



Minutes of the Annual General Meeting
held at Coombe Wood Golf Club, George Road
on Wednesday 12th October, 2022

Committee members present: Mr R Cox (Co-Chair), Dr J Kane (Co-Chair), Mr R Fletcher, Mr J Greaves, Mr P Coia, Mr J Coghlan, Mr P Greenhalgh, Ms A Castle (Secretary)

The meeting commenced at 7.00pm.

Opening Remarks

Dr Kane opened the meeting by welcoming all those present and thanked Coombe Wood Golf Club for hosting the meeting. She invited the Directors to introduce themselves to the attendees. Mr Cox then welcomed and thanked Coombe Hill councillors Rowena Bass and Ian George for their attendance.

Ordinary Resolutions

1. To approve the Minutes of the Annual General Meeting held on 13th October 2021.

Mr Cox asked for any comments. There were none.

The Minutes were approved.

2. To receive the Accounts for the year ending 30th June 2021.

Mr Cox asked for any comments. There were none.

The Accounts were approved.

3. To note the retirement from office of the following Directors:

Mr R Cox
Mr P Coia

The retirement of the above-named Directors was duly noted.

Mr R Cox was duly proposed by Mr Khan, Coombe Wood Golf Club, and seconded by Mr de Segundo, The Watergardens.

Mr P Coia was duly proposed by Jane Wheelock, Edgecoombe Close, and seconded by Dr S. Kane, George Road.

Both the above was elected to office by the meeting with majority votes in their favour.

Mr Cox noted the resignation of Director, Mike Ashby.

4. To receive the Report of the Directors.

Mr Cox asked for any comments. There were none.

The Report of the Directors was approved.

Other comments

Mr Giles, Paget Place asked MCRA and its members if the estate has any control over Glendale's inaction. Dr Kane replied that the company is incompetent, having only completed 5 of 46 scheduled visits in the past 12 months. She added she has contacted them on a very regular basis since they took over the contract and has received no update from the company. She said she has had five or six contacts up until this point, but none of them have stayed the course. Dr Kane said she is very frustrated by the lack of response and work on the estate and that she is not sure what else can be done. Mr Cox said there have been several comments from residents to say that the estate has never looked so unkempt due to the lack of maintenance and that MCRA will ensure residents are not charged for a service that has not been carried out. Mr Cox invited Rowena Bass to address the meeting on this matter. Ms Bass said MCRA should contact the councillors if there are continuous blocks with Glendale and regarding any other council matter. She added that Glendale has provided only a basic service across the borough, but that should not impact the estate as members and residents pay a premium through the Coombe Rate to ensure a decent standard is kept across the estate. Dr Kane thanked Ms Bass and said MCRA is caught up in a block, and we would appreciate her assistance. Ms Bass said she would contact the new neighbourhood manager, Denise Parry, to escalate this.

Mr Kahloon said he had an issue with the lighting outside his home and that despite contacting the council several times, and the secretary contacting them too on his behalf, RBK has not fixed the problem. Furthermore, he added that the council have said Stoke Road is a private road which is not the case. Mr Shah asked that we educate the council once again on the estate's scheduled roads. Mr Cox said one of the greatest problems we have is that there is a high turnover of staff and people at RBK do not respond. Dr Kane said that the council had been on site quite recently to replace most of the bulbs with LED lighting. Mr Kahloon and Mr Shah, both in Stoke Road, said this had not happened outside their homes.

Mr Kahloon added that there is also an issue with the garden waste which is never collected from Stoke Road. Instead, he said his dustbins are often left at the end of the road where he must drop them and collect them in order to have the waste removed. Mr Barrons, The Drive, said he had noticed that the refuse collectors speed onto the estate, almost racing, and it seems that they're either late or on a very tight schedule.

