

Nashdom 2021



Nashdom Residents' Meeting November 2021



Agenda

1. Introduction to Residents' Meeting
2. Reports and Updates
 - A. New Directors
 - B. Activities for 2020-2021
 - C. Plans for 2021-2022
3. Any Other Business



Mission Statement

*To maximise the value of all properties
and to create a happy and safe
residential community*



Our Strategy

Best achieved by....

- Highest affordable quality of exterior
- Highest affordable appearance of the grounds
- Maintain a safe and secure community
- Clean smart internal common areas
- Retain unique and historic Nashdom features
- Communicating openly
- Seeking consensus where appropriate
- Forward planning
 - Seek and utilise long term solutions to property problems
 - Reduce/control costs wherever possible
 - Act preventatively where possible
 - Identify and fix major maintenance or safety items

As sketched by Lutyens in ~1900



Nashdom Companies

Nashdom Apartments

- 28 leasehold properties split across East and West wings
- Costs for any activity exclusive to the buildings

Annual Budget ~ £42,000

Nashdom Management

- Entire estate of 37 properties (28 leasehold and 9 freehold)
- All common costs for maintaining the estate,

Annual Budget ~ £177,000

How we work

- Standard Policies and Procedures, eg:
 - Code of Conduct Policy
 - Business Expenses Policy
- Legal contracts for services, eg:
 - Employment contracts
 - Gardening and Cleaning
- Structured procurement process
 - Minimum of 3 quotations for work above ~£500
 - Shareholder majority voting for any major improvements
- Strive to find further cost savings around the estate
 - Significant savings programme has continued from 2009
 - Examples include refurbishment of poolside kitchen and gardeners change
- Clear Consistent Transparent Approach
 - Consultation with residents on significant spends
- Communicate regularly
 - Via emails/website/newsletters
 - 'in person meetings and social events' these events are important in the strategy to ensure residents feel a sense of community, safety and overall satisfaction at living in Nashdom
- Regular monthly meetings of Directors with ESM.
- Residents may attend by prior arrangement meet Directors to discuss a specific topic of interest.



Current Directors

- Voula Greenfield
- Barry Hatch
- Helen McFarlane
- Brian Rivers
- Clare Smith
- Daryl Williams (Chair)



- Thanks to Katy Simmons, Vivienne Halsall and Jun Huang who stepped down over the last 18 months

2020 - 2021 Achievements

Maintenance of Buildings

- Redecoration and repair, Rear Elevation, Main House (2020)
- Redecoration and repair of East Wing, Rear Elevation (2021)
- Repairs and redecoration of Town Houses (2021)
- Paint removal, exterior of No 15.
- Installation of Fibreoptic across the site (Went 'live' in July 2020)
- Cleaning of front of building
- Repairs to Sewage Treatment Plant
- Repairs to No.8 patio - ongoing

Grounds

- Repair and renewal of path to East Wing with lighting
- Replacement of boundary fencing
- Lawn restoration and renewal
- Replacement of lawn edging
- Planting of 3 new trees at front of property
- Installation of 3 new Lutyens-style benches
- Restoration of Secret Garden



2020 - 21 Achievements (cont'd)

Grounds (continued)

- Recovery of woodland landscaping – pool and waterfall area
- Upgrading and refurbishment of bin shed

Leisure Facilities

- New pool filter fitted
- Tennis Court surface repair and refurbished
- New outside shower fitted
- Pressure washing/cleaning of pool surrounds
- Repairs to gym and fitness area following water ingress

Communication with residents

- Individual on-line meetings with owners (2021)
- Social events – BBQ / Fish and Chip supper (2021)
- Lockdown Times – from April 2020 until present Edition 31
- Completion of Owners Packs, Tenants Packs, and Estate Agents Packs

Impact of Covid

Maintenance work

- Delays to contractors, supply chains and materials
- Furlough of contractors' employees
- Illness of contractors
- Added requirements for contractors
- Ongoing and worsening issue

