

Netherne Management Limited

Company Number: 04026814 Registered Office: One Jubilee Street, Brighton, BN1 1GE

Minutes of the Annual General Meeting held on Saturday 16 April 2016, commencing at 10:00 am in the Village Hall at Netherne on the Hill.

Please note: Within these minutes "QFTF" indicates Question From The Floor and "CFTF" Comment From The Floor as it was not possible to record the names of all attendees asking questions and making comments during the meeting. "Board Response" indicates where the Board responded to a question raised at the meeting.

1. Attendees

NML Directors (the Board): Steven Buczek (**SB**), Robert Murdoch (**RM**), Rajen Shah (**RS**), Joanna Robins (**JB**), Nicolette Le Cluse (**NLC**) and Lee Sheldon (**LS**)

Members: Mr R Harrison, Mr S Jayakumar, Mr and Mrs Gallagher, Mrs A King, Ms M. Pate, Ms M Colyer and Mr and Mrs Burndred, Mr M Gardener and Mr A Fowler, Mrs A Adams, Ms K Dodo, Ms A Kelly, Miss K Wallace, Mr C Malone, Ms K Laskor, Mr S Memour, Mrs I Holiday, Mr M Everett, Mr K Foreman, Ms J Grayston, Mr W Goodin, Mr C May, Mr and Mrs Gentle, Mr M and Mrs M Smith, Ms V McDonnell, Mr I Ross and Ms C Froix, Mrs S Cooper, Ms J Jacobs, M B Davis, Mrs A Mosby, Mrs L Voss, Mr R South, Ms J Morris, Miss A Madden, Mr A Rodell, Mrs J Shah, Mr S and Mrs I Spooner, Mr M Taylor, Ms M Koumi and Mr F Colcak, Mr R Ponsford, Mrs S Allen, Mr G Smith, Mr D Trotman.

Apologies received: Mr and Mrs Gabriah

Proxy votes were received from 20 members who were unable to attend the AGM.

Non Member Residents: Ms R Warren, Mr and Mrs Phelan, Ms S Angel, Ms S Hay

Guests: Michele Gallagher (**MG**) from SHW and Ciaran Murray (**CM**)

Attendees were advised that following feedback from last year's AGM a microphone would be used. There would also be a recording of the meeting to help ensure the accuracy of minutes.

2. Introduction

The meeting was chaired by Steven Buczek who introduced the other Directors.

The agenda for the meeting was confirmed to be as follows;

- Approval of the Minutes of the AGM held on 14 March 2015.
- To receive the Directors Report for the year ending 31 December 2015, and consider how the financial position of the Company has changed during 2015.
- To discuss initial plans to implement a CCTV system in the village.
- To re-appoint the auditor of NML's accounts.
- To re-appoint board members.
- A.O.B.

3. Approval of the Minutes of the AGM held on 14 March 2015.

Proposed by **SB** Seconded by **S Memour**

Unanimously accepted by members present at the AGM and approved.

4. The Directors Report, and draft financials for year ending 31 December 2015.

RS began by welcoming all attendees and in particular those who were attending an AGM for the first time. **RS** asked what had attracted new members to come to live in Netherne – one member said that the village is a quiet place to live and with a good community spirit.

RS observed that Netherne property prices had risen by 15% in the last two years, and that Estate Agents had commented that, as well as being a nice place to live, contributory factors had been the Netherne Bus and also the fact that the village was well run. **RS** paid tribute to all Board members who devoted hundreds of hours over the year to help keep Netherne a great place to live. **RS** also asked all attendees to record their appreciation for **MG** who helped to ensure the village continues to be well run.

RS proceeded to present the financial section of the Directors Report for the year ending December 2015. Please visit <http://nman.co.uk/financial-information/> to view the full report which was discussed.

