



Annual General Meeting: Written Report

Opening Address and Association Overview

Wednesday, 17th September 2025

Introduction

It is a pleasure to welcome all members to the first Annual General Meeting (AGM) of the Brackenhill Park, Hamilton Owners' Association.

The Owners' Association was formally constituted in June 2024 in response to significant dissatisfaction among residents regarding the performance of the appointed factor and grounds contractors. Homeowners from both Stewart Milne phases and Bellway Phase 1 are automatically enrolled as members of the Association, with each household holding the right to a single vote.

Committee Overview

The Association is administered by a committee of eight volunteer homeowners, from across the development. The current committee members are:

- Andrea Harned (Stewart Milne Phase 1)
- Chrissy Rooney (Bellway Phase 1)
- Craig Freeland (Stewart Milne Phase 1)
- Dasha Chan (Stewart Milne Phase 2)
- Hazel Hutton (Stewart Milne Phase 2)
- James McIntyre (Stewart Milne Phase 1)
- Lhyam Sumal (Stewart Milne Phase 2)
- Will Chan (Stewart Milne Phase 2)

Background and Purpose

The initial mandate of the Association was to manage the relationship with Hacking & Paterson (H&P) and advocate for improved service delivery for residents. Over the past year, the scope of activity has broadened to address a range of complex matters, particularly those arising from the collapse of Stewart Milne.

These include issues relating to H&P's grounds contractors (Clean Sweep and McDonald Brothers), as well as the definition of responsibilities between South Lanarkshire Council and Scott Building Services.

Key Activities (Previous Year)

The committee has addressed several issues this year, summarised below.

- **Responded to resident enquiries and concerns**, frequently acting as intermediary between homeowners and the factor.
- **Convened monthly committee meetings** to identify action items, address concerns, liaise with stakeholders, and keep owners regularly informed.
- Maintained a comprehensive log of **reported issues and monitored performance** and service levels, especially in relation to complaints regarding the factor.
- **Coordinated quarterly Teams meetings with Hacking & Paterson** to provide ongoing review of outstanding issues, receive homeowner feedback, and discuss progress updates.
- **Advocated with South Lanarkshire Council** regarding maintenance of grass verges on Meikle Earnock Road.
- **Corresponded with the Council**, including submitting Freedom of Information requests concerning road markings, adoption of roads and pavements, street lighting, weeding, and general maintenance.
- **Organised comprehensive site walks of the development** with Hacking & Paterson and their grounds contractors, Clean Sweep and McDonald Brothers.
- **Established regular engagement with Monica Lennon MSP** and her parliamentary office to address development-related concerns.
- **Liaised with NHBC** regarding outstanding external issues under the responsibility of Stewart Milne, which are pending adoption by the factor or the council.

- **Engaged with Teneo Administrators for Stewart Milne** to clarify the transfer of the development to Scott Building Services and the resulting implications for residents.
- Developed a **detailed understanding of the Deed of Conditions**, which articulates the duties of the factor and formally establishes the Association, including its scope and authority.
- **Collaborated with the Tenant Information Service (TIS)**, who provided governance guidance and supported the drafting of the Association Constitution, which is to be ratified this evening.
- **Launched official communication channels**, including a dedicated website, Facebook page, and mailing list, and distributed printed materials to ensure effective communication with residents.

Update on South Lanarkshire Council Issues

Through our communications with South Lanarkshire Council, the council have informed the Committee that they have investigated the request from residents for road markings on junctions around Holstein Avenue/Guernsey Place and Randall Drive. The council have confirmed that due to changes present in the road surfaces, this is not something that the council would be supportive of.

The NHBC have also appointed an independent contractor to complete and bring the roads and pavements throughout the development up to acceptable standards. This contractor will also attend to issues with loose manhole covers that have been reported. Once this contractor has completed their work, some of which has been underway since end of August, the council then intends to adopt these areas with the intention to carry out any further remedial works required.

The issue with street lighting throughout the unadopted areas being permanently on has since been addressed and rectified.

Objectives of the AGM

The objectives of this AGM are to:

- Provide an overview of the Association's activities and its value to residents
- Present updates from Hacking & Paterson, Scott Building Services, and South Lanarkshire Council with affected areas of concern
- Submit for approval, via pre-AGM votes, the strategic direction and action plan for the Owners' Association for the forthcoming year

We trust homeowners will recognise the benefits of an established Owner's Association that advocates for residents, ensures value for money, and supports the maintenance of the entire development.

Members are encouraged to ask questions and participate in the wider discussion throughout the evening, and through pre-submitted questions that can be forwarded to the relevant parties.

As ever, the Association relies on a volunteer committee to operate successfully. Members are invited to join the committee to support the activities and ensure a wide range of representation across Brackenhill Park. If you are interested in joining the committee, please e-mail us: owners@brackenhillpark.org.uk.

Thank you.

Brackenhill Park, Hamilton Owners' Association