

# THE BUCKSTONE ASSOCIATION

The Annual General Meeting

will be held on

Tuesday 11th March 2025

at 7.30pm

at Buckstone Primary School

# **THE BUCKSTONE ASSOCIATION**

## **FORTY FIFTH ANNUAL GENERAL MEETING**

**To be held on Tuesday 11th March 2025 in  
Buckstone Primary School at 7.30pm**

### **AGENDA**

1. Apologies for absence.
2. Minutes of the Forty Fourth Annual General Meeting held on 12th March 2024 for approval.
3. Any matters arising and Annual Report.
4. Treasurer's Report and approval of Accounts for 2024.
5. Appointment of Charlotte Tucker to review the accounts.
6. Appointment of Office Bearers for 2025: Chairman, Secretary and Treasurer
7. Appointment of Committee Members.  
(Nominations by e-mail please for either Office Bearers or Committee Members to [enquiries@thebuckstoneassociation.org.uk](mailto:enquiries@thebuckstoneassociation.org.uk))
8. Motion – "That this meeting authorises the Committee to pay each Committee Member an attendance allowance of £25 to attend each of the Buckstone Association Committee Meetings". Proposed and Seconded by the Committee.
9. Motion – "That the Assessment for 2025 be set at £25.00 (Twenty-Five Pounds) per house payable by the owner as at 1st April 2025". Proposed and Seconded by the Committee.
10. Motion - "That this meeting agrees that non-payment of the assessment by 31st July 2025 will incur an additional fee of £5 per month or part thereof until settlement is made. Any legal costs will be additional." Proposed and Seconded by the Committee.
11. Motion – "That this meeting instructs the Committee to publish with the AGM Notice in 2026 a list of those Assessments for 2025 not paid by 31<sup>st</sup> December 2025". Proposed and Seconded by the Committee.
12. Motion – "That this meeting authorises the Committee to follow such procedures as they consider necessary to ensure that all members pay the assessment including raising action by the Simple Procedures Rules, regardless of the fact that the cost of such action may exceed the amount recoverable." Proposed and Seconded by the Committee.
13. Motion - "Those members attending an AGM which fails to have a quorum will be eligible for payment of £25." Proposed and seconded by the Committee.
14. Any Other Competent Business.

***By Order of the Committee: George Symonds, (Secretary), 16 Buckstone Place, Edinburgh***

## **ANNUAL REPORT BY THE COMMITTEE**

The 2024 Annual General Meeting was attended by only 33 members out of 898, which is less than 4%. It would be greatly appreciated if you would show your support by attending the meeting, which usually only takes about half an hour or so. We very much hope that members do make the effort to attend this year as we need to appoint the committee and to set the assessment fee for the current year, so that this can then be collected to pay the contractors, who keep the amenity areas on the estate well maintained.

All homeowners who receive this notice are, within the Title Deeds to their house, automatically a member of the Buckstone Association which exists to ensure the maintenance of the communal areas of the estate. The Buckstone Association has 7 voluntary committee members and a paid Administrator. A major part of the Administrator's work is to keep records of payment of the Association's fees to ensure that all 898 members contribute. Prompt payment, using the giro credit slips provided or by internet banking, makes running the Association much easier and more financially efficient. Non-payers receive a reminder in May, then a final reminder in mid-July. It is surprising how many members ignore all the correspondence delivered personally through their door. It is also important that if an owner lets out their property, they should inform the Administrator so that records can be kept up to date and contact made with the owner when the Assessment becomes due.

### **AMENITY AREAS GENERALLY**

MIB Services are contracted to cut the grass on a weekly basis during the months of June, July and August and at the beginning and end of the season, the grass is cut every 10 days or so. This continues to work extremely well and the contractor will carry this on in the coming year.

Greaves Gardening attend to the flower beds on the estate on a monthly basis from March to October and we are happy to continue with this service for the time being. Other work is done on an ad hoc basis by our contractors as and when required.

The trees at The Knoll and the woodland behind Buckstone Place have a Tree Preservation Order on them and we are required to seek permission from the Council if any work is to be done on them. A member contacted the Administrator with concern regarding one of the pine trees at The Knoll. This was felled a couple of days later, towards the end of October, when it was found to be diseased.