Keeping residents safe

- Provision of face masks/extra cleaning
- Development with residents of protocols for safe use of facilities/ revision when requirements changed
- Need for added communication with residents – *Lockdown Times*

Added social contact – a positive response

- Use of WhatsApp
- Fundraising by residents



Nashdom does its bit

- Fundraising by residents



Work in photos



More work in photos



Nashdom Lawns Report

- Regeneration in Rose Garden



Promoting Nashdom

- Lutyens webinar – Katy and Jun (Use starting slide for 'Restrained Harmony')
- <https://www.lutyenstrust.org.uk/about-lutyens/webinars/>



Current Projects -Daryl

- Water Ingress from No.8's Patio into Front of Main House
 - This has been very challenging problem to both identify and resolve over the past 12 months
 - Work completed last week looks to have fixed 98% of the problem
 - Contractor will return on Monday to replace the 2% which is not successful
 - Once we are satisfied that we have a 100% solution, then repairs to servants entrance, portico wall and ceiling will implemented, as well as repairs to affected apartments
- Repairs to winter garden undercroft
 - Repairs to brickwork and ground underneath winter garden- still partially scoping work, but initial works started
- Leisure
 - Repairs to wall in gym lounge –soon to be painted
 - Swimming pool- new boiler to be installed



New Projects in Planning -Daryl

- EV Charging
 - Have quotes for site wide installation but economics are not clear (Special thanks to Paul Greenfield for proposals)
 - Might need to consider simple install of 4 only units (a proposal made by Jun earlier in 2021) but this might be only shorter term solution
- Video intercom replacement- current technology obsolete
 - Have discussed with potential contractor, but poor phone reception is a serious issue (thanks Paul Greenfield for introduction the contractor)
 - Looking for wifi based intercom solution
- Site wide wifi
 - Have quotes of about £25k for this project- can we afford to make the investment?
- Engagement with estate agents
 - Will invite some to site for reception and launch of new website



