

MOAT Service Charge Working Party

Minutes of Service Charge Working Party meeting held
on 24 January 2011 at 11am Mariner House Galleon Boulevard, Dartford

Present: Lorraine Ash (LA)
Robert Shanks (RS)
Bob Backhouse (BB)
Doris Eaton (DE)
Norman Sowerby (NS)
Michelle Turner (MT)
Alison Holman (AH)
Jan Woodworth (JW)

Apologies: Brian Odell (BO)
Michelle Turner (MT)

1. Actions from Minutes of meeting held on 9 August 2010

- **Item 3:** Presentation

JW advised she had been working on this and hoped to show this to the group at either the next or following meeting

- **Item 4:** Year End Statements

Data Protection: JW explained what had happened in the printing of the service charge year end statements issued in September 2010 and that Moat had consulted a solicitor to confirm that a breach in the data protection legislation had not taken place.

JW confirmed that the costs to reprint the Year End statements was covered by the Printers and not by Moat.

- **Item 6:** Service charge module demo

Service charge module demo AH advised that the SC module implementation had been deferred and therefore the demo not available for this meeting, but will remain an agenda item for the next meeting

- **Item 8:** Any Other Business

Direct debits: AH advised that the DD change will be implemented during March 2011

2. Agenda Items

- Rent Increase letter format

AH circulated draft letter and confirmed this was the same format as last year. JW advised that the pages will be numbered as requested.

- Cleaning and Gardening

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JW advised that a great deal of work had been completed to look at these charges for fixed tenancies for the years 2009/10 and 2011/12. The 11/12 year can not be fully reviewed until the actuals are completed in September 2012, when the true costs will be known.

For the 2009/10 year, there were variances in the estimates to the actuals and these are still under scrutiny to enable a decision to be made regarding any refunds to the fixed tenants. This will remain an agenda item

JW advised that the cleaning and gardening estimates for 2011/12 were based on the new contract costs as supplied by the neighbourhood teams who now manage the contracts

- Local Offers review

LA /NS raised Value for Money: frequency of estate inspections and we should measure managing agents against our own service standards.

AH referred to the MA review and the traffic light system now used by neighbourhoods to monitor Managing agent performance.

For all other contracts: the estate inspections monitor performance and action taken by neighbourhoods in the event of under performance

- Service charge Module

AH updated as per the minutes from last meeting

- AOB

Rent statements: AH provided a draft rent statement to the group for review and comments and requested feedback by 07.02.2011

Surgeries: It was agreed last year that these were not well attended and therefore the decision had been made that they would not take place on an identified need basis. Possibilities to utilise the mobile office are to be explored

3. Next meeting date

RS concerned that the frequency of the meetings had lapsed. JW and AH advised that this had been due to weather conditions.

Next meeting agreed and set for 21 March 2011 at 11am.

DE advised she will not be able to attend.

LA advised that this would be the last meeting she would be able to attend.

The group discussed the need to recruit to the group. AH to investigate