The amenity areas are for the enjoyment of all, and we would ask that all members ensure that if their children want space to play, they do so at the park or the field. In particular, football or other ball games should not be played on amenity areas, especially if the children are over the age of 7, as damage to members properties has happened in the past.

There is always a concern about Dog Fouling and we would ask that all members clean up after their dogs, particularly on amenity areas where people walk and younger children play.

The Council have some responsibility for clearing footpaths, but members must also take some responsibility themselves for clearing the leaves from their gardens and adjacent footpaths. We must also remind members to ensure that hedges and shrubs should be kept trimmed back from footpaths so that they do not impede pedestrians. We will issue a note to owners if we feel the need to do so although the Council will do this on occasion too if it is brought to their attention.

## **ASSESSMENT COLLECTION**

More members now use direct/internet banking to pay and less than 100 now either take their payment to a branch of the Royal Bank or post to our Mail Box address. As The Royal Bank branch recently closed at Bruntfield, the branches are now at the West End, St. Andrew Square, Corstorphine or at Dalkeith.

About 150 members receive reminders towards the end of May and about 40 members wait until the final demand (or even later) before paying. The small number of late payers still involves a disproportionately large amount of time by the administrator and committee to ensure payment is made. At the AGM in 2012 it was agreed that a £5 late payment charge would be made for each month or part thereof until the assessment was paid.

The deadline for payment is 31<sup>st</sup> July – if members pay after that date, then a late payment charge will be added to their assessment, even if it is only a day or two late; and we will pursue those that are late the following year.

After two years non-payment, members will receive a letter from our solicitor and if no payment is forthcoming then court action will follow. We would, therefore, like to thank our solicitors, Allingham & Co, for the help they give us when chasing members for payment. Where a solicitor's letter requires to be issued, the property owner may be liable for any fees incurred. If court action follows, we generally expect members to settle on receiving the court summons, rather than to have a judgement recorded against them, which could affect their credit rating. However, any costs relating to such court action do have to be paid, even if a member settles on receipt of the summons, which can amount to more than the debt itself.

There were 7 assessments outstanding by 31<sup>st</sup> December last year. Three members were due to pay outstanding assessments for 2023 and 2024 as well as late payment fees. Two of these members were sent a solicitor's letter in January. Payment was subsequently received from one member. We will therefore have to commence legal proceedings against two members this year. This information is provided to confirm that court action will ensue if full payment is not made.

## **LEGITIMATE INTEREST ASSESSMENT**

The Buckstone Association will, in future, publish the addresses of members whose assessment fees for the previous financial year remain outstanding at the date of the AGM notice. We believe that we are justified in publishing these details as it is necessary on the basis of legitimate interest for us to be able to take action against such non-payers (short of debt recovery action) as this is an outstanding debt from that member to the Association. We have considered the rights and interests of non-payers and believe that our action is justified, that we are taking reasonable action to protect our commercial interests and in the interests of fairness that all members pay their assessment fees. We are very clear to all members in their assessment notice and in subsequent requests for payment that this is likely to be the consequence for non-payment and so we believe this is what our members expect. We propose to continue with this approach, provided our members approve this action at our AGM each year.

We hope that the additional requirement to pay the monthly late payment fee will be sufficient in encouraging members to pay on time. We will keep this matter under review.

## **THE COMMITTEE**

The Committee appointed at the 2024 AGM was as follows:

Chairman: Kim Coates, 33 Buckstone Hill

Secretary: George Symonds, 16 Buckstone Place

Treasurer: Lindsay Walls, 8 Buckstone Wood

Other Members:       Angela Brodie, 18 Buckstone Hill  
                              Albert Muckley, 6 Buckstone Crescent  
                              Kenneth Page, 37 Buckstone Road  
                              Dorothy Brydon, 1 Buckstone Wynd

As our Administrator, Barbara Dick, deals with much of the business, there is very little required of any Committee member other than attending a few meetings over the course of the year. However, it is the committee who appoint the Administrator and without both, the Association would be required to employ a Factor to do the work involved – to collect the assessment and employ contractors to keep the amenity areas maintained. This would incur a far greater cost for all members and perhaps would not be as efficient as is currently the case. Generally, all Committee decisions are unanimous although this sometimes involves some compromise having to be made; all meetings are conducted in a friendly, informal manner as voluntary service should. Any one of the present committee members would be happy to answer any queries about how the committee operates. Any nominations for a position on the Committee should be sent. prior to the AGM, to: [enquiries@thebuckstoneassociation.org.uk](mailto:enquiries@thebuckstoneassociation.org.uk)

## **WEBSITE**

Members can access information on The Buckstone Association on the website - [www.thebuckstoneassociation.org.uk](http://www.thebuckstoneassociation.org.uk).

