



Elsea Park Community Trust
Annual General Meeting 2011

Minutes of the Annual General Meeting
Held at the Corn Exchange, Bourne, on Wednesday 27th July 2011

Present:

Angela Bailey	AMB	Resident Director (Chair)
Matt Upex	MU	Resident Director
Barry Cook	BC	Resident Director
Dan Brown	DB	Land Director
Ken Maggs	KM	Accountant/Auditor representative
In attendance:		
Rebecca Burke	RB	Community Trust Administrator
Rob Crossland	RC	Kier Representative
Justin Gaggini	JC	Kier Representative

The meeting opened at 19:00 hours.

1. Welcome and introductions

AMB welcomed all residents to the meeting and said that apologies for absence had been received from Adam Cooke (AC), Shirley Cliffe (SC), and Judy Smith (JS).

2. Approval of Minutes of the last AGM (held on Wednesday 26th October 2010)

The minutes of last year's AGM were reviewed. It was proposed that the minutes be accepted as an accurate record of the meeting held on 28th October 2010; seconded by resident David Forrest, carried unanimously.

3. Matters Arising from the minutes

3.1. A member requested an update on the petition for a 20 mph speed limit on Elsea Park.

BC informed the meeting that the petition had attracted little interest, and in any case, that his enquiries had indicated that the limit could not be considered until the roads on the development are adopted. He has researched the matter through "20's Plenty for Us" and will pursue the matter again when it is practicable, providing there is more support for the campaign from members.

4. Directors Reports**a. Chairman's Report (AMB)**

The chair reported on progress and improvements since the last AGM:

4a.1.The Good

- New staff are now in post.
- The Trust staff are now well established in the new "temporary" office.
- Opening hours are Monday – Friday 09:00-17:00 (normally).
- New processes and procedures are now in place.
- The Board is starting to operate more efficiently.
- The Trust is planning for the future.
- The Trust are receiving much more feedback from members.

4a.2.The Bad

- One Staff member has left.
- There are still lots of processes to improve in the office.
- Two resident directors have resigned this year.
- The Trust still needs to attract more resident directors.
- There is a significant amount of time spent chasing payments.
- The Trust encourages, and wants to receive more member feedback.

4a.3.The Indifferent

- There is a low response to questionnaires.
- There is a low turnout at consultation meetings.
- There is little response to board recruiting.
- Rude and aggressive behaviour is directed at staff and Directors.

AMB advised that we need to work together in order to achieve the things that members want to see happen on the estate. AMB asked residents to inform the trust immediately if they have issues, complaints, or observe undesirable behaviour or damage to property etc. on Elsea Park and not to wait until the AGM.

b. Financial Report (MU)

MU gave a brief introduction covering his experience and financial background and explained that he is a fully qualified Chartered Certified Accountant. He then reported on the improvements made to the accounting systems and the way forward.

4b.1.So what are we improving?

- The accounts are now being audited.
- The Payroll processing is outsourced.
- VAT on registration has been finalised.
- Corporation Tax is now paid on interest received.
- Monthly financial reports are now prepared.
- Goals and budgets are being set for the coming years.
- Internal controls are being exercised.
- Prompt Convening of the AGM following year end will be the norm.

MU introduced Ken Maggs from Moore Thompson who has been appointed as auditor for Elsea Park Community Trust.

MU explained that the board, supported by the members present at the 2010 AGM had decided to commission a proper annual audit so that all members can be assured that the financial information which is presented is accurate and that the board is striving for good corporate governance.

KM explained that the accounts show a true and fair view of Elsea Park Community Trust. The audit report is based solely on the accounts for the year ended 31st March 2011. KM detailed that this is the first year that the accounts have been audited and therefore the information contained within the accounts can be relied upon by the members. (See pages 3-4 of 2011 accounts).

KM then explained in detail a few areas he thought of interest:

Profit & Loss - Although the turnover figure as detailed in the accounts appears to show a fall in turnover this is not the true position. Turnover has actually increased in line with indexation. The reason for the figure being lower is due to the trust absorbing the VAT in the current year and also to VAT being omitted in the prior year, to the tune of some £24,789. (See page 5 of 2011 accounts).

