



Powderhall Village Owners Association Meeting

Tuesday 10th December

Powderhall Village Owners Association Committee (PVOA) Representatives:

Roddy Martine (Chairman of PVOA)
James Bowyer

Factor (Charles White) Representatives:

Sarah Wilson from Charles White Ltd Factors
Lydia Cooper from Charles White Ltd Factors

Accompanying Documents to Minutes

PVOA Annual General Meeting – Agenda -10.12.2024
Powderhall Village Income and Expenditure Statement

Actions

Action Number	Action Description	Responsibility
1	PVOL Accounts to be distributed to owners once complete.	PVOA Committee
2	Engage with concerned owner over persistent roof/water leak issue.	Charles White
3	Review explanations/details of line items in invoices.	Charles White
4	Share gardening contractor specifications with owners via the Portal.	Charles White
5	Raise lack of carpet cleaning at 3 The Rigg with cleaning contractor.	Charles White
6	Review the option to add sensors to block lighting.	Charles White & The Committee
7	Assess actions to remedy the cause of the external building stain at 5 The Rigg.	The Committee
8	Instruct Schindler to amend the speaker phone volume on all lifts.	Charles White
9	Charles White to check lift call out was for 5 The Rigg and no 6 The Rigg.	Charles White

1. Chairman's Welcome and Overview

- Roddy Martine, chairman of the PVOA, welcomed those in attendance and outlined the agenda for the annual general meeting (AGM). 35 properties were represented at the AGM meaning quorum for all exercisable specifications were not met therefore no binding actions could occur.

2. **Approval of PVOA Accounts, PVOL Accounts and Re-election of Committee and Office Bearers**

Chairman's statement:

- The Chair stated that 2024 was a difficult year.
- Bike thefts were recorded throughout the Development.
- The area's designated police constable was invited to the AGM, but he was unable to attend. The constable's details are included at the end of the meeting minutes.
- Local Counsellors also invited but no response.
- Any owner who wishes to be on the Committee should speak to any Committee member or email committee@powderhallvillage.org.uk.
- Roddy announced his intention to step down as Chairman in 2025.

Powderhall Village Owners' Association (PVOA) Accounts:

- Please refer to the Powderhall Village Income and Expenditure Statement attachment. The period assessed is 23.11.2023 to 27.11.2024.

Powderhall Village Owners' Limited (PVOL) Accounts:

- PVOL, a legal company, where all owners are members by guarantee, setup to hold the public areas acquired by Powderhall Village, such as the car parking spaces. In addition, proceeds from the sale of the historic land is held in the PVOL accounts.
- Accounts to be circulated after the AGM.

Confirmation of Committee members:

- Referring to the second page of the AGM Agenda, titled, 'POWDERHALL VILLAGE OWNERS ASSOCIATION COMMITTEE 2024', the assembled group of owners were asked if there any objections to the current Committee members and those who held a position. No objections were received.

3. **Factor's Report – Charles White and general topics & questions from the Floor**

Overview of 2024:

Opening remark:

- Charles White Ltd, represented by Sarah Wilson, stated that it has been a busy year for the Development.

- The Development is now 20+ years old so general maintenance is becoming more of an issue.
- The Maintenance Plan for 2024 that outlines the works performed by Charles White has been on the Charles White Portal since April 2024.

Building Maintenance:

- Water tanks:
 - o The disinfection of the water tanks was completed and all required remedial works also completed.
- Gas checks:
 - o Did not affect all blocks.
 - o GTC contracted to check the mains that go into the blocks and the internal ventilation and risers are all to standard.
 - o Issues noted were all driven due to the age of the blocks.
 - o No major works required but minor works did cost the development a few thousand pounds.
 - o The Rigg and the Brae completed this year.
 - o Powderhall Road completed in 2023.
- Roofing:
 - o The roof membranes are perishing, mainly due to age but the flat roof areas are particularly affected by the Scottish weather and storms.
 - o Multiple instances of tile slippage occurred throughout the year.
 - o Drone survey will be conducted to identify extent of issue with a cost of approximately £3,500. The cost was paid by the insurance company.
 - o A challenge was raised by an owner stating that general roofing issues were not being fixed. There are still continual water ingress/guttering problems and wanted further evidence the Development Inspector was performing their role to a satisfactory standard.
 - o Charles White agreed to engage with the owner around the continual roofing issues.

