

**Webber and Quentin TMO**  
**Minutes of Board meeting Wednesday 30<sup>th</sup> January 2019 7:00-9.00 pm**  
**Webber & Quentin Hall, Quentin House, Gray Street.**

**Present**

Orenda O'Brien Davis (Secretary), OOD	Jesse Cudjoe, JC
Julie Lewis, JL	Asya Zaman, AZ
Jill Goddard (Chair), JG	Delight Amatoby, DA
Graeme Womack (Treasurer), GW	Lisa Stevens, (Vice Secretary), LS
Sophie Thorpe ( Vice Chair), ST	Umran Malik, UM

**In Attendance**

Sirajul Islam (TMO Manager), SI	Linda Knight (TMO Housing Officer), LK
Tracy Stedman (Southwark TMO Monitoring Officer), TS,	
Maria Reynolds (Waterloo Sports and Football Club WSFC), MR	

**Apologies** – none received

**Not Present** - Monighuola Oladigbolu, MO (Missed 2 meetings)

No	Item	Action
1.	<b>Welcome, introduction and apologies</b>	
	JG welcomed all and chaired the meeting, which was quorate (5 minimum). If board members miss three meetings without good reason they will be expected to step down.	
2.	<b>W&amp;Q TMO Board matters</b>	
	<i>Declarations of Interest and attendance</i>	
	No interests were declared.	
	<i>Minutes of last board meeting on 12<sup>th</sup> December 2018</i>	
	Minutes accepted by the board and were signed by JG. Corrections to be made: Page 3. Point 3. 4 <sup>th</sup> line 'needs' to be replaced with 'need' Page 3. Point 5. 2 <sup>nd</sup> box. 2 <sup>nd</sup> line. Delete '...in then' Page 3. Point 5. 6 <sup>th</sup> box. 1 <sup>st</sup> line 'receiving' to be replaced with 'received' <b>Action: LS to make amendments</b>	<b>LS</b>
	<i>Actions &amp; Matters arising from last meeting not on agenda</i>	
	<b>Maintenance Walkabouts</b> – JC asked SI to provide dates on walkabouts- now planned regularly on same day each month. <b>ACTION: SI to circulate to all Board members a list of dates to book in board attendees taking turns.</b>	<b>SI</b>
	<b>Skills register</b> – TS stated that skills register needs to be done at same time as Board nominations to help see best skills required for nominations BEFORE the AGM, and not at the AGM meeting.	
	<b>Minutes of Sub-committees</b> – JG noted that all subcommittee minutes are in the Board pack circulated before this meeting..	
	<b>Rent Statements</b> – TS highlighted that with regards to EC not receiving her rent statements that it is the TMO's responsibility and not the council. Rent statements should be sent out by the TMO. JC asked when the statements will start to be sent out. SI stated that statements will be sent out from February 2019 and they will go out every 4 months. <b>ACTION: SI to organise Rent Statements</b>	<b>SI</b>
	<b>TRSIG 2018 /19 Football Grant</b> – MR from Waterloo Sports and Football Club has attended the meeting to give an update on how the grant is being used. The Football	

