



E D D I N G T O N
R E S I D E N T S A S S O C I A T I O N

Eddington Residents' Association Annual General Meeting 2023 - Minutes

Location: Storeys Field Centre - Studio
Date: 19/01/2023
Time: 19:00 – 20:30
Invited: All Eddington residents

The meeting was opened at 19:21.

WELCOME BY THE CHAIR

APOLOGIES

Gurpreet Rai
John Atkins

APPROVAL OF MINUTES

The minutes from last meeting were approved.

Question from the public: Were the action points from the previous AGM followed up on? Were residents informed of the outcomes?

Pieter Desnerck (chair): We have not followed up with the individuals who asked the questions, but have followed up on the action points, which can be read about in the minutes of our meetings with Portal. These minutes can be found on the website.

CHAIR'S REPORT

See appendix 1

Question from the public: What is Portal responsible for? This is unclear.

Pieter Desnerck (chair): We are aware of this and have brought this up with Portal. They are undergoing an internal reorganisation but plan to set up a central point of contact for residents. They are also working on assigning reported issues to a personal contact so that residents know who to contact about that issue in the future.

Question from the public: I've heard that the university is thinking about replacing Portal. Do you know anything about this?

Pieter Desnerck (chair): There have been issues, which have been described in a complaints letter, which was sent to the accommodation services and university. A change is that Portal is now fully embedded within the estates division. The team has gone through a reorganisation as well. This is ongoing.

Patrick Sweeney (supporting officer): The problem is that there's no transparency about appointing teams, hiring contractors, costing of services, etc. despite the ERA's repeated asking for it.

Patrick Sweeney (supporting officer): The problem with costing of services is that



they are not used to house owners, who would like to see an audited account of the service charges. If there was money left over, this should go back to the people who paid it. They've not been doing this but have been retaining it for the next years.

Margreet Vogelzang (secretary): For key worker housing this is even more unclear, we have no idea how much we're paying in service charges as it's included in the rent but not specified what the number/percentage is.

Comment from the public: Maintenance of the estate should be covered by the service charges. Last summer, some of the trees were dying but nothing was being done.

Pieter Desnerck (chair): There was some confusion about which organisation was responsible for which part of the estate. Because of this, some areas were double covered and some areas were not maintained at all. This has now been established in a coloured map (with Hill, Portal, etc.).

Comment from the public: It is still unclear who is responsible for what. It is now difficult to hold someone accountable because I do not know who to contact.

TREASURER'S REPORT

See appendix 1

AMENDMENTS TO THE CONSTITUTION

No amendments suggested

RESIGNATION OF CURRENT COMMITTEE

ELECTIONS OF NEW COMMITTEE

The proposed committee is unanimously elected by all meeting attendees.

The 2023-2024 committee will consist of:

- Chair: *vacant*
- Treasurer: Graham Horton
- Secretary: Margreet Vogelzang
- Supporting officers: James Strachan
John Atkins
Pieter Desnerck
Patrick Sweeney

ANY OTHER BUSINESS

Comment from the public: I have been talking to Hill about fixing the solar. They should be reinstalling everything.

The meeting was closed at 20:43.