

## **Annual General Meeting**

Chromata Lagoon Management Committee

Chromata Lagoon, Saturday 29<sup>th</sup> September 2012 10.30am

1. **Apologies for Absence** – Glyn Davies (B2), Chris & Helen Morris (E8), Mark & Linda Hurdman (B1), Glen & Caroline Murtagh (G10), Lorraine Wardle & Adrian Barrass (G4), Martin Horner, Arthur Kynaston (E7), Jacqui & Liam Woods (F3), Sue & Steve Lawson (A11), Tracey & Bill Taylor (E9), Heather & Roger Morris (G6), Phil & Melanie Hamlani (C3), Robin & Gel Tuffs (G2), Shirley & Vincent Brown (C2), Tara & Richard Molyneux (E10)

**Owners Present** – Andy Parsonage (A03), Alex Boa (A15), Fiona Bulcock (E4), Pat Porter (G5), Georgia & Yiannis Odysseos (C4), Savvas Andreou (B7), Annie Reynolds & George Smith (B6), David & Gillian McClean (G9), Marianna Paphoma (G7),

### **2. Adoption of Minutes of AGM 4<sup>th</sup> September 2011**

Everybody present was in agreement to adopt the Minutes as a true representation of last year's AGM and they were accepted.

### **3. Chairman's Report –**

Andy & Alex explained what their objectives were over the past year:

- a) To improve communication and get all owners involved following the friction at last year's AGM. Facebook had been set up, the web site utilised with all new information, notices etc and regular newsletters. Marianna and Marilena, (Yiannis's daughter) had helped involve the Cypriot owners by passing on the communications and translating notices etc, Andy thanked them for this and said he was very grateful for their help.

They were pleased that this year nearly half of the owners had voted with only approximately 8-10 proxy votes compared to last year where a few people held most of the votes by proxy.

- b) Debt Chasing – They explained that they had put a lot of work in to chasing debt despite a lot of criticism from owners who thought they should be spending time on getting things fixed on the complex, they made no apology for this as the money was needed in order to get things fixed. Yiannis had also helped in chasing debt with the Cypriot owners and thanks were given for his help.
- c) Maintenance – Alex explained due to there being a lot of problems with the pool that owners had been asked that if possible, those that could pay a full years maintenance at the beginning of the year would do so. This enabled the pool to be sorted out and avoid worse problems later in the year.

The discussion then veered in to cleaning and lift maintenance, Andy said that cleaning was on the agenda and would be discussed in full then and that they would be meeting with the cleaners later in the day and it was agreed that lift maintenance would be added to the agenda.

#### **4. Treasurer's Report and Annual Statement of Account – (Given by Andy in Dave's absence)**

The start of the year was difficult due to limited funds and non-payments and there were areas that needed expenditure over and above the routine costs in the budget i.e. the pool. Therefore a tough line had been taken on spending for example the gardening had been done as and when the funds were available and that a year of not spending would pay dividends further down the line. Along with asking owners for full years payments up front it was possible to have the problems with the pool filtration, balance tank and servicing to be carried out and there should not be any major maintenance issues with the pool for the next few years. Thanks were given to those owners who paid the full years fees in January.

Significant efforts had been put in to reducing the outstanding fees which last year were €13,000, some of this was long term debt not just one year's debt. There has been success in getting fees from owners and the debt has been reduced by 30% to €7,500 with the help of Yiannis and also the solicitor.

This is a significant amount and it would not have been good to stop chasing the debt. Examples were given of various non-paying owners, there are those that rent long term and thus have money coming in and yet still do not pay their fees; one owner that had visited twice in the year and promised that they would pay, but no payments have yet been received and also those that have not been on site for several years and were not likely to be in the near future and thus are very hard to chase - unless they sell the apartment the chances of recovering the money is very slim and also because contact details could be out of date.

