

**Webber and Quentin TMO**  
**Minutes of Board meeting Wednesday 18th July 2018 7:00-9.00 pm**  
**Webber & Quentin Hall, Quentin House, Gray Street.**

**Present**

Orenda O'Brien Davis (Secretary), OOD	Sophie Thorpe, ST
Angela Nelson (Treasurer), AN	Rachel Davies, RD
Ela Connell, EC	Jill Goddard (Chair) JG
Asya Zaman, AZ	Moninuola Oladigbolu MO

**Apologies**

Julie Lewis apologised for not attending - delayed on a train

**Not Present** - Phoebe Greenwood, PG, Sarah Lynch, SL- Sick Leave

**In attendance**

Cllr Maria Linforth Hall (MLH)  
 Tracy Stedman TS (TMI Monitoring Officer, LBS)  
 TMO members as non-voting observers – Sharon Van Best, Jessey Cudjoe Carly Holness, Rachel Aanod (RA) Vincent Matthew- Joseph, Graeme Womack, Delight, Eric Graham, Poyo

No	Item	Action
<b>1.</b>	<b>Welcome, introduction and apologies</b>	
	JG welcomed all and chaired the meeting, which was quorate. If board members miss three meetings without good reason they will be expected to step down.	
<b>2.</b>	<b>W&amp;Q TMO Board matters</b>	
	<i>Declarations of Interest and attendance</i>	
	None were declared. No board members have missed three meetings.	
	<i>Minutes of last board meeting on 20 June 2018</i>	
	Minutes accepted and were signed by JG.	
	<i>Actions &amp; Matters arising from last meeting not on agenda- None</i>	
	<b>Logo</b>	
	ST asked for comments. MLH liked bottom one and suggested should include white W & Q TMO. Suggestion that should be multi- cultural colouring and may be too busy. Suggestions that it should be simplified to just a 'sign'. Deadline for decision is at AGM <b>Action: Rachel to ask students to review. TS said will send examples of other TMOs logos.</b>	<b>RD &amp; TS</b>
	<b>Hire of this room – fire policy.</b> JL to cross-reference the requirements with SL and we can then rectify any issues. <i>This needs to be done before the room is hired out (if the board decides to do so).</i> <b>Action: JL to meet and discuss with SL/Sirajul Islam (SI)</b>	<b>JL&amp;SL/ SI</b>
	<b>Making money out of community halls LBS course. For a later discussion</b>	<b>ST</b>
	Treasurer and secretary to meet with Styles counterparts. <b>Update: We have details and need to meet up.</b>	<b>AN OOD</b>
<b>3.</b>	<b>TMO manager update</b>	
	<b>Progress report on services being delivered as agreed (including KPIs monitoring)</b>	
	Board report not as comprehensive as should be due to TMO Manager off sick now for 2 weeks & limited time SI had to prepare and also has no access to G-drive as can only be accessed on main PC.	

