

# The Convent Co-operative Limited

## Reconvened General Meeting

**Venue:** By Zoom / 15 Chesterton Close

**Date:** 18<sup>th</sup> March 2026

**Time:** 7pm

**Present:** Maureen Poole (MP), Sue Daley (SD) CHAIR, Karen Hooper (KH), Louise Spencer (LS), Andrej Baran (ÁB), Jane Wilkinson (JW), Peter Hand (PH), Baz Moffat (BM), Piorte Siciak (PS)

**Apologies:** Janet Raffety (JR), Gill Chapple (GC)

**In Attendance :** Lorraine Hayward (LH), Sarah-Jane Field (SJF)

### **ACTIONS:**

- **Skylights** – JW to share details of internal glazing solution for condensation issues.
- **Dog signage** – SJF to arrange new signs for estate entrances (dogs on leads, footpaths only).

## **MINUTES OF THE MEETING**

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#### **1. APOLOGIES**

The apologies were given out as above.

#### **2. DECLARATION OF INTERESTS**

██████████ has been employed as a handy person as we have struggled to find someone who can do small jobs.

#### **3. MINUTES OF THE LAST MEETING**

SD approved, KH second, all who were present agreed.

#### **4. MATTERS ARISING**

No matters arising

#### **5. CHAIR'S REPORT**

- Thanks given to Maureen (outgoing Chair) for her time, energy and commitment. Monica Meighan stepping down as Secretary after many years in various committee roles; formally thanked. Karen Hooper to serve as Interim Secretary while the role is formalised. Gill Chapelle also leaving. Residents invited to join the committee as

several long-serving members step down. Treasurer vacancy: no prior experience required; training available. Interested residents to speak with committee or staff.

- Non-committee contributions (skills, occasional help) also welcomed.
- Finances remain in good shape. Service charges maintained at a reasonable level while estate maintenance continues.
- Balconies: leaks identified; inspection and resealing work to be addressed.
- Bin sheds: repairs delayed pending contractor at reasonable cost.
- Non-compliant front doors in blocks replaced with fire-compliant doors. Fire door inspections to continue; annual checks to be introduced.
- Reminder: communal landings must be kept clear in line with fire safety regulations.
- Food waste bins introduced for block residents and working well.
- Fly-tipping reduced following additional signage; new planter at West Hill entrance is deterring dumping.
- Dog fouling and discarded waste bags remain an ongoing issue. Residents asked to report repeat offenders to WBC dog patrol.
- Satisfaction survey: 36 responses received. Strong results for overall satisfaction, fairness, respect and communication. Areas for improvement identified: cleanliness of communal areas and speed of repairs. Committee reviewing both. Report to appear in next newsletter. Garden behind 2–38 raised by residents; committee committed to keeping residents updated as plans develop.
- Lorraine retiring after 27 years of service. Her dedication and care for residents acknowledged. Formal celebration to follow.

## 6. MAINTENANCE

- a) Balconies continue to be an issue. Langley visited early march and inspected. Hard to ascertain what is wrong. Waiting reports. Flood testing recommended. Langley to carry out.
- b) KRM (who did doors) to request they address the door closers. 10-12 need doing.
- c) Going forward with inspection of doors, communal doors to be included.
- d) Maintenance skylights – lots of condensation, hard to reach to clean, maybe they should be double glazed. Internal glazing may be the thing to do. JW has done this and will share details.

## 7. FINANCE REPORT

- a) Finance meeting delayed but taking place on 14th April. Plan to remain realistic and focus on specific jobs that might need doing.
- b) Q3 accounts shared. Some work has been completed but invoices not in yet. This makes it seem as if under budget in certain areas, but it will balance out. LH reassured residents, we will not lose funding if under budget.
- c) Training budgeted for but has not happened.

## 8. ESTATE MATTERS

- a) Secret garden: Gardening club panted bulbs, added logs, there is a bench too. A huge contrast to the other ground beside it which is trampled and dusty. The question is, how can

we keep it semi-wild and relatively healthy. It's not suitable for kids as things are. May have a summer party there, seek out feedback from residents, get the community involved.

- b) Satisfaction Surveys. SJF explained that we are not required to do this but had done so following CCH's 2025 committee training. A good exercise although only 36 individual responses out of 110 properties. Positive feedback overall although time taken for repairs and cleanliness of communal areas a concern. LH explained all emergency callouts are tended straight way but some jobs with longer leads can fall behind schedule depending on contractors. Regular cleaner has returned after a hiatus and things have improved but if higher standards are sought, then we will need to consider paying more.
- c) Bin sheds are one of the issues that really needs sorting out. Grant had excellent plans but has absented himself for some time now and we are not sure when he will return, if at all, although he claims he will.
- d) The new handy man John Prynne began work today. We will see how things go with him.
- e) Window cleaning – LH to contact window cleaning contractor to discuss doing the blocks
- f) Treasurer role vacancy (see Chair's report). Training, Atul, our accountant will give guidance, please get in touch if interested.
- g) WBC trees are hard to contact. They changed their email address after Enable and WBC parted company, but LH has been advised by WBC trees to contact them. LH to keep chasing.

9. **A.O.B.**

- a) Dogs – must be on the lead and must stay on the footpath (SJF to get signs, perhaps for entrances). Signs do disappear into the landscape. Can we think about how to resolve this? To be fined, the dog wardens/WBC must have evidence before they can do anything concrete. Once signs up, other residents may feel confident about speaking out.
- b) A puppy has been barking a lot in one of the properties. Dog wardens have been alerted but as it is a puppy, we expect it to settle down. Some concern that it is being left alone all day.

**Date of next meeting:** 5<sup>th</sup> May

**Meeting closed:** 8.16m pm

**Signed...**

**Signature:** *Sue Daley*

**Chairperson**

**Email:** 