Internal Block Painting:

- Owners to expect a letter from Charles White regarding the internal block painting.
- The internal paintwork will impact all blocks.
- 2-6 The Rigg will be cheaper than other blocks as their internal walls are a simple, single white emulsion paint.
- The remaining blocks have two components on the internal walls.
- Charles White will instruct the commencement of the work once 75% of the funds has been received from owners.
- The remaining balance will only be paid once the Development Inspector has signed off that the works has been completed to a high standard.

Projects for 2025:

General remark:

- The 5-year plan that outlines expected and reoccurring projects is on the Charles White Portal.

Carpet Cleaning:

- Carpet deep cleaning for the appropriate blocks needs to be done.
- The work can be performed block-by-block.
- 2-6 The Rigg is in most need of cleaning.
- The last deep clean for 2-6 The Rigg was many years ago.
- 4 The Rigg has never been cleaned due to a fire in the block.

Door entry:

- A replacement of the door entry system for 1 Brae was completed in 2022 at a cost £3,076.
- Owners and the Committee need to evaluate the remaining door entry systems.
- Charles White that this project should be completed in 2-3 years.
- These systems are old with the associated handsets becoming obsolete and increasingly challenging to maintain.
- An owner raised that they changed their handset for £80. The company used was Sequel Fire & Security if owners want to reach out directly to change their handsets.

Fire Alarm Panels:

- Annual fire risk assessments are conducted within the Development.
- Fire alarm panels replacement is scheduled in the Planned Preventative Maintenance plan for two years' time.

Boundary Fence:

- Sectional review of the Development's boundary fence will be conducted.
- Fencing near 7 The Rigg was damaged due to storm damage and has already been replaced.

Underground Garage:

- Underground carpark paint: special, white paint is 6 years old and degrading. Charles White to obtain quotes.
- Underground carpark light issue: Charles White obtaining quote for the fuseboard to be placed into a non-penetrable box as water ingress causing tripping and absence of light.
- Underground carpark CCTV: 12 years old and needs to be upgraded and improved coverage. No absolute need to execute this project in 2025 but one to consider.

Ground flooring replacement:

- Proposal to replace properties with Amtico tiled flooring, when necessary, with a modular design and pattern to reduce future repair costs.
- In addition, the Committee and owners to consider replacing 2-6 The Rigg, currently carpeted, to change to the same Amtico flooring.
- To change 2-6 The Rigg to Amtico flooring, a majority vote is required.
- Committee and Charles White to obtain quotes for the project and review urgency & requirement of the project.

Feedback/Questions from owners:

Feedback and communication:

- Owners get limited feedback with issues that occur within the Development.

- Requested for Charles White to improve their communication with owners.
- Charles White has a new system, CPL Connect, that is currently being implemented that will improve issue logging, visibility of issue progression and execution of projects with owners.
- The system will be available in Q2 2025.
- Will be accessible to owners via the Charles White Portal.

Additional charges on invoices:

- It was raised that invoices often have ad hoc charges, the example used was bird nest cleaning.
- Charles White explained the reasoning behind this specific situation.
- Charles White to review explanations/ details on invoices.

Hunter's (gardening contractor):

- It was noticed by an owner that additional charges relating to gardening was present on invoices.
- These charges related to tree surgery that is outside the skill and scope of the current contractor.
- Charles White to share the current specification of the gardening contractor with owners via the Portal.

Short-term lettings:

- Nothing in the Title Deeds relating specifically to short-term lets however commercial enterprises are not allowed in the Development.
- If commercial enterprises or concerns are identified, then report to the local council
- Landlord's need to be on the Landlord's Register so an owner can review to obtain more information/clarification.

Lockboxes/ key boxes:

- Lockboxes are allowable for medical reasons however these need to be authorised with Charles White.
- Many lockboxes were removed in 2024 following letters sent to owners by Charles White.