New Projects in Planning -Daryl

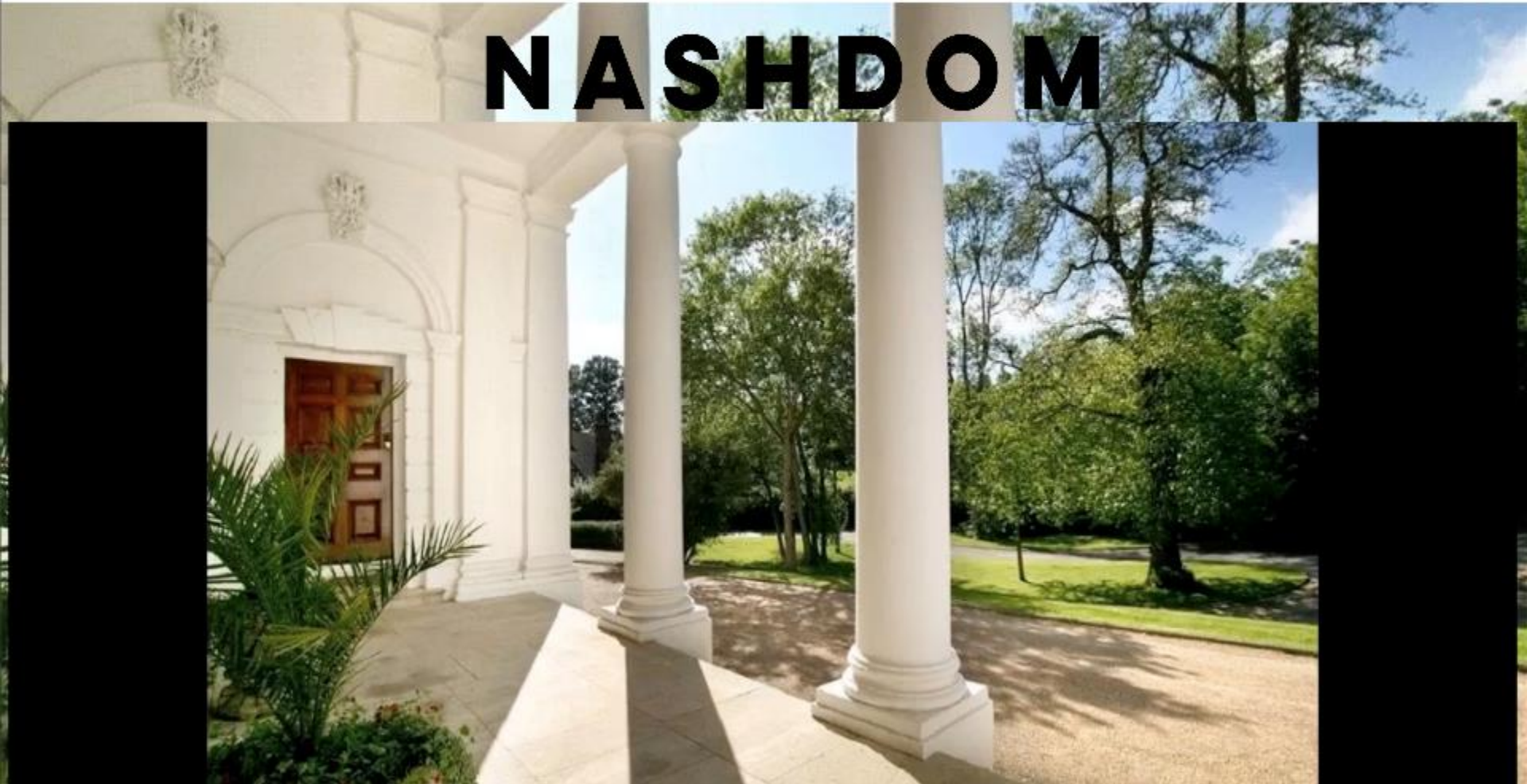
- Change in gardening contractor
 - Roots have been replaced as of 1st Nov. by K.L.B Grounds Maintenance Ltd
- Upgrades to leisure facilities
 - For discussion- see survey results
 - Range of options being considered
- Improve signage on site
 - Will look to improve this and make Nashdom easier to find!

Web site Plan for 2022 (Clare)

NASHDOM ESTATE

[Home](#) [About us](#) [History](#) [Leisure and facilities](#) [Living at Nashdom](#) [Contact](#) [Residents only section](#)

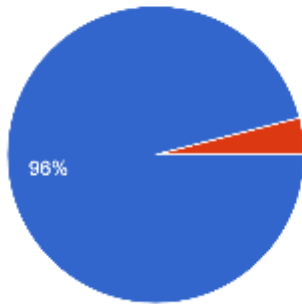
NASHDOM



Nashdom Survey 2021

Would you like a booking system for the BBQ area

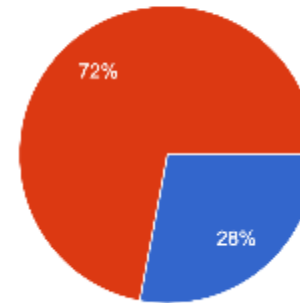
25 responses



● Yes
● No

Would you like a booking system for the Pool

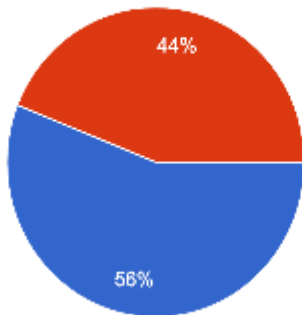
25 responses



● Yes
● No

Would you like a booking system for the Gym?