	<p>Club for the children on W&amp;Q has been up and running for 2 weeks, with a taster the week before. MR reported that there has been a good turnout so far with approximately 14-16 children attending. MR noted that she is still waiting for the registration forms and once they are received will provide information to SI. There is a half term multi sports club which will run from 18<sup>th</sup> Feb – 22<sup>nd</sup> Feb. MR invited board members to attend to have a look at the club in action. JL asked MR if there was a flyer for the half term club. MR said she will send over a new flyer. <b>Action: MR to email SI the flyer and print off 20 to cover all blocks.</b></p> <p>GW asked MR if she had received payment. MR noted that she had and will submit invoices fortnightly.</p> <p><b>Action: MR to attend AGM in September and provide feedback on this project to all residents.</b></p> <p>ST requested that the social subcommittee receive a report when the clubs end or if possible, before, to gather an idea of age ranges. MR will send as soon as this information is available. JG asked MR to explain where the Colombo Sports Centre is. JG then asked whether a map could be added to the flyer. MG agreed this was possible. JL queried whether there had been any issues of children getting to the club. MR confirmed that 2 children had been chaperoned from Quentin House to Colombo Sports Centre by a member of staff. SI asked whether all Safeguarding procedures and Public Liability Insurance was in place. MR confirmed that this was all in place and will send it over to SI. LK then suggested that it would be a good idea to include some information about Waterloo Sports and Football Club to include on next flyer. <b>Action: MR to send draft flyer to ST</b></p>	<p>MR</p> <p>MR</p> <p>MR/ST</p>
2.	<b>Board Reports</b>	
	<i>TMO Permanent office</i>	
	<p>TS provided an update. Richard has commissioned a feasibility study from Waterside. They have identified 3 locations:</p> <ol style="list-style-type: none"> <li>1. Mawdley Courtyard</li> <li>2. Four parking spaces at Quentin House in the bay facing Baron's Place.</li> <li>3. Quentin House gardens corner plot.</li> </ol> <p>TS met with Chris Hemmings, a Portacabins company, and SI and discussed the 3 sites. CH felt that the Mawdley Courtyard is the best site, there is drainage and could connect into mains. Major works should be completed by May/June 2019 The portacabin can be wrapped in order to blend in with environment. Mawdley Courtyard is the most cost effective in his view.</p> <p>TS asked SI what was the timeline with regards to the current review of the Living Space building and the current TMO office. SI believes it could be as late as 2020/2021 now. TS highlighted that there was still time to make a decision, however if the TMO wanted to go ahead with a portacabin it would take time to complete the process as would need planning permission and SI added that residents would need to be consulted too. JG requested exact floor plans for Quentin car park and Mawdley Courtyard.</p> <p><b>She added that the safety of staff when lone working in the office must be considered as to the best location. Staff preferred the Quentin space as more visible and passing pedestrians.</b></p> <p><b>Action: TS to contact Waterside and request floor plans and email over to SI.</b></p>	<p>TS</p>
	<i>Chairs' Progress Report</i>	
	<p><u>Staff probation</u> – JG noted that the process for this in order. TS highlighted there are some things missing. Action: TS to report to JG</p>	<p>TS</p>

	<p><u>TRISIG Grant</u> – as discussed. JG also noted that any future grants need to be supported by a letter from TMO setting out expectations of project deliverers at the point of application so that everyone was clear on what was expected..</p>	
	<p><u>MMA</u> – JG stated this still needs to be signed by LBS and herself. TS agreed and stated it also needs to be signed by the TMO. JG pointed out that this couldn't be done previously as it didn't have a map. TS said map was re-sent by email to Sarah Lynch, previous TMO manager, and now needs to be found, added and signed. SI asked whether there were any other issues holding up the MMA being signed. AZ believes there were other issues regarding it not including certain services that it should have done. JL volunteered to go through previous minutes to find some information and SI will look through emails. <b>Action: JL to check minutes, SI to look through emails. SI and TS to discuss.</b></p>	<p><b>JL, SI, TS</b></p>
	<p><u>Bike Locker rental</u> - SI informed board that LK is now in charge of Bike Lockers rental. There are currently 30 lockers on record with only evidence currently of 17 renters paying. OOD offered to help explain the spread sheet to LK. SI said letters will be going out chasing payments. <b>Action: OOD to explain spread sheet to LK.</b></p>	<p><b>OOD/LK</b></p>
	<p><u>Advertised General Meetings</u> – JG is proposing that 2 meetings a year are advertised for residents. This will be one in April and one in September (AGM). During other meetings, residents can attend and observe but will not be allowed to speak unless given permission by the Chair. Minutes will be published on the new website once up and running for all to see if they wish. ST stated it's good for residents to be able to observe but the rules need to be very clear. TS pointed out that the TMO have Code of Observer and JG confirmed that it is the LBS approved one: ST and OOD suggested using a laminated poster so that dates can be amended and reduce time of changing posters. <b>Action: Dates of meetings to be publicised on notice boards, websites and newsletters by SI and LK and passed to UM for the website.</b></p>	<p><b>SI/LK? UM</b></p>
	<p><u>Staff Progress</u> – SI provided an update regarding staff. SI and LK have both officially started and have spent the last month working together. As of next week, the TMO office will be running at normal times from Monday – Friday and will be open and available to residents every day except Wednesday. Phone lines will be open from 10-5. TS asked SI if he'd answer the phone on Wednesday's. SI informed the board that he will be available on the telephone Wednesday mornings.</p> <p>LK is now the repair lead and in charge of the Bike Lockers. SI will deal with rent. TS wanted to know if LK will get the opportunity to do some of the other duties. SI said LK will get an opportunity to do some other duties to build up her knowledge. TS stated that at next monitoring meeting she will get further information on delegation.</p>	
	<p>Quarter 3 – SI stated that Rent Collection is in target at 99.08%. Repairs are in target at 90.5% but should be much more. Repairs are being done but not getting invoices back quickly. LK will be chasing. Voids &amp; Lettings are being turned around quickly. Should be done in 5 weeks and are being completed in 4.8 weeks. Biannual Tenancy Checks – not in target but focusing on doing 15 by March 2019. Formal Complaints. Received 1 in January and this has been dealt with. TS has queries regarding the Complaints Policy. There is already one in the MMA. MP and Members Enquiry – MP and Members enquires were responded to within target times. ASB – 11 ASB cases logged and dealt with in target times. Fire Risks Assessments – Since letter has gone out residents have been complying. TS is waiting for letter to come out regarding removal of grills and mats. TMO will have to keep writing to residents. The letter is expected to come out within the next week or so. TS highlighted that the basement has been removed from the TMO service agreement and is now back with the council. JG pointed out that she has been trying to get advice as to what cat flat will meet the criteria. TS will find out and report back.</p> <p><b>Action: TS to make an appointment to meet with both SI and LK to do monitoring.</b></p>	<p><b>TS</b></p>

