

Minutes

Date: 28 January 2026

File reference: AM Portfolio 7 - Lloyd Taylor Visit 1/1

Minutes of Area Managers Visit to Cotswold Gate

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| Present | Lloyd Taylor | Area Manager | ELM |
| | Mike Coleman | Residents Association Committee (RAC) | Cotswold Gate |
| | Lindsey Taylor | RAC | Cotswold Gate |
| Apologies | NA | NA | |
| Secretary | Richard Fletcher | Estate Manager | ELM |

| Item | Minutes | Action / lead |
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| 1. Matters arising | Record matters arising from last meeting: First minuted ELM mtg with Cotswold Gate RAC. | All |
| 2. Lifts & Fobs | a. The following points were made in discussion: (1) Lift Costs. Response awaited from Beechcroft SMT concerning previous Kone lift invoicing to the Residents Service Charge (RSC). (2) Currently exploring Stannah Lifts as an alternative to Kone. Service provision from Kone has been intermittent and is costly. The Highbury is still under warranty until Apr 26 which complicates future maintenance provision. B2 yet to be handed over to ELM with snagging work ongoing. (3) Lift 8. Installation Issue (knocking from rear chain drive area when travelling). Kone to investigate and rectify where necessary. (4) Fob Costs. Replacement fobs should be charged to residents and not paid by the RSC. | LT LT LT RAC |
| Minibus | b. Running costs (including servicing/MOT etc) should not be allocated against the RSC. Costs should go directly to Beechcroft. (1) Minibus costs will be reviewed by Beechcroft. (2) Currently the minibus service doesn't suit resident needs. (3) Once all properties have been sold then minibus provision can be agreed thereafter. | RAC LT RAC LT RAC/EM |

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| | (4) Minibus service currently not utilised by residents. | RAC/EM |
| Accounts & Budget Mtg | c. The Budget mtg will be held in mid Feb/early Mar 26 and a date will be provided once all the quotes have been received. | LT |
| Guest Suite | d. The suite is being denied for resident use because Beechcroft are block booking the accommodation for ongoing repairs. (1) Booked by Beechcroft because there was availability in the diary - point noted. (2) Could the Resident Suite booking form be put on the COGBRA.org web site. <i>Form to be sent to Web Author RAC.</i> However, residents can still book directly with the EM by manually completing the form. | RAC RAC/EM RAC/EM |
| B3 Balcony's | e. Ongoing issues with water runoff (estimated 10-50 litres a day) from ASHP over the balconies in the Woodchester. Mr Stillman and Mrs Fox emails refer (NOTAL). Beechcroft aware and initial action has not been effective. | RAC |
| B2 Courtyard Roof Collapse | f. Reported to H&S. Currently being investigated awaiting outcome/results. Has caused an issue with resident parking and bin relocation. Beechcroft are to survey the Wychwood/Woodchester courtyard ceilings. | RAC/AM |
| Highbury HO/TO | g. An extensive snagging list has been provided to Beechcroft for The Highbury. There will be no HO to the CWG EM until the snagging list has been fully rectified. | RAC/AM |
| B1 Roof Tiles/Coping Stones | h. There are several tiles in Wychwood that needs re-affixing to the roof and some remedial coping stonework outstanding. EM to speak to the Customer Services Manager to confirm a works completion date. | RAC/EM |
| B1 Suited Keys | i. Identify which dwellings in Woodchester that still require suited keys with Customer Services Manager. | EM |
| B1 Gutter Cleaning | j. Hedgehogs to be removed from lower guttering in Wychwood Courtyard. Explore other guttering issues in the courtyard i.e. 6 Barnard Mews. | AM/EM |
| Portuguese Laurels issue | k. Gardens belong to the Freeholder and any changes to the gardens must be agreed by Beechcroft. Consultation with the Customer Service Manager should be initiated to explore the options going forward. | AM/EM |

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| <p>B3 Core 8 Door/ Lights. Sunken bricks in courtyard</p> | <p>l. When is the door being replaced to Core 8, The Woodchester? Additionally, the lights are on all night in the stairwell of Core 8 - can this be investigated and the PIR checked? There are some sunken bricks outside the stores in Woodchester and on the entry road can this be remediated?</p> | <p>RAC/EM</p> |
| <p>PPP Taking Care</p> | <p>m. A resident contacted ppttakingcare to confirm the out of hours process and stated that the response from the call handler was longer than expected (searching for information) and ultimately did not provide confidence in the process to the CWG caller.</p> | <p>RAC/AM</p> |
| <p>3. AOB</p> | <p>n. Discussed limited potential savings against the RSC and planned EM expenditure i.e. HP black ink cartridge, replacement digital lock for Highbury bin area, shower repairs (Resident Suite), x 2 emergency down lights, legionella testing probe, PIR bulbs - subject to confirmation with LT.</p> <p>o. Could the resident's social diary be forwarded to the EM so that the lounge can be booked for February. It is essential that resident lounge use is diarised for good housekeeping and the maintenance of a first-rate facility.</p> <p>p. Window Cleaning takes place from 08.30 on Tues 03 Feb 26. Access to Penthouse sky lights will be req. The Highbury windows will not be cleaned this time around.</p> | <p>AM/RAC/EM</p> <p>RAC (use COGBRA site)</p> <p>RAC/EM</p> |
| <p>4. Date of next meeting</p> | <p>TBC</p> | <p>RAC/AM/EM</p> |

Distribution List:

Lloyd Taylor - Area Manager ELM Group
 Mike Coleman - Cotswold Gate RAC
 Lindsey Taylor - Cotswold Gate RAC
 Cheryl Cole - Customer Services Beechcroft

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 Resident Lounge - Notice Board.