## **OTHER MATTERS**

Owners of properties adjacent to footpaths should ensure that hedges and shrubs are kept well-trimmed and do not impede pedestrians. House owners do not always appear to be aware that overgrowing hedges, bushes and trees adjacent to the footpaths can restrict pedestrian movement or present a danger. The Council can maintain paths more effectively and keep them free of litter and leaves if hedges do not restrict them while doing so. If necessary, we will point this out to those owners who fail to keep footpaths clear. The Council have also been known to write to owners asking them to keep hedges cut back from pavements recently.

We have also received complaints about homeowners leaving their refuse bins on the pavement too. Waste bins and containers should only be presented on the day of collection and should be removed from the pavement as soon as possible after collection and returned to your property.

We are aware that building works sometimes mean that householders will need a skip; please ensure that if these are on the roadway, including building materials, they have a licence from the local authority. To any members who are undertaking, or about to undertake, construction/demolition works on their property, which will involve the movement of materials and contractors across any amenity area, please be advised that should such works cause damage to the maintained grassed areas, you will be required to cover the cost of any remedial works necessary to restore the ground to its original condition.

**SPEED LIMIT** – as with all residential areas in the City of Edinburgh, the speed limit in Buckstone is 20mph. We would like to remind all members of that fact.

We ask members to park responsibly and to please remember when parking your car that refuse lorries, delivery lorries and, more importantly, emergency service vehicles need access to your street to do their work effectively. We often receive complaints from members about parked cars in the turning bays in several parts of the estate. Turning bays in any street should not be used as parking bays under any circumstances; they are specifically there so that all vehicles can turn safely, which is impossible to do in narrow cul-de-sacs if cars are parked in the bays. Some bays have "Keep Clear" which means exactly that, so please do not park there. It is now illegal to park on pavements as this can cause an obstruction for pedestrians, particularly those with buggies and for wheelchair users.

**POLICE MATTERS** Please be vigilant and if you see anyone or notice anything suspicious, please contact the police as it is extremely important those responsible for house breakings or damage to property are caught. If you need to contact the Community Policing Team, please telephone the national non-emergency number 101.

**DOG WALKERS** Most dog owners are responsible residents and clean up after their dogs. It is the minority that cause problems. We ask all dog walkers to ensure that their dogs are kept on leads while walking on amenity areas and then all owners will be aware when they need to clean up after their dog. Also please dispose of the waste bags properly; it is disappointing how many people pick up after their dog and then dump the waste bag or go to the bother of hanging it on a tree. If the owners of the dogs involved can be identified by independent witnesses, then this information can be passed on to the Council who can then fine the owners £80. Further information is available from the City of Edinburgh Council website. We certainly do not wish to prevent dogs being walked on the amenity grounds, but some owners must be more responsible with regard to removing their dogs' excrement and disposing of it correctly.

## **FAIRMILEHEAD COMMUNITY COUNCIL**

The Fairmilehead Community Council has now been in operation for over 20 years and the Administrator acts as a nominated member. The Community Council acts as a forum for local issues and all residents are welcome and encouraged to attend the meetings which are held at 7pm on the 1<sup>st</sup> Tuesday of every month (except July and August) at Fairmilehead Parish Church, Caiystane Hall. Community Council elections are taking place soon. If you are interested in your local community please do show your support, either by coming along to the meetings or becoming a member. Further information is available from [secretaryFFC1@gmail.com](mailto:secretaryFFC1@gmail.com)

## **TREASURER'S REPORT**

A copy of the audited accounts for the year ended 31 December 2024 accompanies this report. This shows a deficit for the year of £738. Therefore, with funds carried forward from the previous year, our retained surplus is just over £11,000.

