrade of reception area and notice boards.

**Action – EM to pause projects till later in year**

## **6. FORTHCOMING EVENTS**

There are no planned events from the bar manager at the moment.

## **7. COMMUNITY GROUPS.**

There was information from DS regarding the establishment of an activities group to support the bar manager in the arrangement of new events. This group are working on several

new events at the moment

## **8. COMMUNICATIONS**

PG to investigate and develop a suitable CRM (Customer Relations Management) package so as to better log and follow up all residents' communications and concerns.

**Action – PG to develop CRM package**

## **9. A.O.B.**

Planning – An updated schedule was issued so that the responsible Trustees are aware of current planning issues and can give full consideration to them. New letter to be drafted to Mr.Lancaster in response to his email.

**Action – PG and AB draft letter to Mr.Lancaster**

Bar – CB updated on a meeting held with the bar manager and discussed with fellow Trustees bar performance. This would be reviewed at regular monthly meetings. Next meeting scheduled for April 26<sup>th</sup>.

**Action – CB and DS**

Gardening – a report compiled by Trustees and EM has been circulated to residents and it was agreed that an SGM be held on May 24th to determine the future arrangements .

**Action EM to arrange SGM**

Lodge Building – Trustees agreed a draft Management Agreement be put to Robins / Squirrels to resolve the future usage of the building.

**Action – Draft Management Agreement circulated to relevant parties.**

Coffee Machine – Trustees agreed to the installation of a new coffee machine in Reception for the benefit of residents

**Action – EM to arrange installation**

Date & Time of Next Meeting – Thursday 14<sup>th</sup> June at 7pm.