	<p><b>SI to check and report back on the Complaints policy in the MMA and whether a new one is needed or not.</b></p> <p>OOD highlighted that the Café in Mawdley House keep asking her about the water drip. SI said it's a miscommunication with contractors holding this up and it's not coming from a leak within the flats but it is an overflow problem. SI said LK is dealing with it.</p>	
	<i>TMO emails and website change timetable</i>	
	<p>JG asked UM to provide feedback on the website. UM stated that he is having a meeting next Wednesday (6<sup>th</sup> February) with SI to discuss website. JG stated that UM needs a list of what is required for the website. ST has logo. SI and LK asked for the logo to be provided to them. UM said he will email it over. ST asked if she could attend the meeting and it was agreed ST will attend. JG asked whether there was anything else the board wanted to add to the website. It was agreed that meeting dates, rules, estate inspections, football club and opening hours be available on the website. UM pointed out that pdf format is not mobile friendly and suggested starting fresh and in future newsletters be created in blog format. <b>Action: any suggestions to be sent to SI prior to meeting</b></p>	<b>TMO/SI /UM</b>
	<b>Bank Signatory and Financial Procedures changes</b>	
	<p>GW informed the TMO that some procedures are being revised. GW to speak to SI and LK regarding draft Finance Procedures. SI will provide feedback next week. TS queried £2,000 for repairs and £2,000 for voids as may be much higher. GW reassured TS that this was a draft and will be amended. <b>Action: SI to provide feedback to GW</b></p> <p>JG informed the board that the government are increasing pension contribution from April 2019. Employees currently pay 4% but it will increase to 5%. <b>Action: JG will talk to Moorepay payroll and pensions service.</b></p> <p>TS queried the Finance Subcommittee meeting minutes on page 2. TS confirmed that Angela can be co-opted. GW to continue to be Chair and Treasurer and Angela will be vice Treasurer and co-opted.</p>	<b>GW/SI</b>  <b>JG</b>
	<p><u>W&amp;Q Draft Complaints and Business Continuity Policies for approval</u></p> <p>Complaints Policy - TS highlighted that the MMA included a Complaints Policy, the draft Complaints policy is similar however SI has put 6 months instead of 12 months as stated in MMA. TS concerned about the 3 stage process. SI noted that Tom had advised Wrayburn TMO to do a 3 stage procedure. TS stated that other TMO's have a 2 stage process. JG suggested that we come back to this in February. TS will discuss further at meeting with SI and LK. <b>Action: to add to February agenda. TS to discuss at meeting with SI and LK.</b></p> <p>Business Continuity Policy – JG stated that this is required in case of fire in office block or staff long term sickness. OOD highlighted that on the 3<sup>rd</sup> paragraph 'individual's' be replaced with 'individuals'. SI said that all phone numbers will be available to residents on TMO website. It was agreed that SI, LK and JG numbers to be made public. The 3<sup>rd</sup> Councillor to be removed and telephone number for SI and LK needs to be different. The board voted unanimously for this policy to be approved pending changes stated above. <b>Action: SI to make changes to policy and bring back to the Feb mtg as done.</b></p>	<b>JG/TS/ SI/LK</b>  <b>SI</b>
<b>3.</b>	<b>TMO Southwark Council</b>	
	<i>MMA Signing Required</i>	
	See 2. Board Reports above	<b>TS</b>
	<i>Fire Risk Assessment and Basement Responsibility</i>	
	<p>TS stated that the TMO is not responsible for the basement, any repairs to be reported to the council. LK asked whether the repairs to the toilet can be reimbursed. TS said to contact Ian Brindley. Renting out basement may have to go through LBS. JG highlighted that the TMO pay for insurance. SI stated that if the council are responsible then they take it back. TS will speak to Ian Brindley and feedback. JG suggested that the</p>	<b>TS/UM</b>