Bin stores:

- Confirmation that the bin stores are not part of the planned internal paintworks.
- Raised that some bin stores are not being properly cleaned.
- Any missing bins or request for new bins, food bins for example, can be performed via the Edinburgh Council's website.

Cleaning contractors:

- 3 The Rigg – raised that the landing carpets were not cleaned.
- Charles White to raise the issue with the contractor.

Lighting:

- Request to change the internal, non-emergency, lights to be on sensors thus saving on electricity costs.

- Charles White assessed this option previously and due to lack of natural light internally, did not proceed.
- Charles White and the Committee to reassess internal and front/back door lights although consideration to security and safety is paramount.

Building stain/pipe leakage:

- Building stain on 5 The Rigg was cleaned however, as the cause appears not to have been fixed, the issue is returning.
- The Committee to assess how to encourage the owner of the issue to rectify the situation. If required, legal action to be considered.

Lifts:

- Owner was trapped in a lift, and no-one answered the emergency line.
- The speaker phone in the lift was excessively loud.
- Schindler to check speaker volumes in all the lifts.
- Schindler did not meet their SLA therefore Charles White raised a formal complaint – waiting on Schindler's response.
- Development Inspector to sign-off on Schindler changing the speaker phone volume.
- **Reminder to all owners:**
 - **Entrapment – call Schindler**
 - **Any other lift issues – call Charles White**
- Charles White to put up notices on block noticeboards for the correct calling procedure regarding lift incidents.
- Charles White to follow-up on an errant charge to 5 The Rigg for a lift callout charge relating to 6 The Rigg.

Commercial Vehicles:

- Certain worn-down vehicles in the development have raised safety concerns.
- Vehicles have been checked by Charles White and possess a SORN declaration.
- Any further action desired to be taken by owners to require legal action.

4. Factor tender process

- The Committee is conducting a tender process for the property factor of the Powderhall Development.
- A sub-committee is leading the exercise and decided to conduct the process due to the following reasons:
 - The last tender process took place in 2014.
 - The issue was raised at the last AGM.
 - Prudence.
- The sub-committee researched an initial long list of 49 property factors.
- The long list of factors was examined against multiple criteria including:
 - Registered on the Property Factors Register
 - Type of factor (social, commercial, residential etc)
 - Type of company (Private, sole trader)
 - Number of current managed properties (as per Property Factors Register)
 - Local presence (Scotland and Edinburgh)
- As a result, the long list was narrowed down to 12 acceptable factors, including Charles White.

- The 12 short-listed vendors were invited to visit Powderhall Village across two different site visit dates.
- All questions raised across both the site visits were answered and shared subsequently to all the vendors. This was conducted to maintain fairness for all vendors.
- Following the site visits, the Factor Assessment Questionnaire was prepared by the sub-committee and shared with the wider Committee for comments and review before being shared with all vendors.
- The Factor Assessment Questionnaire is the primary document used to assess vendors. Sections included, pricing, communication with owners, transition period and fundamentals of the factor company, such as financial stability, the named Development contact and wider team.
- 6 Factors submitted the Questionnaire on time and expressed a continued willingness to be the Development's factor:
 - o Charles White
 - o Myrside Management
 - o Hacking & Peterson
 - o Taylor & Martin
 - o 91BC
 - o James Gibb
- Any information or direct experience an owner has with any of the vendors, please contact the Committee mailbox.
- The sub-committee in January will conduct a blind scoring of the Factor Assessment Questionnaire's before factoring in price proposals.
- Subsequently, the sub-committee will recommend a two-option choice to the Committee for review before requesting a vote to be put to all owners.
- The mechanism and requirements of the vote are being reviewed by the sub-committee.

5. Conclusion

Roddy Martine concluded the AGM.

6. Post-AGM closure

An owner wanted recent incidents at 1 The Brae to be raised to all owners via the AGM minutes. There were 2 police incidents that occurred at 1 The Brae including one incident where a victim was physically attacked.

The procedure to follow in these situations is to call the police directly and obtain a police incident number.

In addition, Powderhall Village's designated Beat officer is Robert Mhuru – details as follows:

PC EOO89/13674 Robert (Bob) Mhuru
Leith Policing Team.
Non-emergency: 101