One suggestion put forward was to cut off an owners' water supply and then deny them access to the roof unless fees were forthcoming. Andy said that unfortunately this was illegal and that it could leave himself and Alex liable to be sued as the Chairmen of the Committee.

Questions put forward were: [Would it be possible to sell the debt to a debt collector?](#) As no-one was sure of the process it would need looking in to.

Also: [Can the Committee say that they will take rent for fees, not the owner?](#) This was thought to be a possibility but would need to be in agreement with the owner.

Andy reported that next year we would be in a better financial position due to the fact that there was a lot of money spent on pool repairs this year. He then handed out the financial statement and went through it.

## Statement of Accounts Sept 2011 - August 2012

### Cash In

Communal Fees Received Sept 2011-Aug 2012 **47,888.00**

### Cash Out

#### Pool

Pool Maintenance 4,085.47  
Pool Chemicals 425.28  
Pool Repairs 6,436.36

#### Lifts

Maintenance Contract 6,624.00

#### Shower Room

Maintenance/Sundries 645.00

#### Communal

Cleaning Contract 9,544.00  
Water Rates 711.16  
Electricity 8,696.65  
Gardening 595.00

#### Misc

Insurance 911.00  
Miscellaneous/Sundries 1,419.24  
Painting & Decorating 656.20  
Fire Extinguishers 168.48  
Legal Fees 585.60  
Electrical miscellaneous 185.00

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**41,688.44**

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**Surplus****€ 6,199.56**

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#### Notes:

Operating budget currently short by **€7,887 - 14%** due to non-payers  
Operating budget should be **€54,843** which would give an annual surplus of **€13,151**

Electricity costs will increase

Currently no fund for painting, est **€35,000-€40,000**

Pool repairs should reduce considerably in 2013, saving est **€6,000**

Successful action against non-payers has already reduced deficit, which will continue to improve

Andy said that although there is money available at this time it has to be considered that some fees are paid in full in January and therefore some of this money needs to help cover September to December. Therefore come the end of 2012 the financial accounts will be brought in line with the calendar year that the fees are paid on.

Dave (G9) asked, concerning the pool repairs, whether Giovanni had or could be taken to task over this by the lawyer. Andy said that Giovanni had no interest in doing anything and the lawyer had said that a lot of money could be spent on legal fees to take them to task and have no pool for sometime or alternatively we could pay for the pool to be repaired so that owners had the facility of the pool available over the summer. It was February and the works needed doing before the summer and it was therefore decided to go ahead with the repairs.

Dave's suggestion was that with the report obtained by the pool company who designed the pool and carried out, the repairs needed due to shortfalls in the build and installation of the pool, carried out by Giovanni, could the lawyer take this forward to try and claim 50% of the cost of repairs back from Giovanni.

It was agreed that Alex would go back to the lawyer with the report and ask for his advice on taking Giovanni to task and trying to re-claim some of the costs.

Question: [Why did the pool repairs cost so much?](#) The main cost was €5,000 for the repair of the balance tank, due to poor installation and construction the liner had come away and initially not been repaired the problems had got worse and worse leading eventually to the liner collapsing, thus causing leaks and cloudiness to the pool etc. Whilst the pool company were there doing the works they also gave all the pump room equipment a full service and repair, a new pump was also needed. Most of the problems were from the original installation which should have been done by the pool company but Giovanni had done this themselves and when the complex was handed over to the Committee they were aware of all these problems.

Marianna said that sometimes to get more of a response from Giovanni it was better to go through the secretaries as they would put you directly on to the person you needed to talk to.

Question: [Why is the electric cost so high? Is it the lights as they seem to be on for a long time?](#) Andy had said that it was not due to the lights, these are actually a minimal amount of the cost and that the main cost was the pool. The timers for the lights needed changing and were anyone aware if someone had changed them. Yiannis had said that he changed them as he had seen people wandering around the complex and had changed them to give better security. Dave suggested dusk sensors for the outside lights.