So, once again, with our retained surplus showing a healthy balance, we propose to keep the assessment at £25 again for this year. This is a small charge to pay compared to what is paid by residents of other estates. We are aware that several new build estates on the south side currently charge between £7.50 and £14 per month. Therefore £25 is a small price to pay and to maintain it at this level we must ensure that the assessment is paid as quickly as possible by all members.

We thank all members who pay their assessment promptly each year and we urge everyone to try to do so. Most correspondence is addressed to the "Owner/Occupier" and is hand delivered to ensure it reaches each property owner. If you are a tenant, then this should be passed on to the owner or agent for them to deal with.

The giro slip is an important aspect of our assessment collection so if you make payment into the Royal Bank without the giro slip it is up to you to ensure that the bank completes detail of the address to which the payment refers; without doing this we will have no record that you have paid. Also, if paying by using direct banking, it helps enormously if you use your address as a reference rather than your name i.e. 64 B. WOOD rather than J. SMITH., or the six digit unique reference number which will begin 250XXX.

## **LIST OF 2024 ASSESSMENTS UNPAID AT 31ST DECEMBER 2024**

The following list of 2024 Assessments, unpaid as of 31st December 2024, is published in accordance with the motion passed at the 2024 AGM.

18 Galachlawside\*

28 Buckstone Crescent

30 Buckstone Crescent

21 Galachlawside\*

40 Buckstone Crescent

111 Buckstone Crescent

4 Buckstone Court\*

\*Still outstanding from 2023.

## **REPORT OF THE INDEPENDENT EXAMINER TO THE MEMBERS OF THE BUCKSTONE ASSOCIATION**

I report on the accounts of the association for the year ended 31 December 2024.

### **Respective responsibilities of the Committee and examiner**

The Association's committee members are responsible for the preparation of the accounts.

The Association's committee consider that no audit requirement applies. It is my responsibility to examine the accounts and to state whether particular matters have come to my attention.

### **Basis of independent examiner's statement**

An examination includes a review of the accounting records kept by the Association and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

### **Independent examiner's statement**

In the course of my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements to keep accounting records and to prepare accounts which accord with the accounting records have not been met, or to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Charlotte Tucker FCA  
Chartered Accountant  
Prime Numbers  
One Lochrin Square, 92 Fountainbridge  
Edinburgh EH3 9QA

February 2025

**THE BUCKSTONE ASSOCIATION**

**INCOME & EXPENDITURE ACCOUNT**  
For the year ending 31 December 2024

|   | 2024          |                      | 2023                 |
|---|---------------|----------------------|----------------------|
|   | £             | £                    | £                    |
| <b>INCOME</b>                               |               |                      |                      |
| Assessments receivable                      | 22,200        |                      | 22,350               |
| Late payment receipts/assessments           | 430           |                      | 170                  |
| Interest received                           | 286           |                      | 245                  |
|   | <u>22,916</u> |                      | <u>22,765</u>        |
| <b>EXPENDITURE</b>                          |               |                      |                      |
| Amenity ground expenses                     |               |                      |                      |
| Grass cutting & general maintenance         | 10,125        |                      | 9,895                |
| Tree & Shrub Maintenance                    | 4,337         |                      | 4,277                |
| Tree Survey                                 | -             |                      | 50                   |
|   | <u>14,462</u> |                      | <u>14,222</u>        |
| Other expenses                              |               |                      |                      |
| Administrator fees                          | 6,552         |                      | 6,552                |
| Committee expenses                          | 675           |                      | 625                  |
| Printing and other administration costs     | 537           |                      | 668                  |
| Insurances                                  | 399           |                      | 388                  |
| Independent examiner's fee                  | 440           |                      | 440                  |
| Bank charges/compensation                   | -             |                      | -                    |
| Legal costs                                 | -             |                      | -                    |
| Miscellaneous expenditure                   | 590           |                      | 550                  |
|   | <u>9,193</u>  |                      | <u>9,223</u>         |
| Total expenditure                           |               | <u>(23,655)</u>      | <u>(23,445)</u>      |
| <b>Surplus/Deficit for the year</b>         |               | (738)                | (680)                |
| Surplus brought forward                     |               | <u>11,875</u>        | <u>12,555</u>        |
| <b>SURPLUS CARRIED FORWARD</b>              |               | <u><u>11,137</u></u> | <u><u>11,875</u></u> |
| <b>Balance sheet</b>                        |               |                      |                      |
| <b>For the year ending 31 December 2021</b> |               |                      |                      |
|   | 2024          |                      | 2023                 |
|   | £             |                      | £                    |
| Balance at credit of General Fund           | <u>11,137</u> |                      | <u>11,875</u>        |
| represented by                              |               |                      |                      |
| <b>CURRENT ASSETS</b>                       |               |                      |                      |
| Debtors & prepaid charges                   | 350           |                      | 350                  |
| Bank: Deposit account                       | 15,158        |                      | 15,429               |
| Current account                             | 243           |                      | 686                  |
|   | <u>15,751</u> |                      | <u>16,465</u>        |
| <b>CURRENT LIABILITIES</b>                  |               |                      |                      |
| Creditors & outstanding charges             | 4,614         |                      | 4,590                |
|   | <u>11,137</u> |                      | <u>11,875</u>        |