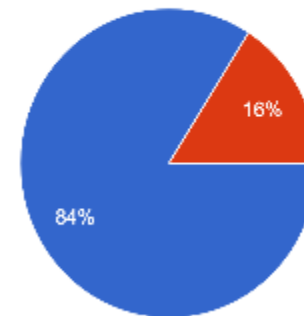
25 responses



● Yes
● No

Would you like a booking system for the Tennis courts

25 responses



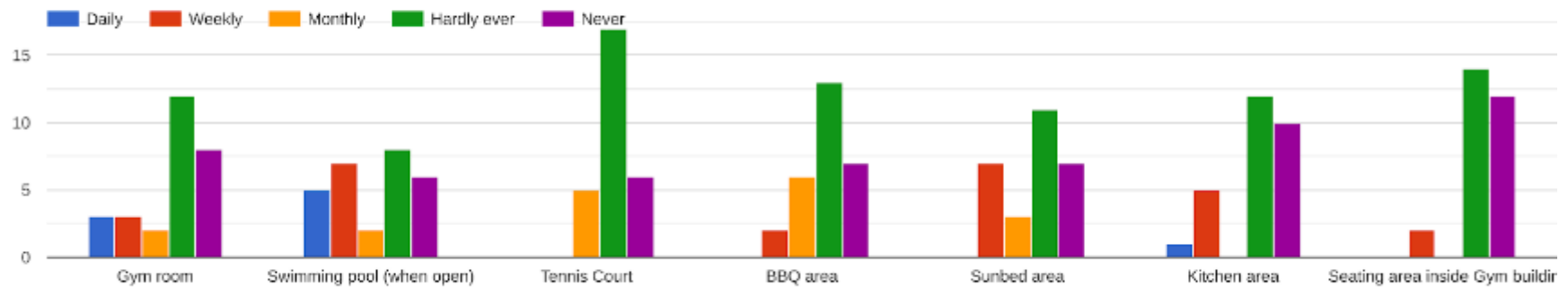
● Yes
● No

2021 Survey results

- **26 Leaseholder responses 3 Tenants responses**

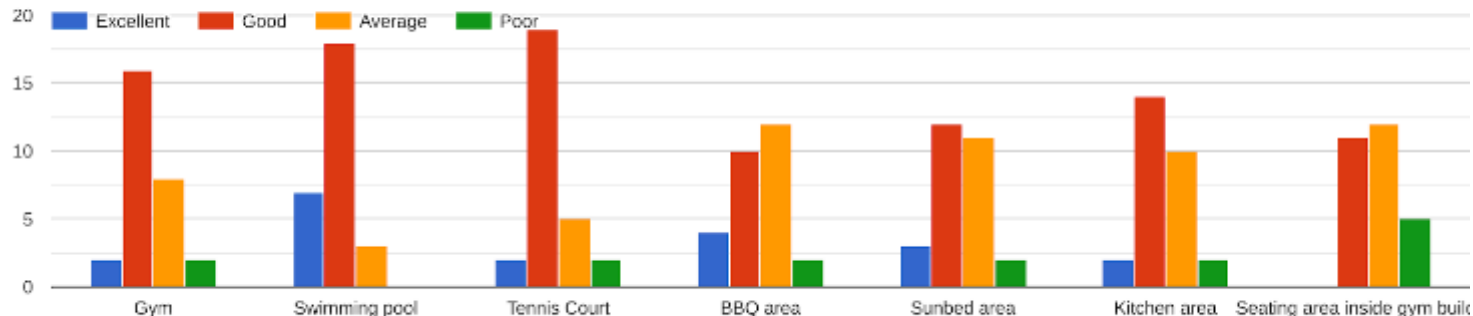
Leisure facilities

Please tick which facilities you use and how often



Please rate the following areas.

- Gym & swimming pool, BBQ & kitchen areas are used by some daily and weekly
- Tennis courts & seating area inside gym least used



Most 'good' BBQ, kitchen and seating area inside gym area to be looked at.

Ideas for improving leisure areas



Outdoor pizza oven £500



Hot tub £2,500



Sauna £2500



Dishwasher £360



Putting green ?