Dr Sadr-Hashemi, The Drive, addressed the attendees on the issues of traffic and the build-up of cars, and subsequently carbon dioxide, on the estate. He said he has been trying to find solutions for the past 25 years, including speaking to the schools who have not yet made any

significant change. Dr Sadr-Hashemi said he would like the committee to consider supporting an application to introduce a School Zone on George Road. Mr Cox said MCRA was aware of this possibility and said the current School Zones tend to be surrounding state primary schools, where the catchment area is limited. He added this is not the case for the three schools on George Road where the catchment areas are large, and there are other organisations on the estate that would be affected, including Unilever and Coombe Wood Golf Club. Mr Cox added that he and Dr Kane had a meeting with Rokeby School in October and they had been actively - and effectively - trying to improve the traffic by introducing more school buses and educating parents on the benefits of children attending by bus. Mr Cox was told that 37% more children now attend by bus than two years ago, and that Rokeby is also considering a bus partnership with Holy Cross to decrease the volume of traffic.

Dr Sadr-Hashemi said he did not accept distance as an excuse as his children attended schools in another borough and took the school bus. Dr Kane said his children might have been slightly older whereas children at Rokeby are a maximum of 13 while Holy Cross pupils are aged up to 11. She added they are less able to travel independently. Dr Kane also said that the PTAL (Public Transport Accessibility Levels) score for the area is zero out of five, which identifies that the estate has almost no public transport options. Ms Bass added that there are currently seven School Zones across the borough, which limit access to the road between drop off and collection times. She added these zones cost approximately £40,000 to install and the running costs of the ANPR are very high. She questioned if this would be viable for the businesses or residents when they have visitors.

Ms Bass said it is unlikely to be suitable in this situation but said it is important that we continue the conversation with the schools to get some credible action.

Ms Allen, George Road, said the problem with parking is because MCRA provides free parking for the staff who park the length of George Road. She suggested that if the road was free of these parked cars, the traffic would flow much better. She added that if there was an agreement whereby there was no parking between 9-10am, that this would deter long stay vehicles. One resident suggested this would push the problem to another area.

Mr Cox said we have asked Rokeby to look at the staff parking and how staff can carpool or take alternative public transport to access the school. He added that the school is compiling a transport plan to improve this issue.

Mr Allen, The Drive, said he must drive his children to school every day and finds the main problem to be Warren Road as there is a knock-on effect by the blockages along the southern end. He suggested Warren Road doesn't need to have cars parked on it 24 hours a day. Mr Cox said another issue is the parents parking from the Coombe Hill schools using Warren Road as a car park.

Mr Cox added that one of the improvements Rokeby has made is ensuring vehicles turn left as they leave the school grounds. Dr Kane added that both Rokeby and Holy Cross have several staff at the set down points to help remove children and bags from vehicles, which in turn speeds up the dropping off process.

Mr Shah added that he would happily offer parents his parking space outside his home on Stoke Road if they would just stop blocking the access to his house. Mr Cox asked if the resident has a white line outside his house, but Dr Kane said white lines weren't put in place along Stoke Road. Mr Barrons said the traffic management that Rokeby has reiterated to MCRA are the same measures that were in place when he was a pupil at the school over a decade ago. He said the School Zones don't seem problematic if the restrictions affected only a portion of George Road for a short period of time each day. He also suggested that school

buses could set down at the parade of shops in Coombe Lane West over the A3, where Lady Eleanor Hollis School buses collect and drop off pupils. He added that when he was a pupil at Rokeby, when the school was aware of a traffic-heavy collection time, it would tell pupils to head to the parade of shops to be collected there to avoid coach and bus hold ups on the estate. Mr Barrons said installing a mirror in George Road might help with manoeuvrability. He added that he thought the chaps in high visibility jackets aren't always able direct the traffic effectively as parents weren't always receptive to their guidance.

Mr Kinchin, Coombe Neville, said there used to be an informal agreement in place with Rokeby whereby their staff could not park near the entrances of Coombe Neville and for some time the schools adhered to this rule. He added it ensured that there was no clogging of traffic whilst also being safe for parents to drop off and collect their children. He proposed that this voluntary initiative could be put back in place.

