

## **Minutes of Trustee Meeting: Friday 19th January 2018**

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

**John Muir (JM), Steve Hayes (SH)**

**Apologies: Darren Shepherd**

### **1. MINUTES**

Minutes of meeting held on 18<sup>th</sup> December 2017 - these were agreed as a true record and there were no other matters arising that are not considered elsewhere on the Agenda.

**Action – Trustees to consider targets for EM**

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

The Estate Managers report was presented and an update was given on the recent repair to the Burco boiler and the relocation of the Trend AHU controller from the plant room to the office. Also discussed was the relocation of the printer/ copier to the reception area and the installation of extra sockets in this area. The servicing of the fire and intruder alarms together with the servicing of the CCTV and Access systems by Lodge Security was scheduled for 26<sup>th</sup> January. A roof repair was carried out above the squash courts.

**Action – EM to obtain further information on bar air con costs**

### **3. STAFFING**

Trustees held a meeting with all staff which was well received by all who attended and it was agreed further such meetings would be scheduled in an attempt to improve communications.

Reception – it was noted that three new receptionists had been recruited to replace three long serving ladies namely Marg Willis, Ann Dean and Greta Roper. Trustees thanked the ladies concerned for all their hard work and dedicated service to DPML.

Trustees noted that temporary cover had been arranged for Mark Young, cleaner, who was on long term sick leave.

**Action – EM to set date for next Trustee meeting with staff**

**Action – EM to allocate roles and responsibilities to receptionists**

### **4. BUDGET REVIEW**

The figures for October/November were available but the December figures were delayed because of time constraints on our accountant. This information will be circulated shortly. It is anticipated that the revenue budget will show a small surplus for the year.

### **5. PROJECTS.**

AB updated on progress with various IT improvements. Trustees are now considering the following new projects as funding becomes available and will discuss priorities:

An extra set of swings in the play area

Air conditioning units in the bar area

A sum towards eventual roof replacement

A contribution towards a film projector

Refurbishment of reception area and notice boards.

## **6. FORTHCOMING EVENTS**

The next planned event is the Burns Night evening organised on behalf of DPML by Andrew Bryson. All tickets for this event have been sold. CB to obtain confirmation from Sawyer Quine regarding the applicability of VAT to this event.

**Action – CB**

## **7. COMMUNITY GROUPS.**

In the unavoidable absence of DS no report was received.

## **8. COMMUNICATIONS**

AB and PG reported on the recent Trustees surgery which was well received by residents and announced plans for further surgeries in the future. It was acknowledged that this has helped to improve communication. Issues arising included dog mess, quality of gardening and tree work, conveyancing charges, enforcement of covenants etc.

**Action - Responses to residents will be co-ordinated and published by AB.**

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**

**Action – AB to follow up on GDPR implications**

## **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.

Rowlinsons – The advice received from Rowlinsons regarding the enforceability of covenants and byelaws was considered. Further discussions still ongoing

**Action – PG and AB**

Bar – CB reported back on a meeting held with the bar manager and agreed with fellow Trustees a set of performance targets for the New Year. These would be reviewed at regular monthly meetings.

**Action – CB and DS**

Accident report – Trustees noted an eye injury to one of the gardening team which was reported and recorded.

Trustees approved a holiday request from SH

Gardening – a report compiled by PG was discussed and is to be reviewed by Trustees following which SH and DS will meet with gardeners to discuss said report.

**Action DS and EM**

Squirrels / Robins – Trustees (JM) to arrange a meeting with both groups simultaneously to try and broker an agreement as to the future direction of child care on the estate.

**Action EM to fix date for meeting**

Date & Time of Next Meeting – Thursday 15<sup>th</sup> March at 7pm.