KM detailed that in his opinion the trust had met the green transport fund conditions and therefore will not have to return any of the Commuted Green Transport funds to the developer. (See page 8 of 2011 accounts).

Balance sheet – as at 31st March 2011 there are reserves to be expended on future projects. In the previous year creditors were overstated by £50,000 (due to the previously mentioned green transport grant). (See page 6 of 2011 accounts).

i. Adoption of the Annual Accounts 2010/2011

It was proposed by Pete Garnham (Resident) and seconded by Derrick Squires (Resident) that the Annual Accounts for 2010/2011 be adopted. Carried

Q10 asked

ii. Budget 2011/2012

The proposed budget for 2011/2012 will be published in the members only area of the web site, and future AGMs will present the budget for the coming year. Monthly financial reports will also be posted on the member's only section of the website in due course, along with departmental budgets for such things as grounds maintenance and the Community Centre etc etc.

Q1 – Q9 asked

4b.2. What Next?

- We will present the annual Budget at every AGM.
- There will be regular monthly management reports.
- It is proposed to have Individual budgets.
- A five year plan, including anticipated Community Centre castings will be published.
- There will be greater accountability from the board and increased member involvement.
- Governance will improve.

c. Communications (BC)

BC reported that the trust office now has a new landline phone number: 01778 423062. The trust has a number of ways for communicating and we would like to see more feedback about the website.

4c.1 since the website was set up in December 2009

- We have had very little feedback.
- Approx. 20% of the emails received via the web contact form are not website related. These are eventually forwarded to admin@elseapark.co.uk. but members are requested to email the office directly regarding general enquiries etc .
- There are now approximately one hundred and ten members registered on the web site.
- It's the most efficient (and cost effective way) for us to share news/information.
- We hope it will attract more hits when it offers information on Community Centre events.
- We are looking at introducing a web forum at the suggestion of a member, who has offered to help set up the forum and act as forum administrator.
- We intend to upload the minutes of the monthly board meetings to the member area in the near future (dating back to Jan 2010).

4c.2 Newsletters

- We've produced two newsletters since the AGM held in October last year.
- This has not been as many as we intended, but we've had little news to share.
- Publishing the suggestion from a member to reduce residents water rates by querying the surface water charge was a great success, and many members have benefitted from savings of around £30 per year

d. Estate Development (DB)

DB gave an update of the overall status of the estate.

4d. 1 Estate updates

- The current developers on site are Kier and Taylor Wimpey, soon to be joined by David Wilson Homes.
- The overall development will eventually consist of approximately two thousand dwellings.
- Kier have spent time cleaning out the drainage ditches and started on the ponds.
- Kier are waiting for Lincolnshire County Council to give the go ahead for the new primary school to be built. The land has been set aside and funds are available for release as soon as County Council are ready.
- The Grammar school intend to build an all-weather sports pitch (which will be available for hire by the local community).
- The Community Centre will be ready for Christmas 2011.
- Some of the trees down The Pollards do need replacing and Kier await confirmation of start date.
- Work on Linear Park has commenced and is due to be finished and handed over at the same time as the Community Centre.

Rob Crossland (Kier) has offered to hold a monthly open meeting for members to discuss issues directly with the developer and will arrange these with the trust staff. All directors agreed a monthly surgery should be held.

Q11 – Q12 asked

e. Land Transfer (BC)

BC reported the following on the land transfer

4e.1 Managing the public open spaces

- One of the main functions of the trust is the management of the public open spaces that are owned by The Trust.
- Until very recently, The Trust has not owned any land.
- We expect the transfer of land assets to speed up now that transfer processes have been agreed.

4e.2 What do you own?

- The members now own the following:
 - o The wildlife meadow and habitat ponds to the south of the by-pass.
 - o The area adjacent to the A15 (including the bus stop).

4e.3 Transfer Process

- We've put a robust process in place to ensure that we are happy with the condition of any land before we take ownership.
- The next area for transfer is the land adjacent to Water Lane.
- Once we've inspected it and agreed any remedial work with Kier, it will become the third parcel to be transferred.

