

# **Pegasus Gate Resident's Association**

## **Minutes of Committee Meeting 6<sup>th</sup> November 2024 2pm**

### **Attendees**

Paul Herber, Sue Herber, Doreen Cummins, Sue Newey, Andrea Locke, David Delaney

### **1. Conflicts of Interest**

None

### **2. Apologies**

None

### **3. Personal Data**

Paul asked that all be mindful of the personal data of others and to keep their data safe.

### **4. Matters arising from Previous Minutes**

None

### **5. Matters raised by Residents**

1. Charles (33):

Only thing that springs to mind is the Management coverage at weekends. Difficult for Pegasus to overcome but some form of management -even on an irregular basis - should be in place. Perhaps one weekend in three spread between Brockenhurst, Lymington and Alan might work - with a day off in lieu for those involved?

Committee's Response:

The accommodation is described as "independent" living. This is what we signed up for. Any change to this would inevitably result in an increase to our Service Charge.

It was however felt that Alan should visit more frequently and make himself known to some of the residents. It also appears that the mobile number listed

for him seemed to divert to a call centre. Is he the “go to person” in Sue’s absence?

**Action:** The committee to request this of Sue O’Brien.

2. Charles (33)

List of resident’s email addresses, phone numbers and emergency contact information.

Committee’s Response: All residents should have completed a form with emergency contacts. Has this been passed to Tunstall?

**Action:** The committee to ask Sue O’Brien if this has been done.

3. David (39)

Could we have a residents directory?

Committee’s Response: See above

4. Carolyn (4)

The pedestrian side gate is used by many people but is part of the fire escape plan I assume. A padlock has been added in the interests of security but it is so fiddly to use that it would inhibit fire escape. I know Sue realises this is not a long term solution but that’s not in sight.

**This appears to be sorted out.**

5. David (39)

I think we should challenge the banding of our properties for Council Tax. Could we do this as a community?

Committee’s Response: Most of us seem to be Band F which we all though was too high. Sue N has challenged this.

**Action:** David D, Sue & Paul, Andrea to challenge it also. If possible to also refer to the fact that this challenge also applies to the Pegasus Community.

6. David (39)

I object to the letter from the CEO regarding abuse of Pegasus employees without more specific details. I think the delay in responding to legitimate complaints will obviously compound the problem and he needs to be made aware of this.

Committee’s Response: We assume that the “abuse” was not from this site. We are all aware of the ongoing and frustrating problems that many of us are experiencing that that, as a result, we have had to continually report these to Sue, hopefully in a respectful way.

7. Jen (20)

Maybe the hole in the fence should be discussed.

Committee's Response: Agreed.

**Action:** Committee to ask Sue O'Brien if this is "on the list"? When is it scheduled to be fixed?

8. Jen (20)

I'd like to suggest starting up Happy Hour every Friday - bring your own drink and maybe some nibbles.

Committee's Response: Agreed that this would be a good idea, but once a month to start with.

**Action:** The committee to ask Sue O'Brien to include this item on her Newsletter. First gathering to be 6<sup>th</sup> December 5 – 6pm. Attendees to bring own drinks and nibbles.

9. Sue (44)

We have trouble with our kitchen hob extractor fan tripping the electrical circuit. It seems to be fairly random, sometimes causing a trip when turning the appliance off. It would be good to know how many other apartments have trouble with this item.

Committee's Response: This issue has affected many residents. Possibly the circuit breaker is under rated or is over sensitive. If this trips it knocks out the microwave and also the fridge freezer. It is therefore important that the trip gets reset promptly.

**Action:** The Committee to ask Sue O'Brien to include information on how to reset the trip switch (utility cupboard) in the Newsletter.

**Action:** The Committee to ask Sue O'Brien to put this on the priority list for fixing.

**Action:** Paul to ensure that his useful information website includes this.

**Action:** If required, Paul/Sue to assist in explaining to other residents on how to reset the trip switch.

10. General

Heating system!

There have been several visits from Rendesco to replace parts in the ceiling units. This has resulted in one unit falling down, narrowly missing a resident. Also, screws have been found on the floor. Are the units secure?

Rendesco have tried to flush the system 4 times recently and there are still air leaks in the system "somewhere".

It is believed that this is the first installation that Rendesco have done that has a combined heating/cooling system!

Committee's Response: Paul has asked to attend the meeting between Pegasus & Rendesco on Thursday 7<sup>th</sup> November.

**Action:** The Committee (Paul) to ask Adrian Scott if we will also get a refund from Imheat.

11. Paul and Sue (44) and David (39)  
Lights on top floor. The motion sensors no longer seem to work.  
**This appears to be sorted out.**

**Action:** To monitor this, as twice they have gone out and supposedly been fixed, in the last week or so.

## 6. A.O.B.

Timely Response

The committee expressed concern that the response to fixing some of the issues reported has not been very timely.

Securing of Lounge doors

Now that the evenings are dark, the Committee feels that perhaps Sue should lock them before she leaves. In the summer, perhaps it should be up to the person who opened them to lock them?

Garden Maintenance

What is happening about the garden maintenance? It is looking very unkempt.

Fire Alarm

If the fire alarm is not heard in the apartments. How do we know that we should "stay put"?

**Action:** Committee to request Sue O' Brien to follow up as to how this will work in an emergency.

## 7. Date of Next Meeting

Wednesday 4<sup>th</sup> December 2pm.

Meeting closed at 3:22pm.