

PQROC Minutes – Meeting of Monday 3rd August 2026

Present – Gavin Fox-McMullan (Chair), David Dool, Simon Elkington, Ronnie Hamilton, Faye Johnston, Ian Lee, Bill Ritchie, Edward Sheeran, Frank Vaughan

Present - Lynsey Kelly of Taylor and Martin

Apologies – Johnny Kerr

1. Introduction, Welcome and Apologies

Apologies were noted from Johnny Kerr and Gavin welcomed Lynsey Kelly to the meeting to provide the T&M Update.

2. Actions from Previous Meetings

Number of action items from 8th June 2026 meeting to be covered in tonight's Agenda.

With regard to the potential to amend the costs associated with the provision of electricity to the property from a Commercial categorisation to a Residential one, LK advised that T&M's Utility Broker had recently provided a briefing to the T&M team on this subject area and the complexity of trying to achieve our goal. Essentially, Scottish Power, from inception, taking due account of the nature of the services supported by the supply, i.e. lifts, car park, pump, EV chargers etc which requires a high KVA capacity, view the provision to be that of a Commercial arrangement rather than Residential. In addition, T&M are a Commercial organisation and manage the overall area therefore taking all elements in to account rates are determined by the provider accordingly. It was agreed, following discussion, that LK would re-engage with T&M's Utility Broker to assess viability and route to change to Residential arrangement and report back to the Committee.

GFM advised that he had received one volunteer from the wider PQR residents to participate in the T&M Performance Measurement and RFP Development workstream, subject to clarification on commitment required. **ACTION** - GFM to follow up post meeting.

FV's action regarding the Door Entry system was carried forward to next meeting pending the installation of connectivity to Concierge office.

The Terms of Reference draft for the role of Chair was accepted by the Committee, with GFM to reflect on the appropriate term/rotation period to be applied. There was a vote of confidence expressed by all at the Meeting as to GFM's ongoing conduct as Chair.

3. Taylor and Martin Update

LK updated the Committee on matters T&M were actively addressing across the property. Of particular note and discussion were as follows:

Fire Alarm, Fire Safety and Certification – LK updated that Rapid Fire had attended the premises to investigate the carpark fire alarm system. A follow up visit is necessary as not all fire alarm panels could be located, and this will take place this week. Once the system is fully identified

mapping and labelling will be completed and then testing to ensure the alarm can be heard in all relevant stairwells and landings.

BR reiterated his serious concerns regarding Fire Alarm testing in Blocks 20/21/22 and the car park, including the fact that the matter had still not been resolved despite a commitment at earlier AGM.

LK detailed the testing and follow up repair work completed by Rapid Fire and also advised that despite ongoing attempts to obtain information from Ambassador this had not been successful bearing in mind that the car park had still not been formally handed over by them, nor have blocks 20, 21 and 22. Question raised as to whether Andy, formerly of Roth (the Company that completed works for Ambassador), could provide any additional background, drawings, information and LK to engage with him to supplement continued action of Rapid Fire.

The Committee discussed the fire safety standards required and the content of the published handbook together with guidance provided by the Watch Commander/Fire Officer who had previously visited the site. The sign off of habitation certificates for each residence and what that actually meant in terms of fire safety was reiterated by a number of Committee members. It was concluded that it was critical that Rapid Fire must complete the agreed actions including testing all sounders, and establish what certification was required and obtain it.

Further discussions regarding the minimal requirements necessary were raised with a document that BR had previously provided being referenced as an important set of information to be considered. This document would also allow progress against required standards to be tracked or costs to ensure completion to be sought and approved for action. General consensus to deal with now and achieve overall resolution. BR reiterated his concerns regarding the safety of the property and the residents until all work had been completed, all certificates received and a final sign off of compliance achieved.

ACTION – LK to ensure Rapid Fire actions completed as soon as possible. LK to find the document previously provided by BR and review and seek costs to conclude if items remain outstanding.

Soft Wash of Building – LK advised that this would be completed week commencing 10th August 2026 and would be communicated to all Owners. The Committee discussed whether six monthly maintenance was necessary or whether annual would be sufficient. It was agreed that the August clean would progress, followed by a Spring 2027 clean and ongoing monitoring thereafter.

Main Entrance Door Keys – LK to obtain a quote to only replace locks and obtain keys where blocks did not have usable key operated locks.

Ongoing issue with the door at No 12 not closing properly raised and others indicated common problem.

ACTION - LK to get quote as above but also to alert Rapid Fire of need to inspect for defective doors.

Car Park Gate Painting - A quote to paint the gates had been received, including rusted sign repair, and approved and LK to notify residents of timing of painting and any related implications

ACTION – LK to notify residents of date of commencement of works and associated dependencies.

Ambassador Recharging, Service Charges and Handover – LK updated the Committee on a current dispute with Ambassador regarding service charge liability for Blocks 20, 21 and 22. As Blocks not handed over T&M had excluded owners from certain internal costs in accordance with earlier agreed practice between the parties. Examples quoted were cleaning of stairwells, fire safety costs etc.

Ambassadors' lawyers have now disputed this practice and state that one ninety-eighth of common expenditure should apply from date of purchase, whether or not the common areas have been handed over.

As a result, T&M have been reconciling charges across the period 2019 to 2026 and the numbers will be reviewed at the next Finance Sub-Committee meeting. An explanatory letter will have to be provided to all owners after final values have been ratified for payment. LK advised that former owners would also have to be contacted and that legally charges can be retrospectively recovered for up to 5 years.

