Meeting Follow Up

Alan Hoyle

Tue 16/01/202412:40

To: Lisa Pieper (RMG)
Cc: Paul Hitchen (RMG); Committee Mailing List

Hi Lisa

Thank you for your time last night.

Whilst some of the content was probably tough for you to hear, I hope you also recognised our desire to help you and RMG get this right. I believe I speak for everyone when I say we value our relationship with you as an individual.

I wanted to take the opportunity to send a quick follow up to you and Paul ahead of minutes, survey results etc.

It was pleasing to hear that Dargavel is more involved than most developments and this is a testament to the many interested and passionate individuals we have within our community who want the best for the area. We are a growing community committed to excellence and I'm pleased you identified our involvement.

BAE and most of the developers entrusted RMG with the vital task of managing our property affairs. While we appreciate the challenges inherent in such an undertaking, as owners, and representatives of Dargavel owners, we had to express our collective sentiments regarding the services, or lack thereof, provided by RMG.

Our aim is to foster improvements. The Dargavel community values transparency, accountability, pro-activeness, and efficiency, and we believe that these principles should underscore every aspect of our property management service. We have met off the record previously in the hope that RMG would also embrace these values but unfortunately our efforts have, in our opinion and for the most part, fallen on deaf ears. We do acknowledge the token efforts made by RMG since our last meeting and recognise the complexities involved in managing a community of our size and diversity, however many of the topics outstanding, which would ultimately benefit RMG, have been on the table since 2021 or earlier.

Our objective last night was to collaboratively address concerns that have and continue to arise, and I believe we achieved that through robust discussion. It was interesting to hear the RMG contact statistics as this detail is very much reflected within our survey feedback. We will share the detail of the survey with you both shortly. We conducted this survey to assist RMG understand the gravity of the situation at hand and hope that RMG will find the information valuable.

The DRA are committed to working together with RMG to find solutions, streamline processes, and ensure that the property services align with the high standards we expect.

In conclusion, we as the Dargavel Residents Association believe that by working together, we can create an environment where both the Dargavel community and RMG thrive in harmony, but whether you wish to continue this journey with us is of your own volition. The community have spoken with 92% favouring to remove RMG given the option to do so… we hope RMG take on board the gravity of the situation at hand.

Thank you again for meeting with us and we look forward to a fruitful exchange of ideas over the coming weeks and robust timescales for actions to be completed and a review programme that supports ongoing improvement.

Kind Regards
Alan

Alan Hoyle

Chair
Dargavel Residents Association