

THE TREWOLEK MANAGEMENT COMPANY LIMITED

INTRODUCTORY MEETING OF OWNERS HELD ON TUESDAY 13 NOVEMBER 2019 AT 6.00PM AT LANE THEATRE, NEWQUAY, CORNWALL, TR8 4PX

Present

Mr Jarrold	Mr Fox
Mr Watson & Ms Burt	Mr Wotherspoon
Mr Hayes	Mrs Ellis
Mr Stalman	Mr Jackson
Mr Chapman	Mr Mitchelmore
Mr & Mrs Hargrave	Mr Hood
Mr Wood (Kosti Veur)	

Also Present

Ben Dobson	Senior Property Manager	Blenheims
Helen Cartwright	Assistant Property Manager	Blenheims
Linda Bell	Senior Administrator	Blenheims

Attending in their capacity as appointed Managing Agent and Company Secretary to The Trewolek Management Company Limited.

Ben Murphy	Project Leader and Estate Director	Duchy of Cornwall
Peter James	Project Manager	Duchy of Cornwall
Tracey Nichols	Project Administrator	Duchy of Cornwall
Jenny Hindson	Operations Manager	Urban Biodiversity

Introductions

Ben Dobson(BD) and Helen Cartwright (HC) are both based in Newquay. We have offices at MOR Workspace, adjacent to the Treloggan Industrial Estate. HC conducts the majority of the Property Inspections. Being relatively close to the development we are able to meet regularly with contractors and inspect the development. On average, we are at the development at least twice a week as we live and work so close to it. BD has been with the firm since July 2017. HC has been with the firm since December 2017.

Our Head Office is based in Paignton. These are where all calls are directed in the first instance. Senior Administrator, Linda Bell is also based in Paignton.

1. <u>Apologies for absence.</u> Mrs A Anderson Mrs. S Liddicoat	Action
2. <u>Projects update from The Duchy of Cornwall.</u> <ul style="list-style-type: none">• Ben Murphy• Peter James Presentation enclosed	
3. <u>Introduction to The Trewolek Management Company Limited.</u> Trewolek is a private estate that has both freehold houses, blocks of leasehold flats and commercial premises. The arrangement at Trewolek is that a small company has been set up that owns the communal areas. Each freeholder and leaseholder is a member of that company. Freeholders buy their house with a legal document called a deed of transfer. Leaseholders will have a lease. The Estate Deed contains a	

<p>clause requiring each owners to pay a contribution towards the cost of maintaining the communal areas. This Deed details that you will pay on demand:</p> <p>£175 to your Quarter (Trewolek) (Any increase to this is in line with RPI)</p> <p>All homeowners are expected to pay for the upkeep of the communal areas on the estate. These areas are privately owned yet publically accessible.</p> <p>Your agent is committed to and bound by professional standards. All ARMA agents must comply with RICS service charge residential Management Code.</p> <p>In addition to the Trewolek Management Company Limited there is also the Nansledan Management Company Limited. This company comprises of all owners at the Development. Its purpose to manage the areas that are not confined to individual Quarters. The Estate Deed details that you will pay £75 to the Nansledan Management Company. (Any increase to this is in line with RPI) We have not yet demanded this sum.</p> <p>On completion of the year-end accounts, any funds that have not been spent will be credited to each account. As the development is relatively new, and not all areas handed over, it is likely there will be credits to be returned to owners. We will discuss further the expenditure for the previous years.</p>	
<p>4. <u>Introduction to Blenheims Estate & Asset Management (SW) Limited.</u></p> <p>Blenheims have been appointed as Managing Agents for the development. Blenheims are a professional managing agent employed to manage and maintain the development. As an owner, you should take a keen interest in how your development is being managed and who it is being managed by. Blenheims are a member of ARMA. Using a member of ARMA you can be sure that:</p> <ul style="list-style-type: none"> • They have the right professional experience. • Your Estate charge money is being held legally and safely. • The member has professional indemnity insurance. • Your agent is committed to and bound by professional standards. All ARMA agents must comply with RICS service charge residential Management Code. • Blenheims are a local firm with both members of staff both based in Newquay. <p>Ben Dobson is a Member of the Institute of Residential Property Management and an Associate of RICS.</p>	
<p>5. <u>Presentation from Urban Biodiversity.</u></p> <p>Urban Biodiversity is a Community Interest Company – a not for profit social enterprise that aims to reduce social deprivation by developing urban sites into places that improve the environment, offer community benefit and a fair chance for all. We are contracted to Blenheims to</p>	

