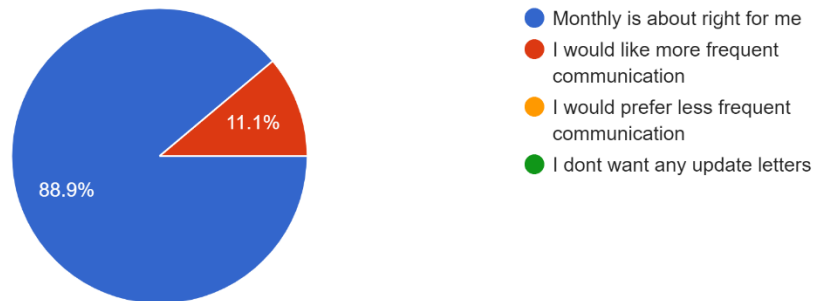


GOVMC – Residents Communications Survey 2021

- **90% agree a monthly newsletter is about right**
- **80 % feel the content is adequate**
- **20% would like more detail**

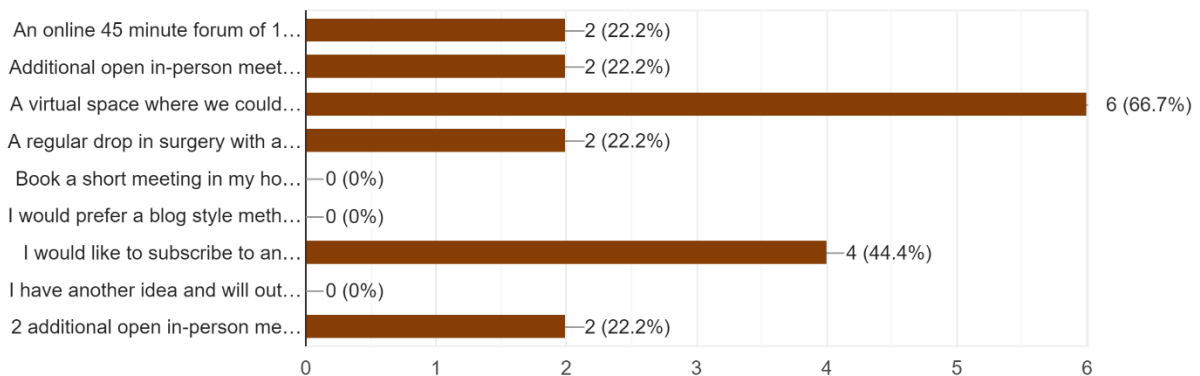
Thinking about the frequency of when we communicate with you currently by monthly update letter delivered to you and available on the info website. What best suits you?

9 responses



Thinking about how we communicate with can you give us some feedback on other ideas

9 responses

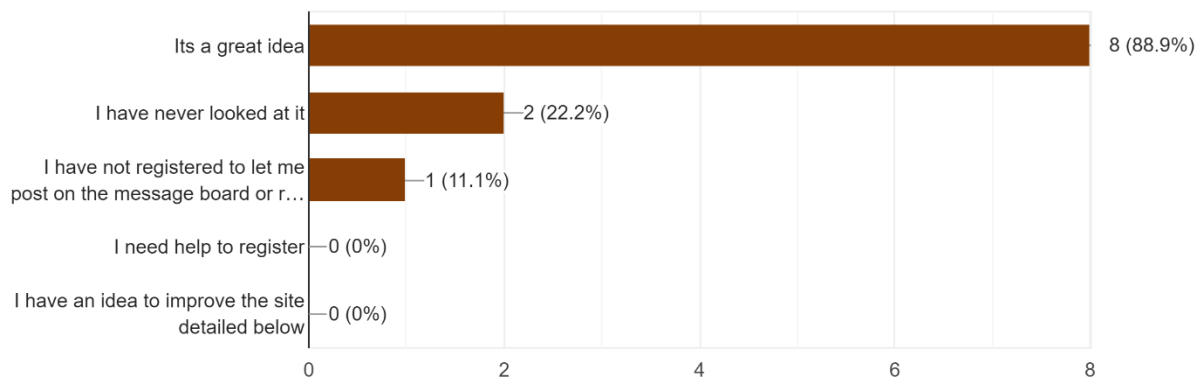


- An online 45 minute forum of 10 leaseholders to talk with some directors that you can book to attend, A virtual space where we could leave questions / ask clarification that all can read
- An online 45 minute forum of 10 leaseholders to talk with some directors that you can book to attend
- A virtual space where we could leave questions / ask clarification that all can read, I would like to subscribe to an email discussion list (like Google Groups) where we could all post our opinions on a topic and this would be shared with all subscribers
- 2 additional open in-person meetings for anyone who wants to attend in person, A virtual space where we could leave questions / ask clarification that all can read
- A virtual space where we could leave questions / ask clarification that all can read
- I would like to subscribe to an email discussion list (like Google Groups) where we could all post our opinions on a topic and this would be shared with all subscribers

- 2 additional open in-person meetings for anyone who wants to attend in person, A regular drop in surgery with a Director, I would like to subscribe to an email discussion list (like Google Groups) where we could all post our opinions on a topic and this would be shared with all subscribers
- Additional open in-person meetings (maybe twice a year) for anyone who wants to attend in person, A virtual space where we could leave questions / ask clarification that all can read, A regular drop in surgery with a Director
- Additional open in-person meetings (maybe twice a year) for anyone who wants to attend in person, A virtual space where we could leave questions / ask clarification that all can read, I would like to subscribe to an email discussion list (like Google Groups) where we could all post our opinions on a topic and this would be shared with all subscribers

