

**Meeting of Dargavel Residents Association Committee (DRA)
Held in Ingliston Country Club
6:30pm Monday 15th January 2024**

Attending: Alan Hoyle, Chair, H4B (AH), Diane Proctor H10 (DP), David Ross H2 (DR), Ross McCreight H6 (RMcC), Paul Cairns H3 (PC), Paul Lawson H8 (PL), Adam Wilson H3 (AW), Flynn Cooper H9 (FC), Mike Pelosi E4 (MP), Stephen Sutherland H6 (SS),

Apologies: Karin Pointon H8, Iain Lindsay E4, Scott Davidson H33, Paul Hitchin (RMG)

Agenda:

			Action
	Committee Pre-meeting		
	Parcel Updates	<p>H2 – DR confirmed that we await landscaping quotes to finalise contract for this year.</p> <p>H3 – PC – awaits confirmation from RMG concerning refund for identified estate area that they have been paying to have maintained.</p> <p>Some parcel specific issues raised but no other relevant issues pertaining to this meeting were raised.</p>	RMG
	Discussion on RMG Performance	<p>There was discussion within the closed group about the on-going performance of RMG. Consensus was reached, agreeing that whilst there was a willingness at some levels within the organisation to improve, the continual change of Property Manager over the years have, and continue to have an adverse impact on the service that residents are receiving. A survey undertaken by the Residents Association, whilst only capturing a relatively small sample, does indicate a desire for parcels to terminate RMG and move to an alternative Property Management company. The DRA believes that this is representative of the Estate as a whole. The DRA concluded that this should be communicated to RMG, with a final decision on the next steps to be taken once RMG's response is received.</p>	Note
	Main Meeting	Lisa Pieper joined the meeting. Unfortunately, Paul Hitchen (Head of Property – North) was unable to attend due to a family emergency.	
1	Welcome & Introductions	All parties gave brief introduction	Note
2	Previous Minutes	The previous minutes were agreed and signed.	Note
3	RMG Update	LP updated the DRA on progress:	

		<ul style="list-style-type: none"> • There has been significant changes within RMG in terms of team members and how the business is operating in Scotland. • Property Manager, Craig Massey resigned on 31st December 2023. • LP is frustrated that she has been unable to keep a PM for any length of time. This is leading to time being spent recruiting and training new PM's, who need time to get to grips with the size and complexities of Dargavel Village. • LP explained that many of the tasks that the PM is required to manage and some tasks that are being requested by the DRA and residents, are not those of a typical PM and therefore, agreement on what we all believe is required of this role would be beneficial. • RMG have received 3,695 contacts to their customer centre over the past year. Some of these are answered by the support staff and some by the PM, depending on the nature of the call. • The Dargavel PM is on site 1 day/week but is fully committed to Dargavel 5 days/week. • The split of contacts is approx.. 1356 telephone calls and 1446 emails • Of these contacts, 46% were closed within 24hrs, 6% within 1-3 days and 48% over 3 days • 2,000+ contacts related to financial matters. • Only 44% of Dargavel residents are using RMG Living. • LP is not satisfied with these statistics and in time, wants to get the close out rate of less than 24hrs up to 60-70% and bring the over 3-day rate significantly down. • AH requested that the newsletter be resurrected by RMG and to include these metrics in a dashboard, that would allow residents to easily visualise the performance. 	
4	Open Discussion	<ul style="list-style-type: none"> • LP noted that the DRA and the residents are very vocal compared to other estates that they manage. This was not a criticism, merely an observation. • LP believes that the key attributes required to manage Dargavel successfully, may require a different type of person or possibly 2. One to manage the properties and one to manage the estate/landscaping. • The DRA agreed and would support this change. • AH then tabled the results of the survey that was undertaken on residents' opinion of the performance of RMG, which was not complimentary. 	

5	Actions	<ul style="list-style-type: none"> • Whilst this was a relatively small sample, undertaken in a short timescale, the DRA believes that it is representative of the wider community. • LP requested to see the detail behind the responses before making comment, which AH/PC will provide. • A constructive discussion followed with LP (and RMG) demonstrating a commitment to improving the management of Dargavel and the experience of the residents. • Both DRA and RMG to look at how: <ul style="list-style-type: none"> • Improve Communication • Improve ownership/accountability • Better transparency • RMG Community involvement • Further discussion took place on the core competencies of the new PM, which included: <ul style="list-style-type: none"> • On site at least 2 days/week • Consider 2 different individuals to cover properties and estate separately • Good communicator • Proactive • Able to think “out of the box” • Wants to make a real difference • Review salary to attract higher calibre • PC to share further competency suggestions with RMG 	<p>RMG</p> <p>DRA/PC</p> <p>RMG</p> <p>ALL</p>
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There being no further business the meeting was closed

Date of next meeting to be confirmed

Minutes taken by David Ross