

**GARDEN RIDGEWAYS RESIDENTS ASSOCIATION
MINUTES OF THE ANNUAL GENERAL MEETING
17TH AUGUST 2019 – BRAEBURN GARDEN ESTATE SCHOOL**

PRESENT

- Sign in list attached

APOLOGIES

- Jane Gitao
- Lucy Ogutu
- Harrison Kimani
- Samuel Mwiti
- Ann Murimi
- Bakul Kothari
- Lisa Chege
- Justice E. Okubasu
- Mr Mohol
- Jeff Njagi
- James Githere
- Roni Karina
- Lydia Kimenyi
- Jecinta Njihia
- Rosemary Sang
- Waweru Thuku
- Simon Kihumba
- Gillian Wanyoike
- Jackie Guest
- Jacqueline Kamau
- Humphrey Maina

AGENDA

- Confirmation of quorum and minutes of AGM held on 27th October 2018
- Chairman's remarks
- Adoption of Accounts for 2018
- Election and or nomination of office bearers: Chairman, Vice Chair, Secretary, Ass. Secretary, Treasurer, Asst. Treasurer
- Appointment of Auditors
- Such matters the committee may decide or as to which notice shall have been given in writing by a member to the Secretary at least seven (7) days before the meeting
- AOB with the permission of the chair

OPENING REMARKS

The meeting started at 1.30pm with a word of prayer by Mary Kigwe

Greetings from The ACC Roysambu, Njeri Lesbeth
Word from Senior Chief Assistant Mogere

The chief explained the census process that is to take place on the night of August 24th/25th 2019.

- Records of who was in a particular household on that night.
- Members to stay vigilant and only open for officials after they identify themselves with badges
- Committee to meet with the chief to strategize

CONFIRMATION OF QUORUM

- It was confirmed that there was a quorum of paid up members present

CONFIRMATION OF MINUTES

- Minutes of the last AGM held on 27th October 2018, were read out by Mary-Anne on behalf of the secretary.
- confirmed by Taju and seconded by Maria Walker

CHAIRMANS REMARKS

I love this community. It is my pleasure to present you my report for the year 2018. GARRA continues to grow organically in number, impact and influence. I am specifically proud of the leaders and partners with whom the GARRA community engage with over both serious and light business.

A glance of what has taken place in GARRA as a reminder of our journey to date over the last one year:

Month	Activity	Partner	Impact
September 2018	House numbering project	Sub county and students form the Jomo Kenyatta University	Ease of routing and service experience with online dial hailing companies
	Bollards placement at Oak Place Junction car wash	Sub-County office	Environmental stewardship and a level of security

November 2018	KARA Expo	Kenya Alliance of Residents Associations	4 awards in recognition of GARRA impact to the community
	Objections	Sub-County, Kenya Assemblies of God extension building, Ridgeways country homes change of user to hospital	Change stopped as an outcome of community working as one.
	Infrastructure upgrade of roads and traffic	KURA, Sub-County and NTSA	In progress and in need of a new energised drive to land change
December 2018	Approvals	Trinity Gardens and Sub-County	Go ahead of development of town houses by G1b members
	GARRA Social Bazaar, Christmas and Gifts to partners	GARRA Community, Bosch, Naivas, AAR, Police, Sub-County, Administration team	Discount on solar water heaters, 2 solar streetlamps, an energised, collaborative community with stronger relationships
January to March 2019	Engagements with partners	Kenya Power, Benchmarking with Runda, Nairobi Water, Zone leaders	Collaborative approach to change, service delivery improvements
April 2019	Huduma Number, KRA	Registration team for Huduma number and KRA tax returns support	Flexible, on time and in full Huduma registration for our

			community and neighbours
	Sponsorship	Support the sub-county environment team with	Environmental stewardship
May 2019	Mental wellness talk	Community members	Impacting the community through whole body and mind wellness
	Traffic meeting	Police leadership to address matter traffic, security and service delivery	Happy Hour
July 2019	Finance Wellness Talk	Community members	Impacting the community through whole body and mind wellness
August	Sponsorship	Umbrellas to our partners as a token of our appreciation	Cementing our relationship with partners and acknowledging the difficult conditions under with they work
Others	Noise Management	Sub-County Liquor license, environment team, Horecas, churches	Some wins but not sustained to the level we want!
	Website development	www.garra.co.ke (private developer). The website is ready, and we shall drive uptake	We need to diversity our communication channel and structure the same using web technology

	Litter and poster clean-up	With private team just to make a difference as the place was rather filthy	Some wins but not sustained to the level we want!
	Benevolence visit to members who have lost a loved one	We have lost members or family related to members. The community has expressed love and courage to the families of the departed	Strengthening the community ideal.
	Kiambu Road duelling	Consultant and others	Knowledge of change and impact thereof
	KTN and Nation media articles	Area Code featuring GARRA and a newspaper article on the role of GARRA as an association within Kiambu that those planning to set up shop need to engage	Pride and Brand
	Incident management	Day to day service incident management and emergencies.	Extending our care to members acting on their behalf and caring for those not within GARRA

All these wins and items in progress have been enabled by all of us working in a collaborative, respectful and giving space. I thank the GARRA community, the leaders and volunteers and partners. The Brand GARRA has built in time, our role in Roysambu cannot be taken for granted. I am proud to be a member of this community and see the only direction is up.