Thinking about the info website <https://grandoceanestate.info>

9 responses

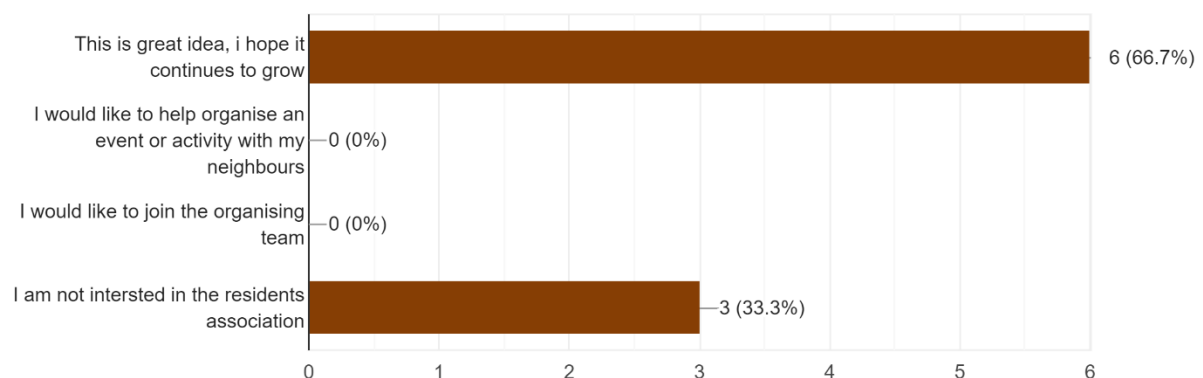


My idea to improve the info website is 1 response

I can't see all the fire safety documents or NHBC rejection letters etc which are helpful to be able to view. At the AGM, you mention you aren't experts which is understandable, and it may be worth asking the residents if they have any expertise that could be useful.

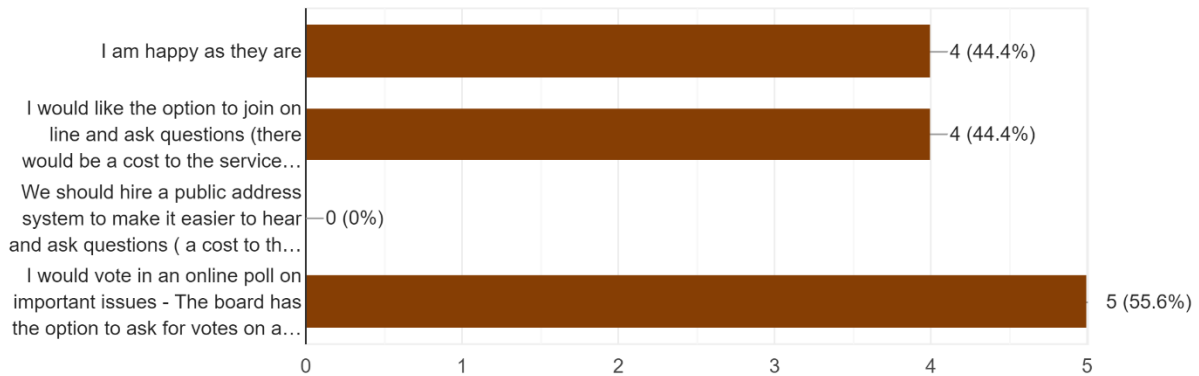
Thinking about the Grand Ocean Estate Residents Association

9 responses



Thinking about our Annual General Meeting

9 responses



Do you have any another comment or feedback to suggest

1. Public forums social media posts are not always informed. I think present policy of not using them for open discussion should be maintained
2. It would be really helpful to have a very short primer on the various relationships and responsibilities (leaseholders - GOVMC - Remus - Elmbirch - Explore); and on the current issues (roof, cladding, etc), the steps being taken and the possible outcomes on each of those. Apologies if this already exists somewhere and I have missed it - also aware that there are many moving parts, but would appreciate a broad overview of proposed direction of travel.
3. When you provide direct advice in bold letters, such as taking out your own legal advice, and your opinion changes, you should send out an amendment which retracts your previous advice as soon as you decide it not longer applies. This should not be as part of the general monthly updates and there should be reasoning behind your retraction. In addition, after taking your advice, I do not appreciate as being cast public enemy no. 1. AGMs/monthly updates should also be split between new builds and grand ocean as our requirements and cost of works is vastly different. Having meetings which involve Grand Ocean who are now not affected by the big ticket issues such as cladding/roofing costs should not be involved in our discussions. I was not impressed when one of the members of Grand Ocean was being disruptive during the meeting on a topic which does not involve him. That should have been shut down immediately. We also have a right to voice our opinions and they should be respected. Also, I would like to thank you for your hard work but you must understand that you have all joined at an incredibly hard time where people are worried about not being able to pay for these works and not being able to get a loan on a worthless asset, and you will inevitably get comments which seem unjust to you. The recent update you sent this week does not fill me with confidence that we can raise our concerns as you threaten to leave if we don't agree. As a separate matter, which will be raised at the consultation for the section 20, the works should be delayed until the government come back and specify exactly who has got to pay for what and until all other avenues have been

exhausted (as specified by the government). I have been informed that guidance should be coming out in December. You must not be pushed into spending our money on cladding remediation any earlier than necessary by the insurance company, and I am happy to raise this threat of them withdrawing our insurance with our MP. I doubt he will want to add to the homelessness in Brighton.

4. I am very happy with the work being done by the Directors on our behalf