# **THE BUCKSTONE ASSOCIATION**

## **Synopsis of the Minutes of the Fortieth Fourth Annual General Meeting held on 12th March 2024 at 7.30pm in Buckstone Primary School.**

**Chairman: Lindsay Walls, Treasurer**

**Present: 33 voting members**

1. Apologies received from Ms Coates, Buckstone Hill and Mr Ralph, Buckstone Place.
2. Minutes of the Forty Third Annual General Meeting held on 21st March 2023 were approved.
3. Matters Arising: none.
4. Annual Report. The Chairman introduced the Report on the events of the year and drew attention to the main highlights.
5. Treasurer's Report. The Accounts for the year to 31 December 2023 were considered and approved. The meeting also discussed the budget for 2024 which had been presented to the members present.
6. The Office Bearers for 2024 were elected as follows:  
Chairman: Kim Coates; Treasurer: Lindsay Walls and Secretary: George Symonds
8. The other Committee Members elected for 2024 were: Kenneth Page, Dorothy Brydon, Angela Brodie and Albert Muckley.
9. It was agreed that the Committee would pay each Committee member an attendance allowance of £25 for attending each committee meeting.
10. It was agreed that the assessment for 2024 be set at £25 per house, payable by the owner as at 1st April 2024.
11. It was agreed that a list of those assessments for 2024 not paid by 1<sup>st</sup> August 2024 should be published with the 2025 AGM Notice.
12. Motion - "That this meeting agrees that non-payment of the assessment by 1st August 2025 will incur an additional fee of £5 per month or part thereof until settlement is made. Any legal costs will be additional."
13. The meeting authorised the Committee to follow such procedures as they considered necessary to ensure that all members pay the assessment including raising action through Simple Procedures, regardless of the fact that the cost of such action may exceed the amount recoverable.
14. It was agreed that those members attending an AGM which fails to have a quorum will be eligible for a discount off the assessment. The sum of £25 would be discounted from the assessment due by anyone attending an inquorate meeting.
15. Any other business – one member asked if 20mph speed limit could be mentioned in the AGM Notice next year. The committee will consider.

There being no further business the meeting closed at 7.50 pm.

NB: Copies of the full Minutes are available on the website [www.thebuckstoneassociation.org.uk](http://www.thebuckstoneassociation.org.uk)

# THE BUCKSTONE ASSOCIATION

The Buckstone Association exists to carry out the responsibility imposed on all owners of houses built on the estate since 1963 for the upkeep and maintenance of certain specific amenity areas within the estate. The extent of the estate was determined at the time by the area of land Miller Homes had then acquired for the development and includes the final stages of this development at Mounthooly Loan, Galachlawside, Galachlaw Shot and Whitedales, including houses built and sold by Cala Homes. The title deeds of these houses include an obligation to become members of the Association and to pay the annual assessment. The amount of this assessment is usually agreed by the members each year at the Annual General Meeting, although set by the Committee. A Committee is also elected at each AGM to carry out the policies determined by the members at the AGM. The body of rules that determines the conduct of the Association's affairs is contained in the Constitution and each member should have a copy of this. This should be passed on to the new owners when you sell your house, but a copy may be obtained from the Administrator if you do not have one. There are a total of 898 members in the Association.