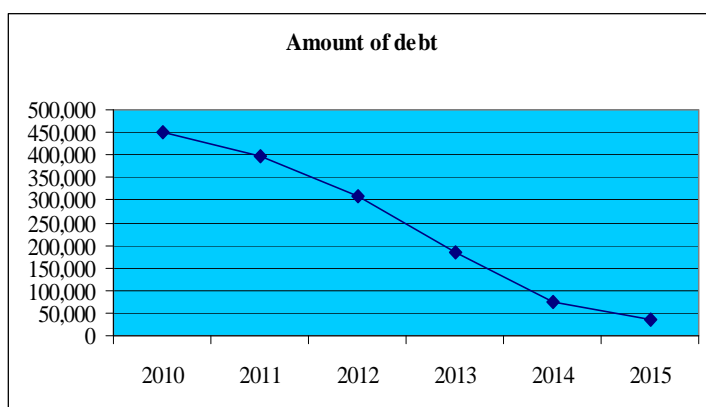
When taking responsibility for Netherne Management Limited (NML) in January 2011, elected resident Directors set the following objectives:

- Recover the debt
- Get the reserves healthy
- Maximise cost efficiency (with view to reducing service charges whilst not reducing services).

In 2014, the Board also explained that we expected to incur significant expenditure (possibly £1M) over the coming years for the maintenance of our facilities (the Village Hall, the Leisure Centre and the Estate), and that we needed to continue to manage our finances prudently to meet these costs. **RS** noted that some of that expenditure has already been happening.

Debtors

RS reminded members that resident directors inherited £449,000 of debt (unpaid service charges) at the end of 2010. The Board have been chipping away at that debt, which at the end of 2014 had fallen to £74,000. **RS** was pleased to report that the debt at the end of 2015 had more than halved to £31,000, as illustrated in the chart below:



RS noted that over half of the £31,000 debt at the end of 2015 was in respect of 2015 charges; so we have reached a turning point and are now largely dealing with *new* debt. **RS** observed that some of the final debt that has been tackled has been the most difficult, with both **RS** and **RM** having to spend a day in court in 2015 with individual debtors.

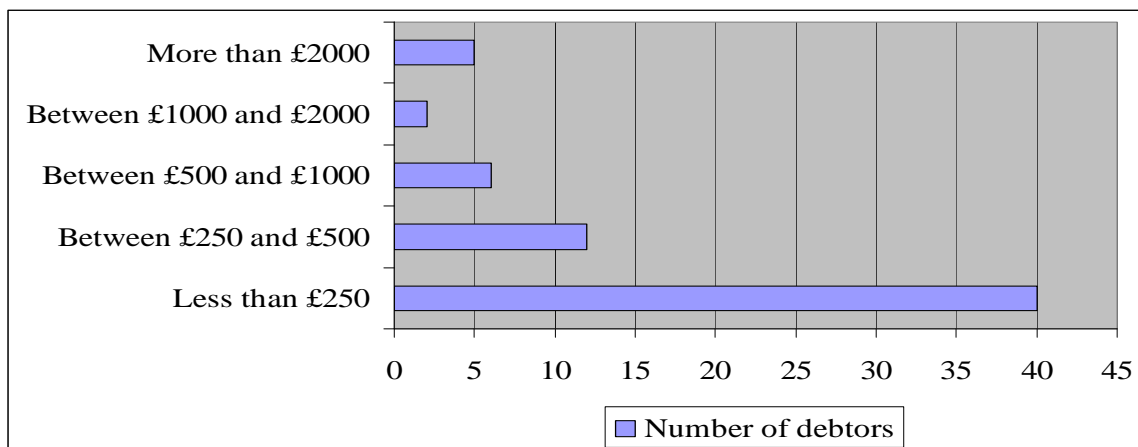
All of the residual debt is under management and is being closely monitored by the Board. Our “Top 10” debtors are reviewed at each Board meeting. People who renege on agreed repayment plans are immediately referred to our solicitors for full debt recovery.

The Board have found that many people who used to be perennial debtors are now paying their service charges on time. Unfortunately, there remain a few debtors who, even after having their debt added to their mortgage, continue not to pay their ongoing service charges as and when they arise. Such members are finding that we are continually taking legal action against them. Some members have realised that they cannot afford to live in Netherne and have sold up.

Since the year end further progress has been made and current debt stands at just £19,000.

RS acknowledged that the debt is unlikely to ever fall to zero, because of the problem of some perennial debtors. RS was hoping for total debt to be within the range of £10,000 - £15,000 by end 2016. Most of that will be in respect of 2016 charges.