Although the main cost is for the pool, the pumps are running according to the installation guidelines, often one at a time and length of time according to the time of year.

Question: [Could we ask the electrician to put sensors on the lights?](#) Yes this could be done but as encountered previously, it has caused problems, if the button is pressed to activate

the timer the sensor then conflicts with this and the lights stay on for a lot longer than they should. This was due to the wrong sensors being fitted.

It was also suggested putting a timer on the changing room lights so that they would only work between 8am and 8pm or putting sensors on so that they go off after a period of time and not left on all day. The problem with this would be if someone was having shower or in the toilet the lights went off and were not being picked up by the sensor!!

Dave also suggested 360 degree sensors, these pick up any movement all the way around the room and were not that expensive. Andy suggested that the Committee look into all of these ideas of the different sensors and lights and the costs etc.

## 5. Election of Committee Members –

It was explained that everyone had been given the chance to vote. The schedule and deadline for nominations and what positions there were available for nomination were set and communicated via email, web site and facebook, voting forms were also made available in this way.

Some positions had only had one nomination and some had more. There had initially only been 4 nominations for block reps, B, C, G and F and the Committee were keen to involve the block reps more in the coming year.

**Are there enough votes?** Only those who are up to date with their communal fees were eligible to vote.

Number eligible to vote	58	
Actual votes received	25	
Proxy votes	8	
Total Number of Votes	33	This number is more than 50% of owners eligible to vote and thus the voting can proceed.

All the votes were printed off along with the proxy votes and a voting list was created and the numbers added up. Alex said that the votes had been triple checked between himself and Andy but anyone present was welcome to check the numbers again if they felt the need to do so. Everyone was happy and did not feel the need to do so.

### Nominations

Chair	Andy & Alex (joint chair)	
Treasurer	1) Dave	2) Marianna & Yiorgia (joint treasurer)
Secretary	Fiona	

On-Site Liaison Pat

Dave suggested that the treasurer's position should be shared by Dave in the UK and Marianna in Cyprus or at least a deputy position to at least give the Cypriots a chance to be on the Committee. Alex stated that such a nomination should have been put forward during the nomination process as to change it now would mean cancelling the meeting due to the change in structure of the Committee and the voting process would have to be repeated. People were given the chance to nominate and put forward suggestions before the voting process and this could certainly be put forward for next year's AGM.

Marianna said that they had put themselves forward as a team as Dave had disagreed last year to a joint position, also that as initially Dave said he was not going to run this year that they thought it better for the Committee to have a Treasurer than not and that between them they would be able to manage the position. Also if there is going to be a joint position that the two people had to get along.

Back to Voting – Andy & Alex said that as they had a number of proxy votes they would abstain from voting if there was more than one person nominated as not to swamp the votes in on one way or the other.

<b>Block Reps</b>	<b>Votes</b>	<b>Proxy Votes</b>	<b>Total Votes</b>
<b>A</b> Steve Lawson (A12)	23	8	31
<b>B</b> Annie Reynolds (B6)	13		13
B Yiannis	5	1	6
<b>C, D &amp; E</b> Yiannis (C4)	21	8	29
<b>F</b> Mick (F4)	2	7	9
<b>G</b> Dave (G9)	2	7	9

#### **Committee**

<b>Chair</b> Andy & Alex	25	8	33
<b>Treasurer</b> Dave	20		20
Marianna & Georgia	3	1	4
<b>Secretary</b> Fiona	25	8	33
<b>On Site Liaison</b> Pat	25	8	33

Question: [What do Block Reps do?](#) Annie suggested the need for the block reps to be more involved in communication with owners. Marianna suggested they be involved with some of

voting with the Committee for certain issues, for example when choosing a service provider for maintenance etc and does it all have to be under one provider. It was also put forward that any new service providers are put onto a 3 month trial before a contract is signed.

