



Nansledan Community Association

Monthly Meeting 23rd June 2021

7pm online

NCA Present: Theresa, Suzanne, Tess, Vanessa

Apologies: Annalisa

At this meeting we welcomed two representatives from **Blenheims** to discuss their work on Nansledan:

Jonathan Holmes (Blenheims Group Managing Director).

Peter Leach (Senior Property Manager for Nansledan).

Theresa opened the meeting at 7:11pm

Presentation from Jonathan Holmes about the role and work of Blenheims and the Nansledan Management Companies ('ManCos')

- The role of each management company is to manage and maintain the communal areas as provided by the developer. Blenheims Estate and Asset Management (SW) Limited are appointed as managing agent to each management company with responsibility to collect the estate service charge, uphold the restrictive covenants, and maintain the handed-over areas.

- In January 2021, Blenheims examined their Cornwall region and sought to recruit a Senior Property Manager in addition to the existing team. Peter Leach was appointed on the 1st June. Following Ben Dobson's departure from the industry at the end of May, Blenheims have appointed Paul Harrison as Executive Property Manager to lead their Cornwall property management team, Paul joins Blenheims on the 26th July. In addition to the new Senior Property Manager and Executive Property Manager, Blenheims have created another job opportunity within the local community by recruiting and appointing a Property Administrator based from their office in Newquay.
- The new team is as follows:
 - Executive Property Manager – Paul Harrison – Commences 26th July
 - Senior Property Manager - Peter Leach
 - Assistant Property Manager - Helen Cartwright
 - Property Administrator – Tracey Jackson
- The new team have been meeting with Homeowners.
- Peter & Jonathan attended the last monthly meeting of the ManCos (first week every month). At that meeting the main item on the agenda was to make another attempt to transfer from eight ManCos to two.
 - This was desired because otherwise it would be twenty years (until Nansledan is fully completed) before all eight ManCos are fully operational with resident participation.

- As we know, this change requires 75% agreement of homeowners.
- Blenheims are intending to meet with homeowners probably on Zoom, after Paul Harrison joins in July. They want to make it as easy as possible for homeowners to agree.
- Once agreement has been obtained, the next step is to select homeowners as directors. Possibly there could be a large number putting themselves forward. Blenheims would therefore convene an AGM of the ManCos and put it to a vote of those present. Blenheims would then mentor and advise the new directors in their legal responsibilities and in the running of the management companies.
- Jonathan felt the previous attempt to move to two ManCos may have been rushed at the time prior to Christmas, and that more work needs to be done to ensure homeowners know the reasons for the change.
- Blenheims realise they need a method of communicating quickly and easily to all homeowners, rather than speaking with individuals or small groups of homeowners. An online 'community portal' is proposed for this purpose. Letter-writing to a large number of homeowners is "cumbersome" in comparison.
 - Currently approximately 30-40% of homeowners have provided email addresses as there is no legal requirement to do so, so Blenheims will be seeking to encourage more homeowners to supply electronic contact details. This will enable much more regular updates.

- Peter Leach stated that his first goal is meet as many people as possible, and to ensure everyone knows who is responsible for what, given the confusion among residents of the roles of Duchy, developers, ManCos and Blenheims.

Questions from NCA Committee

- Theresa asked if there's anything the NCA can do to encourage people to pass their emails to Blenheims.
 - Jonathan replied that due to GDPR, we can't pass email addresses to other organisations without explicit permission. He said Blenheims will need to chip away at asking for email addresses by making the most of every opportunity to request addresses. Peter said they would like to use the community noticeboard to communicate with the community as well.
- Theresa asked if there's a maximum number of residents who can become directors of the Management Companies.
 - Jonathan suggested the boards should really not be larger than six to eight, as larger groups (their largest is 18) struggle to get any business passed or to seek agreement.
 - He also suggested that their term might be limited to a year, to "avoid directors becoming entrenched".
 - Working parties for certain projects could be established to provide inclusion for the wider community to report back to the Board.
- Theresa asked how the proposed online 'community portal' works.

- Peter said that in his experience such portals are “fantastic”, but you need the email collation to reach 85-90% of homeowners before the portal is effective.
- Through the portal, Peter would announce site visits so that people would know he would be available. Community maps would also be on the site, and there would be facility for feedback (though not discussion).
- Primarily the portal would be ‘broadcast-only’ as a means of getting timely information to homeowners (with specific channels for responses).
- Jonathan added that the portal initially would be aimed at homeowners only, but later a second layer could be added for information for the whole community (e.g. tenants). A third tier might be the facility for social interaction, but this would require greater controls.
- Theresa asked about timescales.
 - Jonathan replied that he would like to get the ManCo restructure completed in the next quarter. Zoom meetings would be likely early September in evenings after summer holidays so most people are available.
- Tess asked how can Blenheims show the community in the short term what work is being done, and how can residents see what work is due to be done, and when, and its costs?
 - Peter replied that contractors intend to give a monthly report on the work they’re doing. He also acknowledged the community’s need for more clarity about who does what, for

example roadside trees are maintained by the Duchy for the first year, even though the green blocks they sit in are maintained by Blenheims.