RS highlighted how there were only 7 members owing more than £1,000 at the end of 2015. 4 of those 7 had already settled in the first quarter of 2016. Most other debtors owed relatively small amounts.



RS asked a question and gave a prize: What % of our remaining (£19,000) debt is accounted for by our “Top 10” debtors at April 2016?

ANSWER: Our “Top 10” debtors accounted for 68% (£13,000) of the remaining £19,000 of debt.

Keith Foreman was the closest to the answer and collected a box of chocolates as his prize.

QFTF – Is it best to pay service charges by Direct Debit and are all charges collected by the direct debit?

RS – Yes and we would encourage all residents to pay by direct debit. There is a process followed before referral to solicitors, which includes a reminder and then letter before action, but we know some people who have overlooked all reminders and been referred. Direct debit mandates are now used to collect annual estate rents as well as service charges.

QFTF – What powers does NML have for debt recovery?

RS – Generally we have been approaching mortgage lenders to settle service charge debts. This is expensive for any members who do not pay, as instead of just paying a £200 service charge bill debtors are also having all our legal costs plus interest (perhaps £500+) added to their mortgages. If no mortgage exists, bailiffs may be instructed.

Service charges

RS reminded members that resident directors inherited a very high service charge budget of £449,000 pa when we took control of NML. By taking tight control of our expenditure, we had been successful in reducing service charges for each year from 2012 to 2014.

However, we have been facing inflationary pressures on a number of fronts in recent years. In particular, insurance costs for the village hall and leisure centre have doubled, adding £11,000 to our costs. We have also had increased Nuffield and SHW costs, staff costs and utility costs.

The result of these cost pressures is that the 2016 service charge budget is 3% higher than the 2015 budget. Service charges for 2016 have therefore had to increase marginally. This has meant service charge increases of the order of 50 pence a week. The following table summarises the progression of service charges:

Year	Service Charge Budget
2011	£449,000 pa
2012	£382,000 pa
2013	£351,000 pa
2014	£345,000 pa
2015	£355,000 pa
2016	£366,000 pa

RS asked if service charges remained at the level we inherited in 2011, how much extra would members have had to pay over the past five years?

ANSWER: an extra £445,000 over the last five years. Under resident director control, NML has therefore saved every member over £1,000. A round of applause was received at this point.

Steve Spooner came closest to estimating the figure saved and collected the prize of a box of chocolates.

QFTF – *Why are we still paying money to Gleesons including exit fees?*

MG - *This is not the case, but they do retain an interest in individual properties via their interest noted on the TP1 documents. We tried to have their interests removed across the village through a “blanket” RX1 document but this could not be agreed with Gleesons. However Gleesons receive no payment from residents in respect of this interest.*

MG also explained that some properties have another local management company, as well as NML. For example Italian Piazza or Faidene 5. Exit charges are payable to each management company on sale – which for NML is 0.25% of the sale price. Exit fees for other management companies vary depending on the management company. These exit fees are payable to the management company, not Gleesons.

Cash and reserves position

RS noted that at the end of 2015, we held most of our reserves (totalling £541,000) in cash, which was held by SHW or on deposit. We also had £31,000 of service charge debt (which was rapidly being converted into cash) and some net current assets/liabilities. **RS** observed that our reserves were a big selling point for the village. He contrasted this with Cane Hill, which he believed had no reserves.

During 2015, NML incurred significant expenditure for various improvements, repairs and works (not covered by the service charge budget). This included the exterior works to the village hall and leisure

centre, village hall window protection, pool lighting, and resurfacing the village green footpath. The total major works expenditure for 2015 was £171,000. Two thirds of the major works costs was for the exterior works.

Such costs were met from NML reserves, which at the start of 2015 were £666,000. It was not necessary to ask members for increased service charges to meet these costs. The major works expenditure has led to a drain on our reserves, but this has been partially offset by the non-service charge income that we received:

▪ Exit Fees	£25,000
▪ Annual Estate Rent charges	£11,000
▪ Telephone mast rent	£9,000
▪ Village hall and pool hire	£6,000
▪ Bank interest	£5,000

As a result of such income streams in 2015, our reserves only declined by £125,000 during the year, despite the £171,000 of major works expenditure. **RS** pointed out that without any reserves our service charges for 2015 would have been around 50% higher than they were.