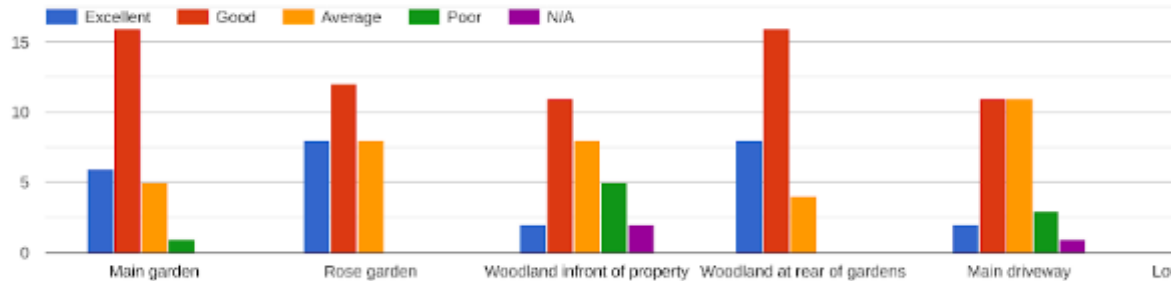
Playground £500



Gas BBQ £400

Gardens

How would you rate the following areas?



Areas needing work:

- Woodland in front of House - could we do something with it?
- Upper garage area need a little TLC
- Pool patio area – cleaning (done)
- Main drive
- Car parks need attention

Ideas for improvements to Nashdom

High quality Nashdom signage with lighting.



Seating on the lawn through developing seating areas



In / Out driveway



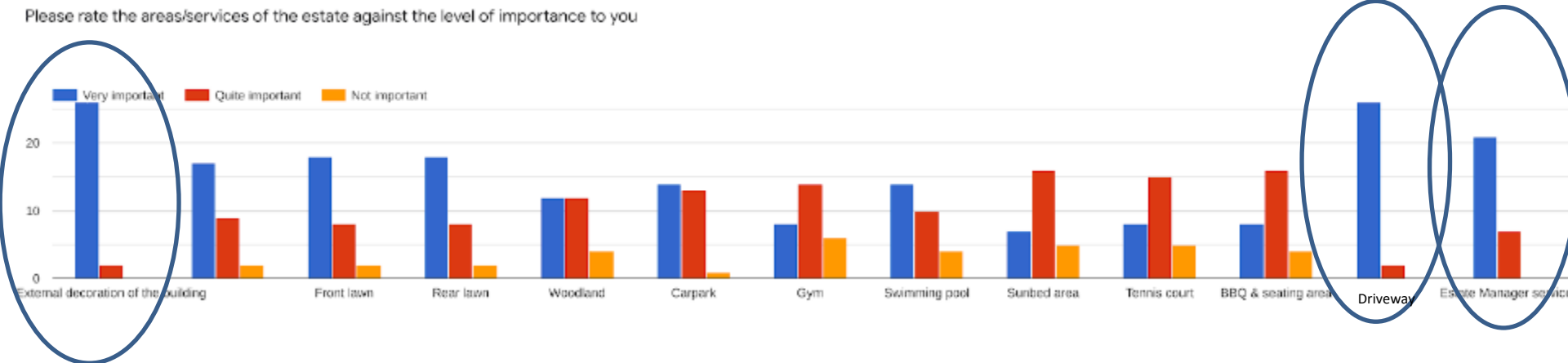
Create an area of tranquillity with natural rock pool - lined with small water feature. an area for meditation and peace!