- Tess asked what plan B is if the community refuses to vote in sufficient numbers to switch to two ManCos?
 - Jonathan replied that plan B would likely be to set up an 'Informal residents' association' or 'steering committee'. This would not have the legal force of the management companies, but could make recommendations. A residents' association might be a stepping-stone in the short term prior to moving on to full legal ManCo representation for homeowners.
- Vanessa suggested using Nansledan Life magazine as a way to communicate with residents who aren't on email, and to ask business owners if community notices can be placed in their windows.
- Vanessa asked if a 'non-vote' could be counted as a 'yes' rather than 'no', but Jonathan replied that a 'non-vote' cannot legally be counted as a 'yes'.
- Theresa pointed out that many residents aren't homeowners and so aren't receiving any information about what Blenheims are doing.
 - Jonathan replied that phase 2 of the portal may offer information (for example around gardening work) to non-owners but at the moment primary communication must be with owners.
- Vanessa asked if Peter could commit to being a presence on Nansledan at specific days & times so residents could find him in

person. Peter replied that he would like to do this but can't commit to it at the moment.

- Vanessa asked if Blenheims staff would put information about themselves on the community noticeboard, so people (especially new owners) know who's who, and who is responsible for what.
 - Jonathan agreed to look into this.
 - Peter added that two key areas of confusion are the use of pesticides onsite and maintenance of trees, and it is right that Blenheims makes it more clear about who is responsible for what.
- Suzanne asked whether there will be any qualifying criteria for ManCo board members.
 - Jonathan says no, it will be down to homeowners to vote based on personal summary information offered by candidates.

Five minute break at 8:15pm – Jonathan and Peter departed with our thanks.

Review of Previous Actions

- Theresa is currently reviewing the NCA constitution to check whether it's clear about our role. **ACTION:** Remove the constitution from the website until we're sure it matches our role.
- Annalisa's maintenance of website also ongoing.

- Annalisa still exploring opportunities for offering dog training on the estate.

Treasurer

- Current balance is £503.04
- Theresa reported that Blenheims have agreed to pay for hi-vis jackets for children taking our road safety course, and so invoices for these are being sent directly to Blenheims, and no NCA money is being used.
- Theresa started a discussion about a request from residents for the NCA to print a new banner to help with road safety at the crossing outside the school. Theresa asked if we should pay for the banner up front and then try to claim back the money from the 'Community Chest' fund once applications are open in a month, or wait until that money is definitely available before producing the banner. The committee decided not to wait but to go ahead with the purchase which could cost around £100, and make a claim for the money from the Community Chest later.
- **ACTION:** Theresa to go ahead and get the banner printed, and also to write to John Fitter to get his backing for the application for Community Chest funds.
- **ACTION:** Vanessa to report to Theresa about how much the NCA can reasonably spend on summer activities, given expected outgoings.

Secretary

- **ACTION:** Tess to liaise with Jonathan and Peter to ensure they're happy with the minutes of our discussion, and that they're happy for it to be on the website.

Chair

- Theresa reported that Annalisa is in good spirits, healing slowly, and we send her our best wishes for full and swift recovery. **ACTION:** Theresa to buy a get-well-soon card for us to send.

Environment

- We discussed the expected 'soft opening' (i.e. no grand opening event) of Parc Mengleudh on Saturday 26th.
- Our understanding is that there will be 'picnic benches' installed at the park before opening, similar to those outside the Cornish Pantry. Vanessa offered to donate towards one of these benches.
- We discussed issues around the bird hide on the SANG, especially its misuse by drug-users. Because of its remote location, there is a risk the bird hide may be misused. Suzanne suggested it should be placed in a better location with more visible footfall, and the current location is not the best for bird-watching either.

Events

- Theresa would like the NCA to offer a summer BBQ in Parc Mengleudh. We're pencilling in Saturday 21st August. **ACTION:** The committee will now start planning for this event.

Any Other Business

- Theresa spoke about her difficulty in trying to keep positive in the light of some residents' frustrations with Blenheims and the Duchy, arguments on the Nansledan Residents Community Facebook group, and attacks on the work of the NCA. We hope that the new Blenheims team will greatly improve communication and frustrations will ease.
- Vanessa told the Committee about a new "Independent Nansledan Community Group" she is hoping to set up, to help the community come together around shared interests such as gardening and visiting public gardens like Trerice. Theresa asked Vanessa if this group would be doing the same role as the NCA as it was the NCA's role to bring the Community together with their events and activities. Vanessa said it would not be the same. She said it would form a variety of clubs to bring people together and would be all inclusive. Theresa said there are a number of clubs already in existence in Nansledan although these are on hold due to COVID. Theresa suggested that Vanessa speak to the people that run these clubs and see if there is scope to work alongside them rather than reintroduce the same things.

Theresa closed the meeting at 9:05pm