



Tomintoul & Glenlivet
Development Trust

Name	Question	Answer	Follow up
1. OG	Could you please provide an overview of the contractual framework for the project to the meeting, including who appointed who and when, together with their primary roles and responsibilities.	TGDT appointed the following Alpha Projects – Main Contractor appointed under “Design and Build Contract for use in Scotland, DB/Scot (2016 Edition)” 22/12/2020 Communities Housing Trust - Employers Agent contract extended from pre contract feasibility stage which was competitively tendered in 2018 (two bids received). CDMM – Clerk of Works appointed 15/06/21 after receiving proposal Ralph Ogg – Quantity Surveyor contract extended from pre contract / procurement stage which was competitively tendered in 2019	
2. TS	Why did you not pay a professional to check the snagging issues with the houses in the first year rather than leaving it to the tenants who may not have a skill set in this and as they are renting have	CDMM (Clerk of Works) are contracted by TGDT to check snagging so TGDT paying another contractor would’ve been duplication	





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	no long-term responsibility to the property. The TGDT and the community own the properties and have a responsibility to catch every snagging issue.		
3. SR	On reflection, do you think it was a good idea to promote the housing including on radio and with a Royal visit when it was clear that residents had a lot of concerns?	Yes– We received a request for a royal visit by Lord Lt on behalf of King Charles – it would not have been protocol to refuse a visit	
4. LM	It is beyond doubt that a mixed group of residents feel that they have been treated very poorly throughout this process and suffered from poor communication and lack of response to serious concerns, e.g. left without heat, etc. Is there any individual or organisation who accept responsibility for this. Did you ever discuss how you would improve this as an organisation.	Yes the affordable housing project has dominated the TGDT agenda for the last 2 years and is a subject of much discussion	
5. LM	Please supply the residents with the full original Locogen specification and report as asked previously from	Uploaded to website see www.tgdt.org.uk/downloads	





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	2020/21 that fully explains what is good and bad about the renewable system?		
6. CC	Why were Locogen asked to independently report on their original specification meaning it cannot be independent as they are checking their own work?	Locogen did not install the system so they were able to independently assess the installation	
7. CC	What was the CARES Funding actually for; when was it awarded, and what are the associated conditions?	01/04/21 OFFER OF CARES GRANT PROJECT 3884 – _BUILDING A SUSTAINABLE AND RESILIENT TOMINTOUL (BSMART) – _ENERGY SYSTEM FOR COMMUNITY OWNED AFFORDABLE HOUSING See grant award letter at www.tgdt.org.uk/downloads for full list of conditions	
8. TS	Why have the Trust who were awarded CARES Funding to purchase £1000 EDDI's for the properties to redirect power to items so that these items can be used either free or at a cheaper cost not pushed to have these units working as surely this is a term of the funding to use it for working units that provide	Incorrect they are on and can divert solar to EV, albeit they can't attach to the Sunnamp as the model fitted can not take solar.	





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	the benefits to the residents?		
9. CC	Do you have the documentation pack including warranties for each of the rented properties? And have you checked the warranties are indeed accurate and can be used in the event of an issue?	A link to the H & S file is on our website www.tgdt.org.uk/downloads Warranties are on our website www.tgdt.org.uk (note the name on the warranties has been changed with ICW for each plot). Moray Council have confirmed that even in the event of a non compliant element the warrant would still be valid.	
10. AS	Why do you not want to listen to residents and work with them to fix the properties to the standard they should be?	We do – The Trust has listened and is actively working with our agent to reach a satisfactory conclusion of the Design and Build contract	
11. AS	Is it the case that only the Operations Manager and the Chair at TGDT make all the decisions and these are not getting passed to the other Directors and when discussions take place Directors are agreeing on items and decisions without the full facts?	No this is not an accurate description of how decisions are made at TGDT	
12. TS	How was it decided that Oli would update their position on the housing at	By the board at the TGDT board meeting dated 14 th August	





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	the KATCA meeting and then refuse to answer questions saying this will bias the EGM – _surely if there were concerns of biasing the meeting then the TGDT position should not be put forward either.		
13. AS	If you are not at fault with the overall breakdown in communication and the diabolical condition of these new houses, then who is at fault, and will you help fix all the issues?	Feedback on poor communication has been repeatedly acknowledged and efforts made to improve. All parties working together to reach satisfactory completion of Design and Building contract terms and conditions	
14. OG	Alpha have stated that TDGT was responsible for electric connections and meters. Could someone responsible explain why it all went so wrong?	The site was energised at a time when many electricity suppliers were not taking on new customers. After contacting four different suppliers EDF were the only supplier willing to take on the project and we commissioned them to install meters and register the accounts. When they did this EDF mixed up the registration process resulting in the problems we've experienced. CHT have been helping residents resolve the issues but can only work on residents behalf if mandated to do so.	