	calendar for renting out basement be added to the website. <b>Action: TS to speak to Ian Brindley. UM to add a calendar to website.</b>	
	<i>Fire damage Assessment to other flats by -, Mawdley House</i>	
	JG reported that there had been no mention of the other flats that had been affected by the fire. JG believes it may be due to a crossover of Sarah leaving. JG has gone to Zurich and has a booklet explaining what insurance covers for leaseholders. JL noted that Zurich have been very efficient in the past. <b>A leaseholder section on our website would be useful. This was agreed.</b>	UM
4.	<b>Board rules and Governance</b>	
	<i>Observers Code of Conduct for approval</i> - JG stated that everyone had had the Rules before but will come back to this in February <b>Action: to go on to February agenda</b>	JG
	<b>Proposed 2 open General Meetings - agreed</b>	
	<i>Webber Row Major Works</i> – SI and LK both attending a meeting next Friday. LK noted that there are about 15-20 properties that the contractors can't get in to and LK is dealing with this. SI stated that the works are going to be delayed and will be completed in July 2019 not May as planned. Residents will be consulted regarding stairwell colour. JG highlighted that the colour is a heritage colour and this needs to be passed on. SI said a ballot paper was going out by tomorrow and plans to do the painting in week commencing 18 <sup>th</sup> Feb. It was agreed that this wasn't a good week to do the painting as it was the half term.  JG pointed out that the scaffolding was a worry as cats could get on it and as it didn't go all the way around cats may just jump down. JG asked if it was possible to get netting put up. <b>Action: SI to raise with contractors.</b>  JG also asked whether the kitchen sink stacks have been done as agreed. If so, when?  JG informed the board she had been to the Peabody Head Office to find out which window company they used. JG is waiting to hear back from the surveyors with a quote.  OOD highlighted that windows are being painted shut. SI said if nobody is home they will paint the windows whilst shut. If this happens they should be called immediately and they will come back to sort windows. This needs to be done before scaffolding is taken down.	
5.	<b>AOB</b>	
	<i>Newsletter and Content</i> - JG informed SI and LK that there is some credit available with printers. Newsletter should have new staff information on. OOD said that she is always getting asked for contact details. GW suggested a small note giving information of website details. <b>Action: ST, SI and UM will discuss at meeting.</b>	ST/SI/ UM
	<i>Board Training</i> – JG said that new members need to have TMO training on what services we cover and the rules. <b>Action: add to February agenda</b>	JG
	<i>Wrayburn TMO</i> – JG has spoken to Wrayburn vice chair to see how the sharing of SI is working out. It was agreed that any training that was essential for both TMO's we would share hours and costs. JG has shared our employment contract.	
	<i>Mr Negatu</i> – JG updated the board that Mr Negatu is still waiting to be buried. ST suggested that an update be put on the website.	
	<i>Motorcycles in Courtyard</i> - OOD highlighted that there are a lot of motorcycles using the courtyard for parking because there is nowhere else and suggested using an on street parking spot be allocated solely for motorcycles. OOD wanted to know who to contact regarding this. TS said it may be Highways, Clarence Parks. <b>Action: SI to copy TS in email re parking in courtyards.</b>	SI/TS
6.	<b>Date of 2019 meetings</b>	
	<i>Board meetings</i>	

	<b>January 30th, 27<sup>th</sup> February, 27<sup>th</sup> March, 24<sup>th</sup> April</b>	
	<i>Finance subcommittee meetings/ Followed by HR sub committee</i>	
	January 16th, 20 <sup>th</sup> Feb, 13th Mar, 17 <sup>th</sup> April. The rest to be confirmed for 2019. Monthly mtgs go to two monthly after April 2019.	
<b>7.</b>	<b>Close 9:00 pm – End of meeting</b>	
	Gentle reminder that the secretary will contact board members once they have missed two meetings to remind them that if they do not have a good excuse, and especially if they haven't given notice about missing a third meeting, they will be expected to step down or the board will vote to remove them. Special dispensation can be given by the board in particular circumstances.	