4e.4 Transfer Timeline

- We are hoping to complete the transfer of ALL public Open Space currently owned by Kier (that is destined to be gifted to the trust) by December 2011.
- It is proving much more difficult to get a timeline for the transfer of land currently owned by the other developers.
- The transfer schedule is limited to existing phases. The areas that the trust does maintain are currently recharged to Kier.

4e.5 A polite reminder

- It's worth remembering:
 - o If it's not our land yet, it's not our responsibility, and we have little, if any influence over its condition.
 - o Some of the areas/features we will eventually own are likely to be expensive to maintain so we must ensure they are up to scratch before we take them on.

AMB asked if any members are interested in being involved in the land transfer, the board would welcome such involvement, and further information will be posted on the website.

Q13 – Q16 asked

f. Parks and Play Areas (MU)

MU provided an update on Linear Park and the existing play areas.

4f.1 Linear Park

- The Park/Play area at Linear Park is currently being designed.
- There is a proposal for an adult 'trim trial' running from the Community Centre to the A15.
- Cycle paths will run from the Community Centre to the A15 and to Tennyson Drive.
- The board has requested that members visit the office to view the plans and offer their opinions.
- All other play areas will be transferred to the trust in the near future.
- The Springbank play area remains an issue. The Trust are working hard to resolve this through consultation with residents.

4f.2 Other Areas

- The Trust is looking at the redevelopment of the Springbank play area once Linear Park is completed.
- The relocation of the basketball hoop to Linear Park is under consideration.
- Other 'smaller' play areas attract very few problems or complaints.
- We hope to improve the stretch of land along the A15 now that it's under trust ownership.
 - o The plan is to create more of a park atmosphere to include the planting of trees and the placing of benches.

Q17 – Q19 asked

g. Community Centre (AMB)

The Chair reported the progress of the Community Centre.

4g.1 The Community Centre

- Building work is continuing.
- Renewable energy sources are being investigated*.
- The Equipment schedule has been drawn up.
- Finishes and Flooring have been chosen by members of the steering group.
- Financial planning has commenced.
- Event planning will soon begin ready for Dec 11 and Jan 12.
- Kier have advised that handover of the Community Centre and Linear Park to The Trust should take place in November 2011.

*BC explained that a Photo Voltaic (PV) system is under consideration, with all capital expenditure being recouped in approximately eight years, and the system producing a massive return on investment due to the feed in tariff being guaranteed by the government for twenty five years.

4g.2 PV System

- The Trust have so far had two quotes, from Lark Energy and from SRE Ltd.
- The system will cost in the region of £35,000
- The breakeven point should be between seven and eight years.
- Once we break even, all electricity generated will be pure profit
- The Solar panels will be 90% effective after 15 years and 85% effective after 25 years
- The PV system will reduce the energy costs of the Community Centre.

Q20 – Q21 asked

5. The Future (AMB)

The chair explained the future aims and proposals of The Trust.

5.1 The trust aims to

- Provide value for money for all residents of Elsea Park.
- Drive Forward the improvement and adoption of all roads and common areas on Elsea Park.
- Manage and run the new community centre as a first class facility for the community.
- Ensure that the public open spaces cater for the needs of all members and are well used and maintained.
- Stimulate an environment that residents are proud of and that attracts new residents.
- Work with the developers to ensure that new facilities are provided on Elsea Park.

5.2 The future of the Board

- Following the Community Centre handover, an Extraordinary General Meeting will be convened.
- At the meeting, all standing Resident Directors will resign from the Board.
- The members will elect a new chair and group of Resident Directors.
- The Board will re-form under the new chair.
- The Trust should be able to move forward with the full support of Elsea Park Community Trust.

AMB further explained that the trust is hoping to hold a Christmas Party and a New Year's Party for the residents of Elsea Park in the new Community Centre. Further details will be published on the website and will also be sent out in the newsletter.

6. Questions from the floor

Q1. - *Where exactly will the reserves be spent?*

A1. - *(MU) The biggest expense will be furnishing the Community Centre. We currently do not know how much it will cost to run the community centre and will need a reserve to meet running costs. The Equipment budget is currently set at £50,000 with another £35,000 being considered for installation of the PV System.*

AMB also advised that the Trust intends to allocate funding to enhance landscaping and planting once the open public spaces are transferred.