The Association is not a residents' association in the widely recognised sense and is not a voluntary organisation. It does not organise local events and cannot claim to represent local residents as many are excluded from membership. For various reasons we are reluctant to extend our activities further into areas which should more correctly be dealt with by a general residents' association. However, the Association can act as a platform for the launching of community projects if the members express such a desire.

## AMENITY AREAS GENERALLY

The Association's only responsibility is for the upkeep and general maintenance of the amenity grounds which are quite extensive. Contractors are engaged as and when relevant for this and the money to pay them by means of the annual assessment on all members.

Recurring problems are dog-fouling, garden refuse being dumped, vandalism of trees and ball games. Dog excrement on some of the amenity grounds and footpaths is not acceptable under any circumstance and we request that all dogs are kept on leads. We have consulted the Council Dog Wardens for assistance but as they cannot be expected to watch the estate continuously it is really up to individuals to take action themselves. If the dogs involved (and their owners) can be identified an application may be made to the City Council for an order to prevent this continuing. We do not wish to prevent dogs being walked on the amenity grounds, but their owners must become more responsible with regard to removing their dogs' excrement. Occasionally garden refuse has been left on amenity areas in the past, with the culprits hoping that it will just "disappear". The Council collect garden refuse regularly throughout the year and the Association is not responsible for doing this.

Please help to contain our costs by preventing children breaking branches off our trees, especially the saplings, a few of which require to be replaced each year, and from damaging shrubs by running through them.

Children aged seven and over are not allowed to play ball games on the amenity areas as this causes damage to the grassed areas and shrub beds planted for the enjoyment of all can be trampled over if children are trying to retrieve their ball.

Rules regarding all of the above problems have been made and reaffirmed at various AGMs and it is accepted that the Committee are not themselves responsible for enforcing these rules. All members must assist with this.

## THE ROUNDEL

The Roundel is the wood bounded by Buckstone Circle and the open field with the play park (maintained by the Council). This was initially included in the estate plan as amenity ground which could have involved us in fairly heavy financial commitments. Thanks to the efforts of our local councillor at the time, this wood was taken over by the Council from Miller Homes on the basis of our accepting responsibility for routine maintenance. This was approved at the 1993 AGM. The Roundel will remain as general woodland to which the local residents have been granted free access in return for carrying out this routine maintenance. Our agreement with the Council provides that the Council are responsible for the major woodland works including thinning and removal of trees, providing replacement trees and replanting as required and cutting a verge round the perimeter of the wood. We are expected to keep the wood free of litter, remove light branches and assist the Council with the planting of new trees.

## ASSESSMENT COLLECTION

Our policy, endorsed at successive AGMs, is to pursue payment of the assessment by all members and we will, if necessary, raise Court action for recovery. We believe our collection procedures operate effectively and we are grateful for the assistance provided by our solicitors, Messrs. Allingham & Co. of 4a Buckstone Terrace. We have adopted a stance that it is a waste of effort calling regularly on known bad payers to try to obtain payment and we use Simple Procedures at Edinburgh Sheriff Court in such cases. The main control over assessment collection is the payslip which is issued to each individual member as soon as possible after the amount of the assessment has been established by the AGM or Committee. This bears a number which uniquely identifies each member and this number is then printed on our bank statements. Please make use of this payslip when making payment either at the bank, by direct banking or by using the Mail Box and help us to avoid errors.

## ADMINISTRATION

Prior to 1988 all the administration of the Association was carried out by the Committee voluntarily, but the increasing membership was demanding more and more time. At the 1988 AGM it was therefore agreed to employ a part time administrative assistant to assist with the more routine matters, viz maintaining a record of assessment payments, checking house sales, corresponding with owners/agents of tenanted properties and enquiring about the reasons of any non-payments. The 1994 AGM approved the Committee's proposal that the new Administrator's duties be extended. The Administrator now handles all the Association's business under instruction from the Committee. These duties now also include: obtaining quotations from and overseeing the work of contractors; dealing with any complaints or enquiries that arise; liaising with Council officials; preparing and distributing the Annual Report, Assessment Notices and Reminders; raising Court Action; maintaining the accounting records, preparing accounts and submitting these to an independent suitably qualified person. All routine enquiries regarding Association business should normally be directed in the first instance to the Administrator but it should be remembered that the Administrator acts only on the instruction of the Committee and therefore any criticism should be directed to the Committee not the Administrator.