

Management Company Issues Meeting

17th November 2011, 8.30pm

Community Centre Meeting Room

BVCA Committee Members Present:

Kaye Davies (BVCA Chair), Gary Devine, Mark Jarnell, Stuart Knowles, Craig Lee (BVCA Operations Director), Aidy Riggott

Representatives of RMG Present:

Justin Herbert, Danielle Twitney, David Yates (Envirocare)

Item	Details	Action
1	<p>Welcome and Committee introductions</p> <p>KD welcomed all attendees.</p> <p>KD explained that going forward, the agenda for these meetings will be published prior to the meeting and the minutes will be posted on www.buckshaw.org so as all information is readily available to Buckshaw residents and community centre users. The meetings will be arranged bi-monthly, with representatives from RMG and BVCA attending.</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>	KD
2	<p>Master Plan</p> <p>In an attempt to give residents a clearer picture as to who is responsible for which Buckshaw area, BVCA requested copies of the most recent master plan of the village, detailing which developer is responsible for which area.</p> <p>RMG agreed to provide master plans of the areas RMG have adopted. RMG can also provide a loose guide (as its impossible to keep on top of such a changeable site) with information about which developer is responsible for which area. DT to liaise with CL. CL will then discuss how best to present this information to residents with the BVCA Operations Team and may feedback at the next meeting.</p>	DT/CL
3	<p>Street Lighting</p> <p>RMG are responsible for street lights in the areas that RMG have adopted which includes part of the green corridor, the mounds, sports pitches etc. Other street lighting is the responsibility of the individual developer.</p> <p>Currently, as RMG receive requests and complaints from residents they pass on requests to repair street furniture to the BVMCL and other individual developers. BVCA/RMG discussed ways that this information gathering could be improved as a good number of residents are frustrated about street light maintenance but aren't aware that they should contact RMG about the issue. As residents do not necessarily complain to RMG, RMG aren't aware of the problem and therefore do not pass it on to the developers and the situation does not improve.</p> <p>Making residents aware of the correct process to request street light repair could help solve the problem, KD/CL to update www.buckshaw.org with this information.</p> <p>GD suggested a BVCA mapping exercise to collect information about current damaged/faulty street lights and pass this on to RMG in bulk for RMG to further with the developers. BVCA Operations Team to discuss and action.</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, including street lighting. RMG have agreed to monitor this spreadsheet going forward</p>	KD/CL GD/CL

		and pass on complaints to Envirocare and the relevant developers as well as fixing the issues that are RMG's responsibility. BVCA to monitor it also and assign issues as accurately as possible.	DT/KD
4	Gritting	<p>RMG have a gritting arrangement with Envirocare over the Winter months. When notified by the Met Office that there will be a ground frost of -2 or below on Buckshaw, Envirocare will grit the shared areas, car parks and main footpaths that have been adopted by RMG up to 8 times over the Winter months. Once gritted, the roads won't be gritted again for the following 2-3 days unless it rains following the gritting.</p> <p>Any developer owned roads are the responsibility of the individual developer. Any areas of the village that are managed by alternative managing agents (i.e. PR Gibbs on the Rowland Homes development) are their responsibility.</p> <p>Central Ave, the main thoroughfare through Buckshaw, is likely to be regularly gritted by LCC as it's due to be adopted soon (LCC gritted this road during Winter 2010). BVCA to check with LCC their plans for gritting on Central Ave and any other roads on Buckshaw.</p>	KD
5	Dog/Rubbish Bins	<p>Full details of the BVCA meeting where dog and refuse bins were discussed with both Borough Councils and RMG is here: http://www.buckshaw.org/news/buckshaw-dog---refuse-bins .</p> <p>BVCA are awaiting a decision from the BVMCL over whether they will pay for the 10 bins required in areas currently adopted by RMG (i.e. green corridor). KD emphasised this decision is time sensitive. DY confirmed that the price quoted by the Councils (£550/bin for 110le metal dual purpose bin in black/gold) is correct. DT agreed to chase BVMCL for their decision so as BVCA can further this issue with the Councils.</p>	DT/KD
6	Buckshaw Playparks	<ul style="list-style-type: none"> o Completion Timescales <p>Y.Chaisty's enquired at the September BVCA Residents Meeting concerning the completion timescale for the playpark planned in The Woodlands (Barratt) development. RMG have chased Barratt project manager and received no response.</p> <p>KD explained that this was unacceptable given the length of time Barratt have had to reply – KD to refer this to Barratt's PR company Concept to put pressure on Barratt to get more information for residents. KD emphasised that this is a source of much frustration for residents, a number of residents have bought houses on the village expecting local amenities to be completed and are still waiting. An update on the construction of these amenities would ease residents frustrations in the first instance.</p> <ul style="list-style-type: none"> o Altering plans for designated playparks <p>BVCA enquired about the flexibility of the plans for some of Buckshaw's playpark areas. It has been suggested by residents that some playpark areas ought to be re-planned so that not all of them are swings/slides i.e. some green areas for ball games.</p> <p>RMG explained that the masterplan that has been passed through planning does not allow for that degree of flexibility. BVCA are awaiting an up-to-date copy of the masterplan (see section 2 above) before taking this further for the benefit of residents if necessary.</p>	KD
7	AOB	<ul style="list-style-type: none"> o Community Centre Christmas Tree & Lights <p>RMG agreed to donate the tree and lights for the village (positioned at the Community Centre) and Envirocare have agreed to install them ready for the BVCA Christmas event Sunday 4th December 2011.</p> <ul style="list-style-type: none"> o BVCA Welcome Pack <p>The BVCA Operations team are planning to put together a 'welcome pack' for all new</p>	DT/DY

		<p>Buckshaw residents that explains some of the details of the village and answers regularly asked questions concerning the service charge, council responsibilities as well as provide information about the BVCA, BVCA activities, community events etc.</p> <p>RMG agreed to send this welcome pack out to new Buckshaw residents on behalf of BVCA on an ongoing basis. BVCA will continue working on this and feedback at the next meeting regarding timescales and any RMG content that BVCA feel ought to be included for resident's benefit.</p> <ul style="list-style-type: none"> ○ Other managing agents on the village <p>DT agreed to collate the information RMG currently hold on the other managing agents on the village and forward to CL. This will allow BVCA to pass this information on to residents.</p>	<p>CL/AR</p> <p>DT</p>
8	Date of Next Meeting	<p>Thursday 19th January, 7.30pm, Community Centre Meeting Room.</p> <p>Meeting closed 9.26pm</p>	