

Management Company Issues Meeting

19th January 2012, 8.50pm

Community Centre Meeting Room

BVCA Committee Members Present:

Kaye Davies (BVCA Chair), Gary Devine, Rachel Fowler, Stuart Knowles, Craig Lee (BVCA Operations Director), Aidy Riggott.

Representatives of RMG Present:

Terri Graham (Envirocare), Paul Sanderson, Danielle Twitney.

Item	Details	Action
1	<p>Welcome and Committee introductions</p> <p>KD welcomed all attendees.</p> <p>Should residents/users wish to raise anything to the group they ought to contact either BVCA at bvca@buckshaw.org or Danielle Twitney, Property Manager at danielle.twitney@rmg.gb.com , who will represent their query.</p>	
2	<p>Review of previous meeting minutes and outstanding actions</p> <p>Only one outstanding action that wasn't addressed on the agenda.</p> <p>Other managing agents on the village: Following the last meeting, DT collated the information RMG currently hold on the other managing agents on the village and forwarded to CL. BVCA Ops team to discuss how this is shared with residents.</p>	CL
3	<p>Village Master Plans</p> <p>RMG agreed to provide master plans of the village at the previous meeting. These have been received but BVCA need as blank a version as possible to present information to residents clearly.</p> <p>DT will arrange for the master plan with benches/bins marked (which is the least marked map) to be sent across to CL.</p> <p>BVCA intend to use these plans on the website to show residents which developer/managing agent/council/councillor is responsibility for their area of Buckshaw. This is an attempt to direct queries and complaints to the company/person responsible and therefore affect a change sooner. CL is leading on this as part of the BVCA Ops team and will feedback once progress has been made.</p>	DT CL
4	<p>Street Lighting</p> <p>Following the last meeting GD has now conducted a village-wide survey of Buckshaw street lights and constructed a reporting strategy whereby residents will be able to report the following information to the BVCA through the website/forum:</p> <ul style="list-style-type: none"> • the 'type' of street light (there are 8 different types!) • the nearest house number/road name <p>BVCA/RMG will then be able to forward this information to the correct developer/managing agent and chase to resolve the problem for residents.</p> <p>GD/KD to finalise these plans and put into action on the website and/or forum. This might be best utilised as part of the forum thread currently gathering momentum (see section 5).</p>	GD/KD
5	<p>Reporting Village Issues</p> <p>There is a forum thread http://forum.buckshaw.org/showthread.php/422-Reporting-Issues-around-the-Village started by residents to report issues on the village.</p>	

	<p>- Forum Thread</p>	<p>BVCA/RMG reviewed the issues together and discussed them. KD has been assigning these (to the best of her knowledge) to the responsible party. KD emphasised that 98% have not been actioned and that some have been posted twice, emphasising residents' frustration.</p> <p>DT agreed to log onto this thread on a weekly basis and correct the issues that are RMG's responsibility.</p> <p>DT will also post contact details of the responsible party for the resident to follow up and also so as the BVCA can chase the correct developer/managing agent etc in the case where a resident's complaint goes unanswered or the issue is of high importance to the village.</p> <p>DT will also pass on issues to the correct developer/managing agent.</p>	<p>DT</p> <p>DT</p> <p>DT</p>
<p>6</p>	<p>Improving BVCA relationship with BVMCL</p>	<p>KD emphasised that the relationship between BVCA & BVMCL is ineffective.</p> <p>Currently RMG act as representatives of the BVMCL (landowners on Buckshaw – Redrow & Barratt Homes) and pass across resident issues that are the BVMCL's responsibility.</p> <p>Since the last meeting, KD emphasised that it is significant that the residents queries that have been discussed at Management Co. Issues meetings in the past have made very little progress and in some cases none at all, particularly;</p> <ul style="list-style-type: none"> • Buckshaw playpark completion timescales for parks planned across the village • Dog bins & refuse bins across the village • Village amenities and there repair/suitability for use (such as street lights, high kerbstones, road signs) <p>PS/DT suggested that the Management Co. Issues Meetings between BVCA & RMG feed directly into RMG's bi-monthly meetings with the BVMCL. Village issues that are awaiting responses/new residents' enquiries will appear as an agenda item of the BVMCL & RMG meetings. KD accepted that this should improve the BVMCL's effectiveness on these and all other residents' issues, as the BVMCL will be held to actions that they agree to complete as part of the meeting. The majority of complaints the BVCA are currently receiving are related to village disrepair/unsuitability for use.</p> <p>KD to compile a list of resident issues/enquiries that are the responsibility of the BVMCL and send to DT/PS for inclusion in the next meeting between RMG & BVMCL.</p> <p>PS also to send across contact details for representatives at BVMCL (both Redrow & Barratt) who would be the best point of contact for the BVCA going forward.</p>	<p>PS/DT</p> <p>KD</p> <p>PS</p>
<p>7</p>	<p>Dog/Refuse bins</p>	<p>BVCA are awaiting a decision from the BVMCL over whether they will pay for bins across the village. The issue is under consideration by the BVMCL, with a decision anticipated soon. PS to chase BVMCL for their decision so as BVCA can further this issue with the Councils. See section 5 for a full discussion around BVCA/residents getting better information from the BVMCL.</p>	<p>PS</p>
<p>8</p>	<p>Buckshaw Playparks</p>	<p>Residents enquired at the September BVCA Residents Meeting concerning the completion timescale for the playpark planned in The Woodlands (Barratt) development. BVCA have since received several enquiries from a number of residents about other playparks planned across the village.</p> <p>RMG have chased Barratt project manager and received no response. See section 5 for a full discussion around BVCA/residents getting better information from the BVMCL.</p>	

9	AOB	No other business raised	
10	Date of Next Meeting	Thursday 15 th March, 8.30pm, Community Centre Meeting Room. Meeting closed 9.25pm	