

*Woolley Grange Residents Association notes re: RMG's AGM Tuesday 22<sup>nd</sup>  
September 2009.*

1. In attendance from RMG: Mr C. Clifford  
In attendance from WGRA: J. Outram, M. Legg, J. Bayley, C. Robson  
Apologies from WGRA: J. England, M. Davey
2. Mr Clifford announced the meeting was to be held as a general meeting not an AGM as requested by the WGRA. It was highlighted therefore that some matters regarding budgets and accounts for current and forthcoming financial years could not be fully resolved due to the absence of a representative from the accounting department of RGM.
3. Mr Clifford went on to inform residents of actions taken by himself and RMG since our last meeting, these included:
  - a. The distribution of a newsletter to introduce Mr Clifford and RMG to residents.
  - b. Holding a 'clinic' through which residents could address individual issues and complaints
  - c. Attendance at the last general meeting for residents in association with a representative from Bovis homes to answer many of the questions residents had regarding numerous issues to do with the up keep of the site in its current state as incomplete, right through to billing queries.
  - d. Addressing individual issues primarily regarding billing for management fees.
4. Mr Clifford explain that RMG WILL be responsible for enforcing the covenants stated in the lease, however, currently the priority is to ensure RMG are aware of all occupied dwellings in order to ensure their billing process is up to date and running more efficiently than has been previously. Questions were raised at this point regarding the schedule of payment. It was stated by Mr Clifford that RMG were obliged to stand by the statement in the lease referring to residents right to optional modes of payment i.e. Annually in January or in 2 annual instalments in January and July. At this point a variety of questions were raised regarding previous demand for payment. It became clear that RMG's previous methods for requesting payment had been 'heavy handed' to say the least. It was at this point that Mr Bayley of WGRA asked Mr Clifford if he felt his company were in breach of their contract by demanding payments using the methods they have been and by not holding the AGM they had invited residents to. Mr Clifford agreed with Mr Bayley that the company was in breach of their contract with residents of Woolley Grange.
5. Mr Clifford was unable to provide any detailed account of how monies had been spent in the most recent financial year, despite a request during the 'clinic' in August by Miss Outram to have some clarity for residents as to how monies paid into the Development fund had been spent and to give an idea of how monies would be spent in future. Mr Clifford assured the residents that accounts had been compiled and would be posted in due course.
6. Mr Clifford informed the residents that meeting had been held between himself and representative from Bovis homes regarding up keep of the 'public open spaces' on the development and that a schedule had been drawn up to address this and that work was currently underway. In addition further meeting

- have been planned to inspect works completed by Bovis with a view to handing over these spaces to RMG to manage. Currently residents are NOT paying for the up keep of these specific spaces however management fees are paying for the up keep of one side of the spine road into the development.
7. Mr Clifford also informed residents of a meeting between himself and Bovis regarding updating his information on dwelling currently occupied by Bovis home buyers. In addition Mr Clifford is still to set up a meeting with representative from Taylor Wimpey and McInerney to gain a comprehensive list of owner/occupiers of dwelling sold by these developers. This situation hopes to be resolved in the near future.
  8. Mrs Robson questioned some of RMG's 'in house' procedures regarding billing and transfer of information between parties. It was pointed out that a number of failings by RMG have been raised on numerous occasions by numerous residents who have been subjected to errors on the part of RMG. No clarification could be given at this time as to how such failings could occur and no solutions have been discussed within the management structure at RMG to resolve some the on going issues raised by residents on the development. Further to this the question was raised about future procedures and actions on behalf of RMG.
  9. Residents requested the a letter be issued by RMG addressing their failing as a management company and clearly stating what id currently been done with management fees and will be done in the future, as it was made clear during the meeting that residents on the development had no confidence in their ability as a company to run the management of the site in a manner which best addresses the needs of their customer: the residents. Mr Clifford confirms such letter would be compiled and distributed.
  10. Mr Clifford commented during recent discussions with Bovis that the plans to go ahead with the instalment of a play area in the original planned site were to be activated in the near future. Residents would like to address this issue further and hope the play area can be re-sited in a more suitable position on the development.
  11. Mr Clifford raised the issue of dog fouling on the estate which was address by Miss Outram of the WGRA as a point of concern to be raised at the next committee meeting of the WGRA as a matter of utmost importance.

Meeting closed 8.00pm