RS summed up by saying that overall, our finances look relatively healthy. However, there is still further significant expenditure to consider over the next few years, and we therefore need to continue to manage our finances prudently. Assuming the Board can continue to do that, and we continue to build up our reserves as we receive non service charge income, we can expect to remain in a good place.

***QFTF** – Could the village hall not be let out more to increase income?*

***RS** – The hall is actually already let out a lot. The only free evening is Friday, and we already have interest to form a badminton club on that evening.*

RS handed over to **LS** to cover the Estate activity.

Village Hall and Leisure Centre

LS noted that both of our major facilities have had repairs, maintenance and improvements during 2015. Specifically, the exterior works to the Hall and Leisure Centre were completed. This included masonry, roofing, brick works, timber repairs and decorating works.

In the leisure centre, the new multi-gym equipment was installed in June. New and more appropriate pool lighting was also installed, as well as new pool loungers. This year, the weights area is to be upgraded.

LS was pleased to report that there are now 924 members of the leisure centre, representing 61% of the eligible population. There were 1,361 visits to the leisure centre in March, and the leisure centre remains a key attraction for the village.

Dan Bond has moved on within Nuffield and we are pleased that Ciaran Murray was successful in being promoted to be the new LC manager. Marcus has also taken time out to go travelling, and Ciaran has been interviewing for new staff – 15 applications were received in April, with some very good candidates. Bradley has just started as a full timer, and we are interviewing for another full timer.

In the village hall, we fitted window protection to the hall windows to prevent further damage arising from vandalism. We have also just had a deep clean of the hall flooring, at which time new badminton courts were also marked out.

This year, we will be dealing with the basement damp issue in the village hall.

Cricket Pavilion

LS updated attendees that Netherne Cricket Club folded in 2015. The cricket pavilion had been leased to Netherne Cricket Club, and they were responsible for its use, insurance and all maintenance. NML has now taken back control of the pavilion, which is in a good state of repairs. We would still like to see cricket being played in the village, and are glad that the team which has ground shared with Netherne Cricket Club (Franklin Lewin) is still interested in playing at Netherne. Their games take place on Sundays.

We are considering a proposal from a resident wishing to use the pavilion facilities to run a coffee shop on certain days.

We also hope that the pavilion can be made available for private hire, for meetings, children's parties etc. We still need to carry out some checks and put things in place before we can start doing that, but hope it may be available for private hire from June.

QFTF – What about car parking if we hire out the cricket pavilion? Will the cricket pavilion have lighting?

LS – We will take these as suggestions and consider them.

Estate

A number of updates relating to the estate were provided:

- An item that has been on our wish list for some time is the lighting for the footpath to Hooley. Having received a small grant from one of our county councillors to help fund this, we commissioned this project in 2015. The expected completion of this project is end April. We are indebted to one of our residents, Caroline Cattini, who shared her considerable expertise in this area with the Board.
- The mal-functioning street lights on Upper Lodge Way were repaired. (The Upper Lodge Way lights are the only ones in the village that are the responsibility of NML; most other street lighting is the responsibility of Surrey County Council).
- We trialled security patrols around the village on a random basis for three evenings a week. However, we discovered that the firm we employed did not seem to be providing the service we expected, and had to sack them. It has not been possible to find an alternative firm to provide such a service, and so we have decided not to continue those patrols for the time being.
- The footpath around the Green / Chapel Walk was resurfaced.
- We also laid a stepping stone path on the green, but found during the winter that this became muddy and some of the stones sank with poor drainage. This has had to be revisited and we have accepted a quotation to replace the stepping stones with a solution that will allow for better drainage.
- In an attempt to prevent horses getting on to NML land, we commissioned works for a kissing gate and new fence at Bowen Way. However, a breakdown in communications (NML/SHW/contractor) meant end result was not what was expected, and the works had to be abandoned following feedback received. The previous fencing has now been restored. This was an exercise we undertook with good intentions, but we acknowledge a lesson learned that we should have consulted with local residents before, rather than after, the event.