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15. TS	Has TGDT now established a process for: reconciling electricity bills? restitution for unobtainable solar PV exports? restitution for additional electricity used due to missing insulation? restitution for additional electricity used due to ASHPs not working?	No – this is something you could help with	
16. LM	Do the tenancy agreements include the right to income from solar PV exports?	No	
17. LM	Why did 2 directors at the public meeting on 3rd July state that they were unaware of the issues with the housing when there had been a very large number of emails received raising concern. Why did your internal communication fail?	Directors were unaware of some of the issues as not every issue raised by residents is shared with the full board. As part of their role CHT is the first point of contact for residents comments. It's their responsibility as our agent to respond. High priority issues i.e. long term failure of ASHP, perceived risk of roofs blowing off etc. are raised at the monthly board meeting and / or circulated via email update	





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18. SR	You state that an independent renewables report was commissioned and awarded to Locogen. As Locogen specified the system initially, how do you consider them independent?	Duplicate of Q. 6	
19. SR	When previously questioned on the renewable installation and wiring. He would not answer questions on the basis "we were trying to build a case". Why would he state that and who coached him?	Who would not answer questions?	
20. AS	The chair of TGDT stated publicly that the board were "perfectly aware that there is no solar powered hot water in the properties" .._. is this CHT's position also?	This is for Community Housing Trust to comment	
21. CC	Please tell the meeting who submitted all the required documentation to obtain completion certificates (as displayed on TGDT's website and on what dates were these documents submitted to Moray Council?	A completion certificate for the properties was submitted by Alpha Projects on 16.02.2023 and accepted by Moray Council on 02.03.2023 (Building Warrant Reference - 21/00226/BW).	
22. TS	Who purchased and supplied the ASHP to all	Alpha Projects purchased the Air Source Heat Pumps. To the	





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	properties? Please confirm they were all brand new, with full installer's and/or manufacturer's warranty at the point of commissioning.	best of our knowledge they were brand new when purchased and covered by a manufacturer warranty by Samsung.	
23. AS	Mr McRae's letter points 2,3,4,5 and 6 need transparent explanation to the floor. Please explain your thought processes on these matters as all parties present at the November 23 meeting are also present tonight. You will be prepared to do this?	These are very serious matters not for us to comment tonight	
24. AS	Do you think the use of language that suggests intimidation of contractors by members of this community is constructive and truthful?	Unable to comment - the comment was made by CHT in published letter – so it is for CHT to respond?	
25. TS	You will of course have in place a plan to deliver to this community the development as advertised, as per approved design statement, constructed to the relevant building standards and safe and fit for purpose? Please share your methodology to the meeting.	The contract between TGDT and Alpha Projects provides the means to complete the development to the contracted standard.	





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26. SR	Please warrant to the meeting that all properties, upon entry, were in your expertise compliant in terms of insurability and mortgageability? And that currently in the event of a property insurance claim or a mortgage/loan inspection there would be no issues for the owners or tenants.	Property warranties are by ICW Insurance Services. Moray Council signed the completion certificate.	
27. OG	Can you warrant to the meeting that all properties are fully compliant with building warrants and approved and accepted plans and that they are electrically and structurally safe and legally compliant.	Moray Council having reviewed the documents submitted have confirmed in writing ' <i>we have no knowledge of any aspect of this case which would require the authority to take action</i> '	
28. OG	You will be able to attest that the onsite drainage is compliant with planning in terms of soakaway, rodding points and that all service pipes are correctly laid? Furthermore, please express your confidence to the meeting that we will find no latent defects with these installations as these also have been certified as completed to	More time required to provide a meaningful comment	





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	MC and CNPA. Who provided these certifications to the bodies, when and was it part of their contracted responsibility?		
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