MINUTES OF THE ANNUAL GENERAL MEETING

Queenswood Management Association Limited

Aldersbrook Bowls Club, 34 Aldersbrook Road, London E12 5DY
6.30 pm, Wednesday 15 July 2026

Present	Apologies for absence
[redacted]	[redacted]

Proxies received: The Chair confirmed that proxies had been received. The number and details were not recorded in the draft provided.

1. Welcome and appointment of Chair

The Directors welcomed those present. C Downie was appointed to chair the meeting.

2. Accounts

The 2025 year-end accounts had been uploaded to the leaseholder portal on 18 May 2026. Some members said that they had not seen or received them and therefore were not prepared to approve them. The Board confirmed that it would carry out a full review of the accounts process with Jennings & Barrett.

Action	Board and Jennings & Barrett to review the accounts distribution and approval process.

3. Appointment of accountants

The current accountants are Simpson Wreford LLP. The Directors will review the accounts before deciding whether to reappoint the firm. Jennings & Barrett will obtain alternative fee proposals and report to the Board. An update may then be published on the Queenswood Gardens website or issued through Blocks Online.

Action	Jennings & Barrett to obtain alternative proposals and confer with the Board.

4. Directors' statement and section 303 Companies Act 2006 request

D Kelly delivered the Directors' statement. The Board reported that, during the previous 12 months, it had worked with Jennings & Barrett to improve the management, governance and financial position of both companies. The Board highlighted the updated website, collection of ground rents, recovery of more than £50,000 in historic service charge arrears, reviews of window-cleaning, communal-cleaning and gardening contracts, regular fire-safety and health-and-safety inspections, a reduction in the backlog of share certificates, and improved company records.

The Board also reported that two section 20 consultations had been issued. Internal decorations had been postponed following consultation, while essential fire-door works were expected to proceed. The roof consultation remained ongoing, with AG Surveying appointed following proposals from three surveying firms to advise on quotations, programme and contractor suitability. A Capital Expenditure Report had been commissioned, the service charge budget now allowed for reserve-fund accruals, and the Board intended to introduce six-monthly Governance and Works reports and was considering a winter meeting.

D Kelly explained the process used to appoint Jennings & Barrett. A number of agents were contacted, three were shortlisted and interviewed, and Jennings & Barrett was selected after consideration of cost, size, competency and structure. A member thanked the Board for its work.

5. Governance and shareholder engagement

The Board acknowledged the importance of effective engagement and communication. It confirmed that its governance review was considering measures to improve the regularity and accessibility of communications and meetings. The Board intended to hold an AGM each year in future.

Action	Board to continue its governance review and plan for annual AGMs.

6. Appointment and position of Directors

The Board confirmed that appointments and reappointments should be conducted in accordance with the Company's governing documents and applicable legal requirements. The Memorandum and Articles of Association were being reviewed to determine whether any updates or clarifications would be beneficial.

Action	Board to progress the review of the Memorandum and Articles of Association.

7. Financial accounts and records

The Board stated that the Company's statutory accounts were prepared and filed in accordance with legal requirements and had passed the accountants' inspection. It remained focused on debt collection, responsible expenditure and ensuring that funds were available for current and future obligations. It was also reported that available accounts from 2002 onwards were now on the Queenswood Gardens website and that the Board was working with Jennings & Barrett on financial reporting and service charge budget preparation.

8. Historical accounts and AGM minutes

The Board acknowledged that some historical documents were not currently available online. Work was underway to review, organise and publish appropriate records where possible, subject to availability, legal requirements and data-protection considerations. Members also asked about dividend payments by the freehold company and requested clearer website information about lease extensions and purchasing a share in the freehold.

Action	Board and Jennings & Barrett to review the availability of historic records and website guidance.

9. Role and appointment of Jennings & Barrett

The Board confirmed that Jennings & Barrett acts on its instructions and under its oversight. It regularly reviews managing-agent performance, contractor appointments, procurement and expenditure for effectiveness, safety and value for money. The appointment followed a competitive process involving proposals and interviews. Jennings & Barrett holds RICS and TPI accreditations.

It was confirmed that Jennings & Barrett's fee is 3% for section 20 major works where a surveyor is involved and 10% where there is no surveyor, and that it receives no contractor commission or incentive. In response to a question about the Acorns roof leak repair, the meeting was told that quotations of £700, £750 and £4,000 had been received, all plus scaffolding. The £750 quotation was selected because that contractor could attend sooner than the £700 contractor; the £4,000 quotation was not considered justifiable against the two lower quotations.

Action	Board to keep managing-agent performance,

	procurement and fee arrangements under review.

10. Register of members

The Board confirmed that the register of members is maintained in accordance with applicable statutory requirements and that the Company continues to work with its advisers and managing agent to keep records accurate as shareholders provide information. The Board noted that Jennings & Barrett's legal department should review the position and that data-protection restrictions prevent the full register from being shared generally. A self-service facility on the website for members to update contact details was suggested.

Action	Jennings & Barrett to obtain legal input and consider options for members to update their details.

11. Section 20 major works

The Board confirmed that the scope of major works is determined by professional advice, statutory obligations and the estate's long-term maintenance needs, and acknowledged the importance of transparent consultation.

A member had looked at the tender and raised some issues relating to remediation, replacement and consistency. Members asked the Board to review Jennings & Barrett's major-works fee and the fire-door tenders before works began, including whether doors could be remediated rather than replaced. The Board proposed a further site meeting with the contractors, Jennings & Barrett and members of the Board.

For the roof project, members asked whether works could be phased across two or three roofs, whether skylight replacement was included and whether a white roof finish could reduce summer heat.

The meeting was told that Kingfisher Roofing's proposal, who are a contractor nominated by a leaseholder during the Section consultation process, had been referred to the surveyor. The surveyor did not recommend it because the price reflected a reduced overlay scope which would leave existing defects, would not upgrade insulation to current Building Regulations, would not resolve drainage and ponding, omitted a new vapour-control layer and offered a 10-year warranty rather than the 20-year warranties available for full replacement.

Jennings & Barrett proposed working groups to engage with the Board and Jennings & Barrett on matters including gardening, redecorations and security etc.

Action	Board and surveyor to consider the questions raised before final decisions; J & B, Board and contractor to arrange a site visit re: fire doors. Board to consider resident working groups.

12. Governance and communications

The Board stated that it was committed to high standards of governance and transparency. Its review covered governance arrangements, communication processes and the constitutional documents, with the aim of ensuring that these remained appropriate, effective and aligned with the long-term interests of members and residents.

13. Any other business

The following matters were raised: blocked drains in the car park; a request for greater advance notice of major works; the feasibility of solar panels; a request to seek reimbursement of management fees paid to Hull & Co; damp affecting Flat 2 and other flats; and difficulties reaching Jennings & Barrett by telephone.

In relation to notice of the roof project, the Board stated that information had been provided in February and no demand for payment had yet been issued, giving more than five months' notice at the date of the meeting. The solar-panel proposal was placed under Board review. C Downie and B Smith were working on the damp matter concerning Flat 2.

Action	Board to review the solar-panel proposal. C Downie and B Smith to continue dealing with the Flat 2 damp matter. Jennings & Barrett to follow up the remaining operational points.

14. Close

There being no further business, the meeting closed at 8.00 pm.