Create a meadow area



Level of importance of expenditure

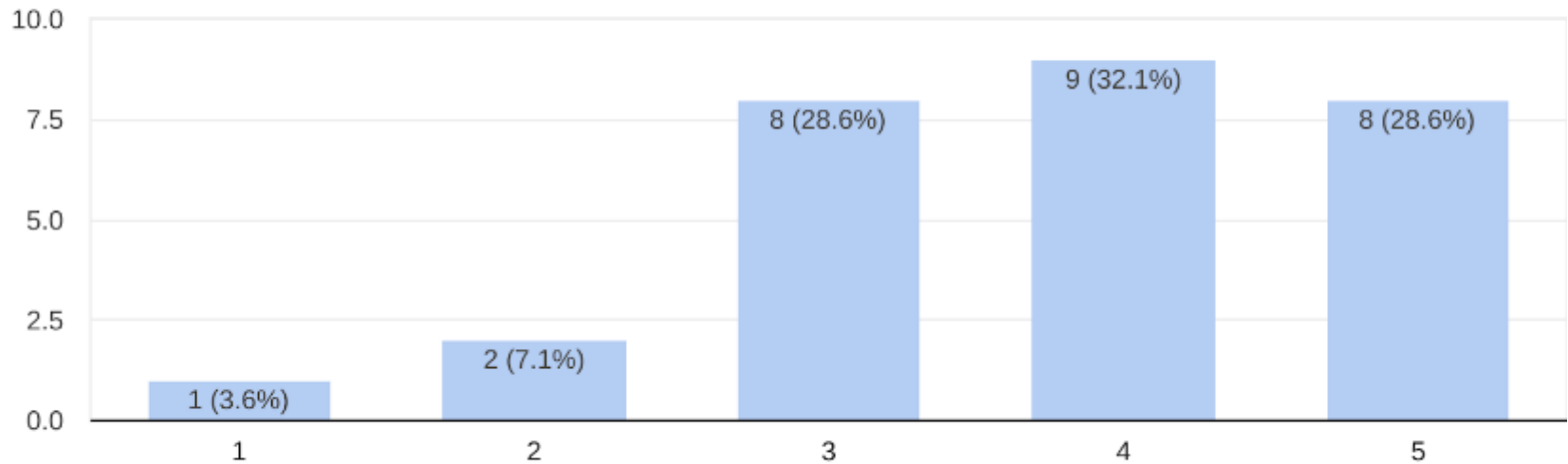


- External decoration
- Driveway
- Estate Manager services

Directors 1-5 (1 low-5 high)

Please indicate below your level of satisfaction of the job the Directors are doing:

28 responses



Improvements Requested

Electric
infrastructure for
cars



Better quality
lighting
throughout the
gardens &
driveway



Efficiency of
concierge + flooding
management

Fix all the building issues



Better postal service delivery
system for parcels and packages



Site wide wifi



The appearance of the lower carpark
Communal areas of East Wing
Common areas of the West Wing.



Communications Plan for 2022 (Voula)

The overall aim is to communicate fully and frequently, via:

The website, which will display:

- Nashdom News, a regular newsletter on community news and estate developments

- A calendar of social and business events

- A list of suppliers/tradespeople onsite at Nashdom for the forthcoming week

The Nashdom WhatsApp Group and Email Group

Beautification Plan for 2022 (Voula)

Plans will be developed and costed for the improvement of the communal areas of the estate including:

- the fitness suite

- the mezzanine lounge

- the reception hall

- the staircases and halls of the main buildings

Others Topics for Discussion

- Some Challenges
 - Difficulty in finding contractors and materials
 - Delays in starting and finishing works
 - Non-cooperative residents, creating work and delays for Directors and ESM
- Supplementary fees for rented properties?
 - Additional work for Lawrence for people arriving and leaving?
 - Lawrence being used as Landlords assistant for free!
- Future Events at Nashdom
 - Shareholders Meeting December 10th
 - Resident Xmas drinks December 10th
- Tasks and work requests for Lawrence and Nashdom
 - Please use Track it Form system
 - Do not email and phone routine tasks to Lawrence



Future Strategy

- Continue to maintain tight control of expenditure
- A no-surprises approach financial management
- But look to enhancing property values and improving property sale-ability
- Long term estate planning for Nashdom
- The Management Company will be meeting some real estate agents on improving the sale-ability of Nashdom properties
- Looking to improve the value of Nashdom properties as an investment
- Modest spend on items to make positive impact for visitors to site.



Summary

YOUR Board of Directors

YOUR Estate

YOUR Money

YOUR Home



Questions ?