A more general discussion took place as to the ongoing delay of the handover of Block 20, 21 and 22 and whether Ambassador would actually complete any more work to allow this to be successfully concluded. The possibility of submitting a claim via the Premier or ICW Guarantee route was also discussed as a solution for outstanding actions but as not yet conveyanced, likely to have minimal success.

ACTION – T&M to finalise calculations impacting Owners and discuss at Finance Sub-Committee Meeting

ACTION – T&M to draft communication to Owners regarding charges and issue once individual values agreed

ACTION – Committee and T&M to consider warranty routes where Ambassador refuses to act and complete outstanding areas.

Defibrillators – LK confirmed that 3 defibrillators had been delivered and proposed locations were in carpark close to Blocks 11, 17 as central and 22. This proposal was supported by the Committee.

Once installation was complete an instructional video, explaining the equipment and use would be circulated to all Owners. It was further agreed that the locations and basic information on usage should be added to the Owners' Handbook allowing residents to identify the nearest device in an emergency.

ACTION – T&M to arrange installation of Defibrillators and issue communication to Owners including link to video.

ACTION – IL/T&M to liaise on updating the Owners Handbook with associated information.

4. Workstreams / Lead Liaison Updates

4.1. Finance Sub-Committee

The next Finance Sub-Committee is 11th August 2026 therefore no information to report.

4.2. Communal Energy Consumption Reduction

RH referred to the paper previously circulated. There remains an outstanding concern regarding the unexplained communal electricity consumption. EV chargers could account for part of the gap but not all. RH to meet with Dicksons Wednesday 5th August to obtain a quote to measure/attach a 'reader' to various meter points to try and assess where the electricity is going. LK confirmed that the main meter transmitted half-hourly readings automatically. Post the visit from Dicksons it may be appropriate to engage further with Alltec on relevant areas.

Committee Members with plug-in hybrid vehicles confirmed that their individual charger readings closely matched the known capacity of batteries suggesting some individual EV meters were accurate.

More investigation required and will be followed up by RH in discussion with Dicksons. Information to be shared with Committee as required and updated on necessary actions.

ACTION – RH to meet with Dicksons on Wednesday 5th August 2026 and thereafter follow up on actions areas identified with relevant parties.

4.3. Ambassador Handover – Covered by T&M update.

4.4. Concierge

The draft updated Concierge Job Description had been circulated in advance of the meeting and LK updated the meeting on some of the points raised from a T&M perspective. FJ advised that she would update the Job Description including any further Committee comments and recirculate for Committee and T&M signoff and then subsequent communication and implementation.

ACTION – FJ to update description and circulate for approval and ultimately to LK for T&M to implement.

4.5. Electric Vehicle Management

SE confirmed that Openreach will complete the installation of internet and fibre cable can then be installed between the Concierge office and the No 17 Bin Store. Once complete

Alltec will be commissioned to set up the EV Chargers correctly which will also allow any issues with chargers to be resolved.

On completion of above it is expected that all current issues will be resolved and going forward manual meter readings for the EV Chargers will no longer be required, meter readings will be automated and easily available and accessible to the Concierge online. SE further proposed that passwords on all EV Chargers should be updated to ensure ongoing consistency of approach across the estate.

An alternative solution, proposed by T&M via Bumblebee, has been placed on hold as once the actions above have been completed it is envisaged that the current system will work successfully resulting in no immediate change needed.

ACTION - SE to continue to proactively engage with T&M and other interested parties on this subject area and update the Committee on progress post Monday 10th August Openreach visit.

4.6. OC Portal

ES confirmed that the updated Owners' Handbook had been published on the Portal, including in a more prominent position on the site for easy access and to draw people attention to it. ES suggested that the Newsletter completed by GFM and circulated by T&M also be published on the site.

4.7. Wider Realm (Roads, Lane, GCC etc)

Maintenance of growth and weeds on the PQR side of the lane was discussed and a request made for the current garden maintenance contractor to address on next visit. LK agreed to discuss with contractor and GFM to send a picture of required area to ensure correct area followed up on.

FV highlighted that the gardens/planters at Block 19 were not being maintained appropriately. FV advised that there was no planting in place for either planter in that particular Block. RH further advised that he felt the gardens in 20/21/22 were not being maintained appropriately and questioned whether included in the existing work scope or not.

LK advised that she believed all areas were included in current scope but would liaise with the contractor to ensure this was the case and to also highlight the concerns raised by FV and RH.

ACTION – LK to liaise with garden contractor to include lane area and to clarify the maintenance etc to be covered in Blocks 19/20/21/22.

ACTION – GFM to send photograph of lane area to ensure LK targets accordingly in discussions.

4.8. Taylor and Martin Performance Measurement and RFP development.

GFM confirmed he had received one volunteer to participate in this Workstream and that he would follow up to explain requirements and likely time commitment. Further Gerry Phimister had been in touch with LK to move forward on previously agreed action items,

e.g. workshop between T&M/GP/GFM. GFM confirmed he will contact Gerry and the volunteer from wider resident population to move forward.

ACTION – GFM to engage with relevant parties to progress the Workstream actions.

5. ANY OTHER BUSINESS

Clarification on who funds the excess when claim is not in common areas – LK advised that whoever initiates the claim for damage, funds the excess. T&M cannot become involved in cases between two owners, when not a communal issue.

Downpipe clearance, overflows and leaf cages – LK confirmed that Penthouse owners had engaged with Drainfix and a high proportion of the work had been completed, with 2 Penthouses scheduled for later week commencing 3rd August and one outstanding thereafter due to lack of access.

Resignation from Committee – FJ advised that, having previously updated GFM, she would be stepping down from the Committee going forward.

6. DATE OF NEXT MEETING – Monday 14th September 2026 at 18:30 via Teams

END