



Channels (Chelmsford) Management Company Limited  
C/O Pod Group Services Limited  
2 Angel Square  
London  
EC1V 1NY  
[www.CCMC-Ltd.uk](http://www.CCMC-Ltd.uk)

Friday 10<sup>th</sup> July, 2020

Dear Resident,

### **Eagle Rise & Aqua Verde Residents Meeting**

Further to 2020/21 Service Charge demands being sent out by POD Management, and subsequent to feedback received, directors of the Residents Management Company will be holding a virtual meeting to provide clarity about the Service Charge Budget and to answer questions that residents may have.

It is important to note that this is a 'town hall' style residents meeting and not a formal General Meeting of the management company. As such all feedback will be collated and considered by directors however no voting will take place. This does however mean that *all* residents are welcome to participate and share their views (rather than just one nominated member from each eligible unit who would normally be able to vote at formal meetings).

The meeting will be conducted using the Zoom video conferencing facility using the details below:

**Monday 27<sup>th</sup> July at 7.30pm**

<https://us02web.zoom.us/j/82667946492>

Any resident who wishes to attend the meeting may use the details above to log in. You may wish to simply observe so you do not have to be shown on camera and during discussions you will be required to mute your microphone. To ask a question you will need to use the 'raise my hand' function which you will be able to find in the 'Participants' tab on screen.

Appendix 1 outlines the rules we shall use to ensure smooth running of the meeting, which will be recorded. There is an expectation of good behaviour and directors reserve the right to exclude any person who acts in an abusive manner or disrupts the meeting.

To assist in efficient running of the meeting, you can submit a question in advance. These will be collated and addressed prior to the open forum and may well cover most concerns.

*Please only submit one question per resident and please ensure that all submissions are received no later than midday on Wednesday 22<sup>nd</sup> July.*

You can submit your question via [www.ccmc-ltd.uk/ask](http://www.ccmc-ltd.uk/ask)

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Directors gratefully request that if you wish to attend the residents meeting, and prior to submitting advance questions, you look at the key information made available on the management company website. This includes more detail about the 2020/21 Service Charge Budget, the Service Specification that both POD Management & Channels Estates (as Grounds Maintenance Contractor) must adhere to and general information about management company responsibilities. Answers to many of the questions raised can be found on the website at [www.CCMC-Ltd.uk](http://www.CCMC-Ltd.uk)

### **2020/21 Service Charge Payments (Not Applicable to Housing Association Tenants)**

In light of feedback received, and as directors acknowledge that information about Service Charge increases should have been more explicitly communicated in advance of demands being sent to residents, directors have agreed to offer the option of a delay in payment of any increase until the second half year demand is received. This will enable residents to plan over the coming months for the increase however residents may still wish to pay the full half year demand by the due date of 31<sup>st</sup> July 2020. If you wish to pursue the delayed payment option, please contact POD Management to confirm your intention at the earliest opportunity.

### **RMC Updates**

Whilst updates are periodically posted to the website, directors intend to make more use of it to keep residents informed moving forward. This will also address concerns about those who do not use Facebook or other social media channels. As such directors would appreciate all residents signing up to follow CCMC-Ltd so that whenever an update is added, you can be notified immediately by e-mail:



[www.ccmc-ltd.uk/follow](http://www.ccmc-ltd.uk/follow)

Directors very much look forward to seeing you on Monday 27<sup>th</sup> July at 7.30pm.

Andrew Wright (Chair)

For and on behalf of the directors of Chelmsford (Chelmsford) Management Company Ltd:

Tom Butler, Chloe Tron, Temitope Akinyemi

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### **Appendix 1: Rules for CCMC Ltd Remote Meetings**

1. The Chair shall lead the meeting, which will be recorded, and shall issue requests and requirements to fellow directors to assist with the administrative control of the meeting.
2. A nominated director will be noted on screen as the host which will enable that individual to assist with the administrative control of the meeting with deference to the requirements of the Chair. This will include the sharing of relevant documentation on screen, admission of persons to the meeting, exclusion of persons from the meeting and feedback to the Chair where a participant uses the chat function or the 'raise my hand' function.
3. Entry to each meeting shall be via a virtual waiting room where possible. Where it is not possible to use a virtual waiting room any person with a disclosable conflict of interest shall leave the meeting and await a communication from the host before re-joining.
4. In the event that a person present at the meeting refuses to comply with any requirement by the Chair to moderate or improve their conduct, the Chair may require that person be removed from the meeting entirely and the host shall action such a request accordingly.
5. With the exception of the Chair and the host, all those in attendance at the meeting shall be muted to avoid extraneous noise and to allow the smooth running of the meeting. A person shall only be unmuted and permitted to speak at the discretion of the Chair.
6. If a person wishes to speak during a meeting, they shall use the 'raise my hand' function or the chat function to communicate this wish to the host who shall advise the Chair. The Chair will make the final decision on who shall be unmuted and for how long.
7. In relation to voting upon agenda items (where applicable) the Chair shall ask each director or member to vote by using the 'raise my hand' function or the chat function and the host shall verbally confirm the result of each vote.

Support & tutorials for Zoom can be found at <https://support.zoom.us/hc/en-us>

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