CFTF – You should have consulted (on the kissing gate) with the residents first.

RM – As part of the TP1 document that every resident signs when purchasing their property, NML have the right to incur expenses as they see fit. The NML Board have voluntarily committed to consulting with residents if any expenditure on new projects and improvements (but not general repairs and maintenance work) exceeds £15,000; and we will continue to do this. We accept that mistakes were made regarding the Kissing Gate but we are human and we do make mistakes. We hope that most residents will accept that the cost of this mistake is very small when compared to all the savings we have made.

Commercial Dog Walking

LS recapped that following issues raised by a number of residents concerning the initial ban on commercial dog walking, as well as concerns on the number of dogs being walked, we held a consultation on the subject to seek views across the whole village. Reigate and Banstead's dog warden preferred an upper limit of 4 dogs and this was the recommended option advocated by the Board in the consultation.

There were 182 responses to the consultation. 40% of residents who voted wanted us to enforce a total ban, and a small minority (8%) wanted unrestricted dog walking with no terms and conditions. This highlighted the polarized opinion on this matter. Our recommended option (voted for by 52% of residents) to allow commercial dog walking subject to a licence balanced the concerns of those that wanted a total ban with the concerns of dog owners and dog walkers who felt that a total ban would be unreasonable.

The licensing scheme for commercial dog walking on NML land has now been implemented. There is process to get a license – which includes demonstrating you have the required insurance, first aid and accident reporting procedures and also that you are registered with a local vet. Two license applications have been approved, Rachel Woollett and Karen Dodo. A third person has also enquired about getting a license. We endorse all licensed dog walkers, who have agreed to abide by the license rules. All our licensed commercial dog walkers' details are available on the NML website.

As with any consultation, there was a cost to process it (printing and postage costs, of £848) and also a small legal cost (£130) to review the license documentation.

There have been no complaints about any of our licensed dog walkers, or from the 40% of residents who wanted a total ban on commercial dog walking. LS stated that anyone wishing to discuss the subject further should request a meeting with the Board.

QFTF – *Why are you allowing Commercial Dog Walkers that are not residents to apply for a licence?*

Board response – *Following the consultation exercise, we need to ensure that any commercial dog walking is properly licenced. If we restricted this to residents only, it is possible that there would be a time when there are not enough dog walkers to meet the needs of the village. We anticipate that applications for a licence are most likely to come from residents and indeed that is our experience to date. We have had no interest from non-residents. We are not aware of any external commercial dog walkers who use NML land now, but would urge any resident who becomes aware of any to provide details to NML. We would repeat the point that we will not allow any commercial dog walker to walk non resident dogs.*

QFTF – *Why do you have a limit for licensed dog walkers of 4 dogs to walk when the legal limit is 6, and why do you discriminate between dog walkers and private individuals?*

Board response – *having taken advice from the Reigate and Banstead dog warden and following the Royal Park protocol for commercial dog walkers, we restricted licence holders to 4 dogs.*

CFTF – *Why does the 4 dogs limit only apply to commercial dog walkers and not residents? Some residents walk more than 4 dogs, why is it different for them? It should be 4 dogs for everyone.*

Board response – *the consultation only related to commercial dog walking. We will consider the point raised but we would need to consult with the village again to introduce a limit of 4 dogs for everyone, be they commercial dog walkers or residents.*

CFTF – *People did not vote for a 16 page licence document. This is designed to make it difficult to comply with. **Board Response** – Actually the opposite is true. We took legal advice to ensure that we had proper conditions to protect commercial dog walkers and residents alike. We believe that having conditions clearly outlined would make things clearer and less open to misinterpretation. We have had no objections from the two people who have applied for a licence, and there have been no cases where someone has applied and then pulled out because they disagree with the process or requirements. No one who has applied for a licence has been refused.*

CFTF – We have had a consultation which has been implemented and now need to move on. People should not make their points personal.