Where do we need to focus on in 2019/2020?

The incoming leadership has several strategic resources that many in my position will envy: relationships, a strong caring community, responsive and service driven partners at all levels. From the 2019 net promoter score (pulse check of GARRA H2 2019) by members gives some indicative direction.

Focus for 2019

Net promoter score (NPS): Out of the 88 participants, the final Net promoter score is 60. This is excellent service perception. The 2018 NPS was 48.

- A score of 0 is good service,
- A score of 61 is excellent and
- A score above 70 is world class.

I challenge the incoming committee and this community at large to set a target for 2020 as world class service. We can meet this because we have all that it takes: structures (Zones), relationships (partners) and the community.

What must we stop!

1. PSV traffic on our roads!
2. The negative perception that our contribution of 6,000 per year can cater for all round security and rapid response, increase in amenities, cleaning of empty lots, repair of the roads. Members paid in ksh 1.1m in 2018 which is about 58% increase from 2017 and for 2019 out target is ksh 1.9m. In 2017 and 2018, we had surplus of slightly over 35K.

What must be vocal about and engage partners!

- 1) Recycling activities, environmental cleanliness,
- 2) More community focused events and functions (wellness and education)
- 3) Traffic and safety management on the roads
- 4) Strict land use change policies / operating book lodged with the sub-county
- 5) Community participation and volunteering

What we need to continue and improve further!

- 1) Communication using multiple channels (digital social media tools)
- 2) Follow-up on agreed change and action by partners especially sub-county
- 3) Service delivery: Street lighting, domestic power and water
- 4) Engagement with regulators w.r.t land use changes/rates and fees
- 5) Security of GARRA : New and novel ideas to try
- 6) Zone leadership, GARRA organisation structure and execution planning

Lastly, the survey revealed an interesting statistic that perhaps the GARRA leadership and members need to consider from an engagement perspective while looking into the new committee and zone structure:

- 1) Women outnumber men by a factor of 2. Can we use this ratio to drive change? 33% seats to men and 67 to men?
- 2) The two age groups with the highest response rate (55%). Can we actively get leadership from this age group?
 - a. 34-44 years at 30% response
 - b. 55-64 years at 25% response
 - c. Above 55 years are 47%
 - d. Up to 54 years are 53% with the least being 34 and under at less than 3%

I am proud of the 2018 achievements. As I leave, I want to read a passage from the Holy bible the book of Matthew Chapter 22: verse 36-40

“Teacher, which is the greatest commandment in the Law?” Jesus replied: “Love the Lord your God with all your heart and with all your soul and with all your mind.’ This is the first and greatest commandment. And the second is like it: ‘Love your neighbour as yourself.’ All the Law and the Prophets hang on these two commandments.”

GARRA is a community of neighbours. let us love our community. Thank you.

Comments

- Mr Taju commended the committee and thanked the chair for the elaborate speech.
- He recommended that the team in the committee remain as is.

- Zone leader G2 brought the issue of county zoning the units seem to be getting smaller with sub leases, a loophole developers are using. The chair responded by stating that members should be vigilant on developments in their area and engage the developers.

- Mary-Ann – Vice Chair – asked that members engage with GARRA and the community/neighbors before commencement of a project, otherwise if objected it becomes a lose

ADOPTION OF ACCOUNTS

Mr. Virani gave an apology on behalf of the auditors who was not able to make it.

- As we are a non – profit association, he explained that legally there was no need to be audited but it was important to for accountability and constitutionally we are bound.
- The accounts were adopted and proposed by Yolanda Anderson and seconded by Mrs Occorner
- The vice chair thanked Mr Virani for the work he put in to make us go digital
- It was noted that the subscriptions nearly doubled in the last year, thanx to members who made it possible

ELECTIONS

It was unanimously decided by member’s present led by Mr Taju, that the team be re-elected and remain as is.

APPOINTMENT OF THE AUDITORS

The auditor Karanja Kamanu and Company were re- appointed.

This was supported by Mr Virani and seconded by Joan Change

ANY OTHER BUSINESS

- Zone leaders were introduced to the members as follows:
- G1a Lucy Ogutu
- G1b Joan Change
- G2 (The late Susan Kamau)
- G3 Harrison Kimani
- G4
- G5 – Moffat Kanyeri
- G6 – Edward Ndirangu

- R1 – Gerald Taylor

- R2a – Maggie Von Lekow

- R2b – Gloria Ndekei

- R3 – Jane Gitao

- R4 – Irene Wanyoike

- R5 – Grace Kagondu

- R6 – Bernard Matimu (assisted by John Kamunge)
- R7 – Moses Kitheka

- KPLC – Jonah and his maintenance team to go round the estate and trim fences and trees close to power lines.
- Thank you to Peter Benard for cutting down traffic, through a new system he put in place as he explained, and to hosting the AGM and lunch
- Mr Muhindi of Man power services (and a GARRA member G3) volunteered to help organize a day to mentor children in liaison with the committee.

The meeting ended at 3pm

Word of prayer by the Chair. Lunch is served

CHAIRMAN

SECRETARY