The Chair agreed that they do need to be more involved and this would have to be worked out as to exactly how to do this. Also saying that the current provider had been on a trial and as at the time there did not seem to be any problems they had moved on from this and had a meeting with later on when there were issues and despite some negatives there were also positives.

Dave said that he had put a posting on facebook concerning various issues and that it had been deleted, he had also sent an email. Andy said that it would not have been deleted as it would not have been in their interests to do so and that they had not seen the email. It was agreed that Dave would re-send the email.

Georgia suggested that there be a role on the Committee purely to deal with the cleaning on site, directly with the cleaners, as at present there was a delay in any action as issues had to be reported to the Committee and then for the Committee to chase these up with the cleaners. It was also discussed that if the cleaning is not up to the expected standards that a penalty could be enforced, if the standards were as they should be one month the cleaning company would be paid 5-10% less dependent on what the issues are.

Andy said that again they could not create a new position at this time although it could be made official through the correct procedures at the next AGM, but there was no reason why someone could not take on this task at this time without an official position. Everybody present was in agreement for Georgia to take on this role and carry out regular checks and deal with the cleaners direct.

Andy reminded all that cleaning was on the agenda and would be dealt with in more detail then and the meeting should move forward.

#### **6. Change of Quorum Figure –**

In order to facilitate holding any future AGM at the first attempt, it is proposed that the quorum required be reduced from the current 50% to 20%.

Andy read out the above proposal and explained that they had worked hard this year to enable the AGM to take place on the first attempt by giving people plenty of opportunity to nominate and vote. Reducing the quorum would enable owners to plan to be at the AGM, if they so wished, and be a part of it.

The % figure was discussed at length as to whether 20% was too low and would it mean people would not be involved in the future because it would be too easy not to involve them with very few people needed for the AGM to go ahead.

Dave mentioned that not all people like to use the computer or do not have email and could a voting form be sent out. Alex explained that the Committee do have a contact details sheet

and as long as people are keeping the Committee informed of change of details then this could be done.

An agreement was reached for the chorum required be changed to 33%.

## **7. Lifts –**

Andy explained that the costs for the lifts are mostly made up from the “on call” maintenance facility for any problems and that very little of the cost was for them to come to site for regular maintenance.

The question was raised that are the lifts being maintained as regularly as they should be and do we know if they are actually doing them. It was discussed that we used to get work sheets signed when they had been to site but we were no longer getting these. This was possibly due to Kone not having any specific contact details of who to call and obtain a signature from.

Marianna suggested that we did not necessarily need to use Kone for the servicing of the lifts and that we should approach them to try and get a 33% reduction in the costs if they wanted us to stay with them for the servicing. It was agreed that Yiannis would contact them and see if he could get a reduction, if he could then great. Also to give Kone contact details for someone to be available sign the work sheets whether it be Pat on site or someone else that could be available with a few days notice.

## **8. Cleaning –**

Andy explained that when he and Alex had been over in February, Kevin had given them notice that he would be pulling out of the pool maintenance at which point they reviewed their position and decided that at the time they wanted to keep all the services with one company and gone through the tender process. Four companies were approached to give a quote, one of which did not want to tender. Lee appeared to have a comprehensive package in which was built in a quarterly report for maintenance and apart from the issue with the pool filtration they were happy with them concerning the service they were giving for the pool.

Marianna said that it had taken a week for them to fix the cloudiness in the pool and this was too long. Andy then explained that the sand filters had not had the sand changed for 5 years and needed doing, thus quotes were obtained, Lee’s quote was very competitive and they had him go ahead and do the job, after which point the cloudiness and the filtration problem had been rectified.

Andy then continued on explaining that it had not been too far in to the contract that issues had started to arise and they had a meeting with them to discuss these and Lee had agreed to better and appeared to do so. Then there was another decline and they all met again, the



issues seemed to be with the people doing the cleaning not the management company but it was their responsibility to control and monitor their people.