Netherne Community Bus Company

LS reminded attendees that the Netherne Bus began operations in April 2012, offering a peak time service to and from Coulsdon South station. The Bus was initially financed by funding received from Gleasons as part of their exit settlement. The only other funding for the Netherne Bus is fare income; in particular it does not form part of the NML service charges.

During 2015, more and more people have been using the bus service, to the point where we have now achieved “break-even” status. The Netherne Bus benefited from the closure of the Lion Green car park, and despite the partial reopening of the car park demand for the Netherne Bus has remained high; an indication that most commuters have not returned to their cars.

Demand for some of the peak morning services is particularly high, and we are considering how we might address some of the over-capacity issues that are occasionally observed, possibly by using a local taxi service during the first hour of morning operations.

LS noted that servicing and maintenance costs have been increasing over the years, and we are grateful for the services of a Netherne resident who has been assisting with minor repairs and issues. However, we will eventually need to buy a replacement bus in two or three years time. To help fund the purchase of a replacement bus, the cost of a book of ten adult tickets increased from £15 to £16 from 4th April 2016. This was the first time we have had to increase ticket prices after four years of running the service.

We receive many enquiries from prospective Netherne residents about the Bus service; it seems that if the Bus did not operate then they would not consider moving to Netherne. Estate Agents have pointed to the Netherne Bus service as one of the reasons for the rise in Netherne property prices.

LS asked the question: What was the total number of journeys on the Netherne Bus last week?

ANSWER: 475

Irene Holiday gave the closest answer and won the final prize of a box of chocolates.

QFTF – At peak times can we not run a trip ten minutes earlier so that two trips are made for the most popular train times?

LS – This is an idea that may be worth considering. It would of course mean that some people would have to catch an even earlier bus and possibly have a longer wait at the train station so we would need to consider whether there would be any take up for such an option.

QFTF – Are you still lobbying for a bus service from the local council so we can have a service all day long?

Board Response – Residents can lobby for this through NOTHRA. This has worked well on the pot hole issue as Dean Lane is shortly to be resurfaced following a resident Facebook campaign.

LS handed back to RS

CCTV PROJECT

RS provided an overview of the CCTV project which the Board initiated this year. The project is still at feasibility stage and much more investigation is required before any firm proposals can be put to members. **RS** noted that there had been a number of incidents in the village that prompted the Board to investigate measures to reduce / deter crime and anti-social behaviour. Examples of the issues being experienced are:

- Burglary and theft (with two cars on Upper Lodge Way recently broken into).
- Drug dealing – this has been witnessed in the shop car park, by The Green and in private car barns.
- Drug taking – residents have found evidence of drug use in the children’s play park.
- Vandalism – fences and windows have been broken.
- Two cats have been decapitated in the village.

The Board have met Surrey Police, who advised that the best thing we could do was install CCTV cameras in areas experiencing these issues, as the best evidence to enable prosecutions is CCTV footage. They specifically mentioned ANPR (Automatic Number Plate Recognition) cameras at the access points to the village. Another meeting with the crime prevention officer at Surrey Police is scheduled.

RS summarised the main benefits of a village wide CCTV system, including:

- Increased deterrent, as once criminals realise that property is protected by a CCTV system, they invariably choose to go somewhere else.
- Increased detection / prosecution rates.
- Feeling safer with reduced fear of crime.
- Providing support to property values.

In order to determine what is feasible for a village wide system, we met four security firms for their advices. **NLC** and **RS** also visited the Hamptons development in Worcester Park, which is similar to Netherne, with a mix of private and social housing. The Hamptons had also seen an increase in anti social behaviour, and five years ago implemented their own CCTV system. Hamptons have gone further than we are currently considering, as they have also employed a full-time security guard. That is not on our radar at the moment, but we may consider it going forward.

RS noted that any system that is initially implemented may be further developed over time. Our initial goal is to tackle the most vulnerable areas of the village, during a first phase.

Following our research, we provided a brief to four companies to quote for a system. This was for ANPR cameras at the three access points to the village, and cameras covering the children’s playpark, cricket pavilion, the Green and shop car park.