Mr Cox said, in particular for Mr Kinchin's information, that the double yellow lines outside the entrance to Coombe Neville, will soon be extended. He added, however, that cars still flout the restrictions, adding that he had today seen a Volvo parked on a double yellow line. Dr Kane said to Mr Kinchin that they had spent three years pushing the council to extend the yellow lines at Coombe Neville and this is indicative of the length of time it takes for RBK to get most of their work done, and she stated the lines have still not been painted. Mr Cox added that on September 6th, RBK approved the three sets of double yellow lines requested and said that the yellow lines in Warren Road, George Road and the extensions at Coombe Neville would be completed within six weeks, which has not yet happened.

Mr Shah asked if we could ask that Traffic Enforcement Officers visit the estate. Mr Cox said this was a point he reiterated at the September 6th meeting and that both he and Dr Sadr-Hashemi requested it to the council. Dr Kane said no officers had been on the estate this term and when they do, it will be a highly lucrative visit for them. Ms Bass said they would remind RBK once again and told attendees that the councillors spend a great deal of time trying to re-educate officers and contractors on the uniqueness of the estate and the Coombe Rate payment schedules.

Dr Walesby, The Drive, said his road takes a rather vigilante approach to the parking problems. He said as The Drive is a private road, it has different restrictions in place, but that residents patrol it during busy times wearing a high vis Coombe The Drive vest that deters unauthorised drivers parking in the area. He suggested that similar patrols on George Road and Warren Road would not solve the issue but could certainly help. Mr Coia said Ballard Close had a similar problem, especially with Coombe Hill school parents, parking and blocking driveways. He added that once the residents employed a private parking company to monitor the road, the problem was solved overnight. He says it has worked, but the company is supposed to send officers up to monitor the road occasionally, but he's not certain that is the case. He added that, nonetheless, it has worked in stopping unauthorised parked vehicles.

Mr J Khan, Treasurer, Coombe Wood Golf Club addressed attendees and invited them to join the club as social members, free of charge.

The councillors invited residents to attend the monthly surgery that takes place on the first Saturday of every month at Warren House. Mr George updated that there were no longer

council plans to develop in our area but, as residents, we should involve ourselves in the current consultation so we're aware of the council's development plans.

Mr Cox raised the issue of the irregular and incorrect Coombe Rate invoicing this past year and said that following his conversations with the council, they have agreed to change the system of invoicing so that the both the frontage and the unit rate that the Coombe Rate is based on will be shown on the bill. He said this is so that residents can keep track of the invoice amount. He also added that it transpired the council were using a very old database, which did not display any new developments that have been built on the estate since 2013. Subsequently, he added, they conceded that the unit rate is therefore not correct. Mr Cox said this is ongoing work, but we have good cooperation from RBK's invoicing team.

Mr Coia updated on the gatekeepers and barriers at Coombe Lane West. He said that MCRA have experienced problems recruiting for the two gatekeepers who left due to retirement and personal issues earlier in the year. He asked attendees that if they have any ideas or know of anyone who might be interested in the role, to speak to the committee. He added that the new weekend gatekeeper is currently on a probationary period and that he is being regularly reminded to be visible at the barriers. Mr Butler, Coombe Neville, said he thought the gatekeepers do a fantastic job, often in difficult circumstances, and that two of them in particular are brilliant and he admires the work they do. Mr Coia also added that MCRA is conscious that there are no reserve staff in place in case of illness or absence, but that we are working hard to have additional support in place.

Mr Barrons proposed the committee consider introducing an ANPR system at the gate. Mr Cox said MCRA looked at this option more than 12 years ago and had an automated barrier system about to launch when Marymount School made a last-minute legal objection. He added this resulted in the High Court decision, a great deal of money spent and the barrier system that the estate currently has in place. Mr Barrons asked if this was still the decision or whether the legal ruling could be reviewed. Mr Cox said we have not revisited this due to the legal costs associated with overruling such a decision.

Mr Kinchin stood to request that attendees join him in thanking the committee, secretary and councillors in the work they carry out on the residents' behalf. He added that he had felt well looked after this past year and residents should be very grateful for all the work MCRA has done.

There being no other business Mr Cox thanked everyone for coming. The meeting was closed at 8.00pm.

MCRA/AC/MINUTES/AGM2022