<p>undertake the landscape maintenance of all shared spaces once handed over from the developer to Blenheims. To date, the developers have undertaken all planting, including trees and turfing. The Duchy of Cornwall will take over tree planting. Urban Biodiversity visit once a week, focusing on Kosti Veur and Trewolek on alternate weeks. We care for trained fruit trees, share plant beds, and keep the courtyard parking areas clear of weeds, debris and litter. We also mow the grass on the tree pits on Stret Euther Penndragon, care for Cornish hedgerows and empty the dog bins to a central bin that is emptied by another contractor. Our Landscape Officer is joined by Trainees from Newquay Community Orchard for work experience. This central government funded scheme supports young people from a range of background to improve their employability – directly reflecting the Duchy’s philosophy for Nansledan and what makes the community such a special place to live.</p>	
<p>6. <u>To review expenditure for the year ended 30 September 2018.</u> The draft accounts are in preparation now. We expect a credit to be returned to owners as the full budget was not utilised. Landscaping: Expenditure was incurred from June 2018. TV Contract: Expenditure was incurred from November 2018</p>	
<p>7. <u>To review expenditure for the year ending 30 September 2019.</u> The application for payment was sent out late for this period, on 19 June 2019. The reason it was sent out late, was so that the delivery of green space could be shared. Following queries with regards to the demand, we sent a follow up letter to all owners on 22 July 2019. The draft accounts are in the process of being prepared. A credit will be returned to each owner based on their completion date, as we have not utilised the full budget.</p> <ul style="list-style-type: none"> • Landscaping: Urban Biodiversity for this period charged £300 per month. • TV Aerial: T2 Digital supply a gold contract at a cost of £27.56 per house per year. Each house is added to the contract upon completion. All residents on the Nansledan system are getting a media system comprising of Freesat, Freeview, Freeview + HD, Sky +HD with Multi room, Radio Services including Digital Audio Broadcast to multiple outlets around each property. With a system failure T2 can respond within 4 hours. When T2 Digital are called out and locate a faulty piece of equipment, this is replaced, set up and commissioned which includes configuration. • Dog Waste Collection. Peake UK collect the dog waste on a fortnightly basis. The costs for this are split between Trewolek and Kosti Veur. These will become an Estate Cost in due course. The total cost is £65.40 per month (£32.70 for Trewolek) • Management Fee. Currently this is charged at £48 per unit, per year. 	
<p>8. <u>Estimated Cost of Services for the year ending 30 September 2020.</u> The application for payment was sent to all owners on 17 October 2019. As detailed in the Estate Deed this was sent at £175 per owner. £75 per owner was not charged for the Nansledan Estate.</p>	

9. Covenants and stipulations within Design and Community Code.

Air BNB / Holiday Letting

Following concerns from owners that Holiday Letting has a negative effect on the social cohesion of the development, Blenheims wrote to all owners to detail that the Duchy of Cornwall were to remove the right to holiday let from the Design and Community Code. Air BNB and Holiday Letting is not permitted at the development. This was confirmed in writing to all on 15 October 2019, but since that time we have been made aware of a number that are carrying out Air BNB and Holiday Letting. We will be writing shortly to those that we have are aware of. Those who are letting out single rooms in their properties, whilst in occupation, will be able to apply for permission where there will be rules that will need to be complied with.

Commercial Vehicles.

Blenheims wrote to all owners in March seeking comments from owners with regard to a variation in the Design and Community Code. We heard back from ten households on the development.

We will shortly be writing to owners to confirm that:

New: Not to park any commercial vehicle (being any vehicle longer or higher than a large family estate car /MPV) on the roads or parking areas of Nansledan. The vehicle should fit into the demised parking space associated with the property.)

