

## STATEMENT FROM MR GERRY PROCTOR MBE

Upon resignation from the Board of City Quay Management Company Ltd  
10<sup>th</sup> July 2017

Following requests from many residents to explain why I resigned at the conclusion of the AGM I have taken advice and along with other Directors of the Company have agreed to put out statements of explanation.

I have been honoured and privileged to serve the community at City Quay through extremely difficult times when we had no power to make any changes for the better and were simply a Residents Association. We took over with no funds in the bank at all and a series of debts including a large amount of unpaid service charges. I leave the Board with a healthy Sinking Fund of over £200,000 plus a Reserve Fund of £18,500 and a surplus from last year of £7,500. That is as a result of very careful management of the estate which has meant we kept within budgets for every single year since 2009 and have never asked for a supplementary charge at year end. During the worst times of the recession we managed to freeze service charges for a number of years.

At the same time the Board I was Chair of ensured that a progressive programme of refurbishment was carried out across the site which continues to this day. We pioneered the procurement and selection of Managing Agents in Liverpool and as a result have succeeded in inspiring other developments to remove their poorly performing managing agents. We have been the first to publish full accounts in an Annual Report that contains a comprehensive explanation of all that is happening at City Quay over the year. It is a level of transparency and accountability that hasn't been equalled in any other development as yet. We pioneered Policy Documents to improve the quality of life for everyone at City Quay something that has been copied in other more prestigious apartment blocks in the city.

We have a webpage and use social media as well as a dedicated email address and an out-of-hours service to manage communication within the estate. We have contracted a security firm to attend to any complaints at night and weekends. This wasn't enough for some residents and it is understandable that we should always seek to improve our efforts at communication which we are always eager to do.

It has to be said that I am not perfect by any means and am always open to being corrected and challenged when the site isn't running as residents require. However

what I will not tolerate is turning the estate into a battlefield by bringing out into the open disagreements and differences of opinion within the Board itself. One Board member has been consistently out-voted and his response has been to start a covert campaign to bring people onto the Board who will back his position. This has brought about a situation that is deeply unpleasant, divisive, unprofessional and unnecessary. Never before has the Board been subjected to a power-struggle that has culminated in a coup and myself and other Directors have chosen to withdraw rather than cause serious divisions to open up within the community at City Quay - where the resigning Directors have worked hard over many years to ensure there is a good quality of life and a happy, relaxed and united atmosphere amongst residents. I will not take part in background meetings which pit residents against each other and the Board. I will not allow myself to be drawn into politicking in order to ensure the Board functions.

There is evidence that this is indeed a coup as the very next day one member of the Board took it upon himself to act as if he was the Chair when in fact there is an Acting Chair (who was the Deputy Chair) who hasn't sent in her resignation. There is no respect either for people or process. That doesn't augur well going forward and these are values and attitudes I don't share and I think are detrimental to the smooth and professional running of the development. My understanding of what is happening at City Quay is shared by three other Directors who have served the community well and don't deserve to be treated in this dismissive and heavy-handed way.

My resignation stands and I will not revoke it. To be publically undermined and patronised in the way that occurred at the AGM was only the tip of what has been going on behind all our backs and residents need to be aware of what is happening under the apparently innocent guise of bringing in fresh blood and new ideas.

Gerry Proctor MBE MPhil FRSA

12.07.17