Q2. - *Is it fair that council tax and the trust charge are both paid by residents on the estate?*

A2. – *(BC) The Trust has previously raised this issue with the Local Authority who have steadfastly refused a reduction.*

Q3. - *What happens to those who don't pay?*

A3. - *(AMB) There is now a robust collection procedure in place which is strictly followed. The Trust will always eventually recover any bad debt as any outstanding Annual Fees are registered as a charge against the property, and will be paid to The Trust whenever a property is eventually sold.*

Q4. - *How much is outstanding?*

A4. - *(MU) The Trust have received 89.42% of the 2011 – 2012 Annual Community Charge either by full payment, Direct Debit, or with an agreed payment plan. There are currently twenty nine members facing legal action.*

Q5. - *Why are emails not being answered in a timely manner?*

A5. - (AMB) *Due to losing a member of staff and Rebecca taking leave for two weeks immediately prior to the AGM there was no one available to open the office in that period. All emails should receive a response within one business day and be resolved within five business days.*

Q6. - *Who sets the charges?*

A6. - (BC) *The charges were set at £189 in 2002 and increase in line with the RPI each year.*

Q7. - *Is there a budget?*

A7. - (MU) *Yes there is a budget, and it will be published within the next month or so. Any questions will be welcomed once the figures have been released.*

Q8. - *Does MU work for Moore Thompson?*

A8. - (BC) *Yes, MU is employed by Moore Thompson and the board were fully aware of that when choosing between the three quotes that were received when the tender was released for the audit work. MU was not present when the decision was made and has not been involved with the preparation of the annual accounts or the audit. The quote from Moore Thompson represented incredible value for money, and the board felt they were acting in the best interest of the members by appointing Moore Thompson as the auditors*

Q9. - *Why is there a surcharge for members wishing to pay the annual charge by Direct Debit?*

A9. - (BC) *The Trust has to outsource Direct Debit collections to a third party (Harlands). All charges incurred from Harlands are recovered by the small additional charge applied to members who choose to pay by direct debit. The board decided to go ahead with the Direct Debit service to allow residents flexibility when paying the charge.*

Q10. - *Are we going to get receipts for payments that we make?*

A10. - (AMB) *Yes it is not a problem for receipts to be given if requested. Updates of your account are sent out throughout the year and are also available when requested. Receipts will not be given for monthly direct debit payments.*

Q11. - *What is the number of parking spaces that will be provided for the Community Centre?*

A11. - (DB) *Fifteen parking spaces will be provided for the community centre in accordance with the strict planning conditions regarding parking imposed by Lincolnshire County council.*

Q12. - *Are there plans for a new road running from the Tennyson Avenue junction to the Community Centre?*

A12. - (DB) *No. The ground works work taking place at the A15 end of Linear Park are for the new footpath / cycle path that will link the Community Centre to the existing footpath / cycle path.*

Q13. - *Who will own, and be responsible for the upkeep of footpaths and cycle paths on Elsea Park?*

A13. - (BC) *The County Council will adopt all roads, footpaths, and cycle paths on the development.*

Q14. - *A member advised that Kier have started work on Linear Park but no weed killer was used before work commenced. The land has just been turned over. Why?*

A14. - (DB) *I believe that Kier have done the work properly but I will ask RC to investigate.*

Q15. - *A member raised the issue of the high pressure gas main running beneath Linear Park, and wondered if this might cause problems for The Trust over the coming years. He asked if the appropriate guidance and advice will be provided by Kier when Linear Park is handed over.*

A15. - (DB&RC) *Yes: furthermore, the conditions of the gas main easement have been complied with in a safe and legal manner.*

Q16. - *Why are there not more refuse bins on the development?*

A16. - *(AMB) There are several bins around key areas of Elsea Park and we also have a number of new bins that are awaiting siting.*

Q17. - *The bench in the Elsea Park Way play area is dangerous (it has sharp corners). Will it be replaced? Also can a latch put on the gate to stop young children from opening it?*