Andy & Alex were due to meet with Lee again on site and would take them around site with them to point out the problem areas and that it was not good enough and see what he had to say. They would also put to him that if the cleaning was not up to standard the possibility that they would not be paid in full and see what response they got.

Questions were asked, did we have to stay with Lee, and was there a get out clause or notice period?

The Chair said that they would check the contract but did not think that the Committee would be liable if it was terminated as long as breach of contract could be proved i.e. Lee Property Services were not fulfilling the terms of the contract.

It was also said that it may be an idea to stay with them until March, the end of the contract, as it would not be a good idea to finish with them if no contingency plan was in place and it may be an idea to let them know of the standards we want and ask them to quote accordingly.

Some of the points put forward by those present included:

- Bags of rubbish had been left lying around for a whole week before being picked up.
- Lights had been broken and left and when left become potentially dangerous.
- There is a broken light switch that someone could easily stick their finger into which is potentially dangerous (Andy then went and checked this out and said he would get this sorted asap).
- They had supposedly cleaned B block and had only spent 20-30 minutes doing it and Fiona has confirmed that it takes 2.5 hours to clean B block thoroughly.

All these things should be taken care of or reported to the Committee and not be left, especially electrical issues which are potentially dangerous.

Alex then put the question to the group: [What alternatives are there?](#)

Marianna and Georgia explained the “Cypriot way” to manage a complex and thus in summary. Why does a Management Company need to be employed and does it have to be English? You find a person that lives locally in the area to do the cleaning and they do it for a wage. Georgia can manage them, in fact we all can as they will be working for all, but she can be the main point of contact to ensure the job is being done properly.

Andy questioned what about lunch breaks and who does the cleaning when they have holidays. Marianna then explained that it is not so much employing them, but buying services from them, they would be self employed and the Committee would not have to pay their social insurance and there is no contract. You would get a quote from them, for instance for €900 a month they would work 8 hours a day including Saturdays simply cleaning to the standard required, no more of “it’s not in the contract”, the standards are laid out and that is what would be expected from them.

The question was then asked about cleaning provisions and equipment and Georgia said that she would provide these for the person on behalf of the Committee.

The idea was put forward that when the time came to change provider, to keep the pool, cleaning and gardening separate rather than one provider, to employ people that had a conscience.

Other options were asked for:

Annie knew of a couple of guys that were supposed to be very good that could possibly take on the cleaning and also that she had heard nothing but trouble relating to cleaning issues and complexes no longer wanted companies anymore but preferred to employ individuals.

Andy commented that it was nice to know we had other options available when talking to Lee about the current standards.

Dave also put forward names of a couple of ladies that were interested in doing the cleaning on the complex.

It was decided to see how the meeting went with Lee and that there were options available when it was time to change.

#### **A.O.B/General –**

Annie said thanks to Andy, Alex & Dave (Taylor) because they have done a great job, also thanks to Marianna for translating throughout the meeting for the Cypriot owners and a special thanks to Yiannis & Georgia for their hospitality throughout the meeting as it was held on their front veranda and when the sun came around we all moved to their pool side veranda!! But especially for the refreshments that Georgia provided for everybody unexpectedly.

Dave (G9) wanted to thank Dave Taylor (B3) for the work he had carried out for everyone whilst over for 3 months. Andy then added that Dave had been paid for some, but not all of the work he had done, also that Dave's rates were well under any quotes the Committee had received for the work that needed doing.

Marianna added that we should not pay owners to do jobs when some owners do it for free.

The last thing brought up was the lifting tiles on site. Dave (G9) had tiles lifting as have a lot of other owners and had approached Giovanni and they were sending a structural engineer out to have a look, they have previously fixed lifting tiles in other areas. As Bambitsa, the owner of C8 also had a problem with lifting tiles, Dave was asked to take the Structural Engineer to look at these also.

The meeting was then closed at 13.37.