Requirements for the system being considered include:

- Cameras to be connected and have a line of sight to a central point (The Water Tower) which would be the location of four unobtrusive “antennae”.
- a server located somewhere (probably village hall)
- broadband installed in the hall
- Access to power supplies from appropriate sources, such as street lighting.

All of these requirements are still under investigation.

Indicative quotes from the firms approached for the specification given are all in the region of £60,000, plus other associated costs, such as ground works.

RS noted that the cost of implementing a village wide CCTV system is high, but within our means. The cost could be met from our reserves, which at end 2015 were £541,000. We would need member approval to proceed with such a spend, and propose to seek that approval during an Extraordinary General Meeting later in 2016 when final proposals are ready.

CFTF – Comments were generally positive and a show of hands suggested a strong majority of attendees in favour of CCTV. It was felt that this could also help to deter fly tipping and dangerous driving as well as the points already made.

QFTF – Will we have someone monitoring the CCTV?

RS – We may do this in time but it is not our intention to include this in the first phase. It is on our radar for the future.

QFTF – What will the running costs be?

RS - Based on the Hamptons development, approximately £600 per month plus call out charges for repairs.

QFTF – What type of cameras will be used for APNR?

RS – We are likely to have cameras that will capture an image of the registration number and the driver.

QFTF – Will there be strict control of data and information captured on CCTV?

RS – Yes of course.

QFTF – Does vandalism come from residents or outsiders? If it is residents they might not be captured on the CCTV because they will know where they are sited.

RS – It is both and cameras alone may not be enough.

QFTF – How can an individual become part of this project?

RS – Please come and talk to us. We are very keen to get help and advice especially from any resident who has expertise in this area or knows anyone who has expertise in this area.

RS handed back to SB

Looking ahead

SB summarised that the Board remained committed to managing the village properly in a cost effective manner. There will no doubt be new issues arising during the course of the year, but at the moment our priorities for 2016 are:

- To continue the debt recovery process.
- To carry out more of the maintenance work identified in the 10 Year Plan (including addressing the damp issues in the village hall).
- To investigate a village wide CCTV system at the access points to the village and areas experiencing anti-social behaviour.

5. Appointment of Auditor

SB noted that following issues with our previous auditor, we found a new auditor for 2014 accounts, Richard Place Dobson (RPD), following recommendation from one of our residents. The Board have been very happy with the service provided by this firm and recommend that they are re-appointed.

Proposed by Roger Ponsford, seconded by Steve Buczek. Unanimously accepted and approved.

6. Election of Board Members

SB noted that all current Directors were willing to be re-appointed, and that 27 proxy votes had already been received prior to the meeting. Any members who attended the meeting but who had not already voted were encouraged to place their voting forms in the ballot box at the end of the meeting.

Note: Following the meeting all votes were collated. Including the proxy votes, the voting for each director was as follows:

	For	Against	Withheld
Jo Robins	58	4	2
Lee Sheldon	63	0	1
Nikki Le Cluse	59	5	0
Rajen Shah	61	2	1
Robert Murdoch	58	5	1
Steve Buczek	59	4	1

Accordingly, all Board members were duly re-elected to serve on the Board for the coming year.

The Board would like to place on record their thanks to members for the overwhelming level of support.

7. AOB: Pictorial History of Netherne

SB reminded all residents that this is available to buy for £8 with £4 for each copy sold going to charity. Copies are available from the estate office and we also have some available for sale today.

8. AOB: Collection of email addresses

SB reminded members that we have an email distribution list, from which we circulate periodic news and updates from NML to anyone registered to receive these emails. Anyone wishing to sign up for these email updates just needs to give us their name, address and email address.

9. Any Other Business

There was time for a limited number of questions at the end of the meeting:

QFTF – Which areas are going to have external redecoration this year?

MG – All the exterior works to the hall and leisure centre were completed last year. Other external works are a matter for individual management companies (such as Wallace Square) and not NML.

QFTF – Can we have lighting down Stoneycroft Road and the pathway adjacent to this? What can be done about the lamp post that was replaced that does not match the original post?

SB – These are not on NML land, please raise this through NOTHRA to lobby the Council about it.

The Chairman thanked all residents for attending, and declared the meeting closed at 12.00 Noon.