A17. - *(MU) The trust will examine the bench (although the play area has recently passed a full ROSPA inspection). We will also look at having a latch fitted.*

Q18. - *Will the Springbank Play Park remain in place once Linear Park is opened?*

A18. - *(MU) We will consult with residents in that area to see how we can improve things, although the play area will remain in one form or another.*

Q19. - *Who will pay for the transfer of the Basketball hoop if it is relocated?*

A19. - *(BC) The Trust will probably have to meet the cost of relocating the basketball hoop (if it is decided that it will be moved). (DB) Kier will help with costs if the hoop is moved.*

Q20. - *A member asked if the board of Directors should have a financial spending limit imposed (for their own protection) such that spending above that limit would require approval from the members at an Extraordinary General Meeting.*

A20. - *The board agree to investigate this*

Q21. - *What will be the main source of heating of the Community Centre?*

A21. - *(BC) We have looked into air source heating but it is likely that the Community Centre will be heated by gas.*

Q22. - *A member asked why they had not received their bus tokens yet?*

A22. - *(AMB) The board is currently looking at a new green transport initiative as Delaine buses are no longer accepting the bus tokens. Some ideas include providing £50 towards the cost of a bicycle, train ticket, or other public transport costs. Any ideas that members may have will be considered, so please send them to the Trust Office.*

Q22. - *Can the Trust arrange for the roads on Elsea Park to be gritted during icy conditions?*

A22. - *(BC) We will seek advice about gritting the roads as we, as board members, do not know much about the implications of gritting the roads ourselves.*

Q23. - *Can The Pollards have parking spaces created on the grass verges?*

A23. - *(JG) The road design, layout, widths and adjacent landscaping throughout the development were determined by, and comply with strict planning regulations, and cannot be changed. Once the roads are adopted, the local authority may impose parking restrictions on some roads.*

Q24. - *What is the level of Radon on the site near Linear Park? Do Kier carry out Radon checks?*

A24. - *(JG) We conduct regular checks and comply with all appropriate regulations.*

Q25. - *What is the grass area near the current trust office going to be used for? Will it be built upon?*

A25. - *(DB) We have planning consent for a number of apartments and houses in that area, and though we will not be building on it in the immediate future, we reserve the right to do so at any time.*

Q26. - *When will the Road sign for The Gables be erected?*

A26. - *(RC) I will commit to have a sign installed within four weeks.*

Q27. – *A member advised that Linear Park showed up as a road on the AA Road Planner and asked if a road will be built?*

A27. - (DB) No.

Q28. - *The ditch between Champion Way and The Pollards has been filled I and the area is in a terrible state. Why is this?*

A28. - (AMB) *This land is owned by Taylor Wimpey, and some of the residents in the adjacent houses are in the process of purchasing parcels of this land to extend their front gardens. The condition of the area is outside the control of both The Trust and Kier*

Q29. - *Is there an update on the ponds?*

A29. - (RC) *There is a meeting set up between Kier and Natural England to discuss the best way to approach the dredging. The work will start in Oct 11 and then it will progress for about 2-3 months. The fish will be removed and returned once dredging is completed. Further information will be promulgated at the first member's surgery.*

Q30. - *Will the fountains be on continuously?*

A30. - (RC) *They are currently on a timer; once they ponds have been dredged the pumps may be replaced with more efficient units and the timings adjusted.*

Q31. - *Will the ponds transfer to the trust?*

A31. - (DB) *Confirmed that the ponds would not be transferred to the trust until the works on the Southern edge of the development are completed and in the meantime Kier would work with the Trust to keep them clean and free flowing.*

Q32. - *Why have "No Fishing" signs been erected around the ponds?*

A32. – (RC) *One resident approached Kier directly to complain about people fishing the ponds. Kier, as a good will gesture put the signs up. If the trust instruct Kier to take down the signs then Kier will do so. In future, Kier will consult directly with The Trust on similar matters.*

Q33. - *The ditch near The Gables is looking a mess. Why?*

A33. - (DB) *The ditch along there needs to be dredged and work will commence in the near future.*

7. Any other business

There was no other business.

8. Meeting Closed at : 21:55 hours