Dog fouling.

The local authority has no requirement to install and service dog waste bins at the development. All bins installed are serviced by the Estate Charge. There are a large number of dogs at the development. And each owner must ensure that they pick up after their dogs and dispose of it either in the provided dog waste bins, or in their own household refuse. We receive a large number of complaints from residents that owners are not doing this. The Design and Community code also makes reference to this.

10. Any Other Business (by advance notice only)

- a. Lighting – Householders paying for courtyard lighting, when there is none in their courtyard.
Each owner pays towards their quarter, not just the area that they reside in.
- b. Demise of Management Company.
This predominately refers to the courtyard areas of the development and also extends to all fruit trees (not in demised front /rear gardens)
- c. Explanation of how each household fee is derived.
This is calculated in each Estate Deed that it will be £175 per year. We then produce a budget to this amount to include various nominal

including Health and Safety, landscaping, TV aerial, general repairs, development website and insurance.

- d. Walls in courtyards are not in good order and require rubbing down and painting.
This would be down to each owner, and is not part of the management companies remit. Owners do not pay towards redecoration costs.
- e. Plan of landscaped areas.
Plan enclosed
- f. How each fee is derived.
The Estate Rent charge is detailed in the Estate Deed. Each owner pays £175.
- g. Insufficient Estate Street Signs
The Duchy of Cornwall will investigate.
- h. Skate Boarding and cycling on pavements.
Complaints have been made that there are a number of residents who are skateboarding and cycling on pavements which is a hazard to others and also causes noise issues. Residents should be directed to the local skate park.
- i. Parking
Owners should be using their demised parking spaces only. Each property has allocated spaces, clearly defined. These can include the interior of the garage. Owners should abide by the Highway Code in relation to parking near junctions. The Design and Community code makes reference that the parking spaces must be used in preference to communal areas or highways. Parking measures could potentially be brought in to the Management Company areas, whereby any vehicle not in a demised space is ticketed. This is often not met favorably by residents.
- j. Gardening Fees
Urban Biodiversity attend the development weekly. They are tasked with looking after the handed over areas of the Management Company. They do not install planting, and if planting is defective we would return to the developers.
The Landscapers have priced each courtyard area based on the number of tree pits and plant beds along with a fixed.
- k. Estate Charge
There has been a request that residents should agree and approve the Budget and application for Payment. Blenheims, whilst apportion the budget do not set the amount of £175 per household. This is set in each Estate Deed. Therefore, your application will always be £175 with any increase in line with RPI.
- l. Shadow Directors

At present the Directors are The Duchy of Cornwall and Developers. In the future, and for transparency, elected owners will also be able to sit on the board of Directors. Blenheims would discuss the budget, year-end accounts, and expenditure with them. Blenheims would also provide quarterly reports and be able to attend board meetings. We will look to progress with this, as the development grows and establishes.

m. Year-End Accounts.

A request that these are circulated within six months of the year-end. As the development is new, and expanding it is still establishing. We will aim to carry this out so that each owner has full transparency as to where their funds are being spent and any credits that can be returned to owners Estate Charge Accounts. On production of the year-end accounts, we would also call a meeting of owners, an annual general meeting.

n. Company Accounts.

A query has been raised with regards to the Company Accounts and the Estate Charge Accounts having different year end dates. The Company Year end is 31st March. The Estate Charge is 30 September.

1. Estate rent charge monies are held in trust for the benefit of the estate rent charge, they are not deemed to be company funds. The Directors of Trewolek Management Company Limited therefore have no access to estate rent charge funds.
2. Trewolek Management Company Limited therefore files dormant accounts at Companies House because it has no income, estate rent charge not being deemed as company funds.
3. In respect of the estate rent charge, the company will prepare full service charge accounts which will account for all income and expenditure in respect of the estate rent charge. These will be provided to all homeowners and are not required to be filed at Companies House.

11. Close 8.15pm

Enc.
The Duchy of Cornwall Presentation
Urban Biodiversity Presentation
Site Plan