	<i>Post Meeting Note: All The PC files and software should be stored as back up or on the Laptop. <b>ACTION: JG and SJ are Checking</b></i>	<b>JG</b>
	<b>Cleaning Report</b>	
	No written report due to time constraint. General Resident Update - covered in AOB	
	<b>Repairs report</b>	
	29 repairs undertaken, 25 repairs completed, 4 remain outstanding Leathermarket are behind with invoicing. SI is proposing to create schedule recording quotes so can monitor estimated expenditure. <b>Action: Tracy - will liaise with SI regarding roof at 9-36 and 37-53 Quentin House as it has 30 year warranty and need to ensure any work does not invalidate this.</b>	<b>TS &amp; SI</b>
	<b>Rent collection and arrears</b>	
	Income collection is 98% and meets LBS target. Tracy explained that ideally should be achieving over 98% so that the TMO is recouping the rental arrears and TMO retains any rent which is in excess of 98%. If collect less than 98%, then the TMO needs to make up the shortfall to the Council. Decision: Agreed to stay with 98% Council target but for internal budget purposes, the TMO would adopt our own rent collection target of 99%. JG to inform TMO Interim Manager.	<b>JG</b>
	<b>Estate Inspections</b>	
	SI advised in board report these need to be done monthly. TS think SL is starting to do these. <b>Action: JG, RD,AZ, ST will all help attend on monthly inspections with manager as need to be accompanied by a board member. JG will do first one.</b>	<b>JG,RD, AZ,ST</b>
	<b>Voids (empty properties)</b>	
	2 current voids are ready for letting with 3 more potential voids. If any void costs more than £10k, this will be undertaken by the council. Cost of voids is being monitored as may exceed our budget estimate for this year. <b>Action: TS to liaise with SI regarding viewings.</b>	<b>TS &amp; SI</b>
	<b>Tenancy checks</b>	
	TMO is behind target on these. 5 done so far out of 52 but TS said not unreasonable as a new TMO. Have time to catch up and achieve target as new TMOs have 2 years to achieve all.	
	<b>Formal complaints</b>	
	None in April or May but 1 in June. SL had started to deal with before on sick leave. Needs formally responding to by 10 July. <b>Action:TS to speak to SI tomorrow to progress</b>	<b>TS &amp; SI</b>
	<b>MP and Members Enquiries</b>	
	TS thinks log has been kept but is on G-drive and cannot be accessed at present	
	<b>Budget</b>	
	TS advised that as part of KPI monitoring, reviews budget to identify if expenditure is exceeding income. JG - explained that extra staff costs for interim manager are being covered by TMO contingency. Advised that one void cost £3,500 so monitoring this as have other voids. Over £10,000 repair cost is responsibility of the Council. Bookkeeper is tracking income and expenditure. Current budget set v expenditure - expenditure targets appears to exceed income target but JG considers is an error as Board set a balanced budget . <b>Action: JG working with bookkeeper to check and correct.</b>	<b>JG</b>

	<b>ASB (Anti-social behaviour)</b>	
	All ASB cases are being dealt with within the target times.	<b>SI</b>
	<b>Garden grant</b>	
	JG advised this is running out. Agreed that gardener will come in on a Wednesday from now on not Saturdays as a temporary cover. <b>Decision: Hours increased from 8 to 16 hrs. as a temporary period between July and October 2018 as grant and TMO Garden budget covers this. If budget allows when reviewed later, a further contract will be discussed. JG to action change.</b>	<b>JG</b>
	<b>KPIs (Key Performance Indicators) Quarter 1 report April – June 2018</b>	
	Tracy advised that LBS would not be enforcing Q1 KPI deadline due to staff issues. Will do Q1 review at same time as Q2 review. TS - still has concerns regarding IT issues <b>ACTION: TS to update SI/SL on KPI and how to monitor them. JG to check all IT.</b>	<b>TS JG</b>
<b>4.</b>	<b>TMI Southwark Council Monitoring Officer TS</b>	
	<b>Fire - Mawdley House</b>	
	TS advised that meeting took place today with Council, Police etc. Council are aware of issues to protect residents whilst respecting the residents' legal rights to occupy the property. TS cannot go into any details due to data protection etc. RD raised her own concerns about other resident's safety. TS advised that LBS are taking into account all residents' safety as well as taking into account individuals' rights. <b>ACTION: TS - 15 August - another meeting will be held which TMO manager can attend.</b>	<b>SI/SL</b>
	OOD raised with TS whether external fire alarms should be fitted to buildings. TS said that fire risk team will look at and that TMO can raise with the fire risk team at Southwark. A TMO member raised there had been 3 fires and that there is no evacuation area and disappointed that TMO had not sent out letter. TS explained that manager went sick at about the same time. MLH - advised that councillors were there in the evening and the morning and also raised concern about the clutter on shared walkways and no emergency information on stairs on procedure to adopt if there is a fire. TS said that SL was good on the estate and was there the following day. ML raised that there was a fire in 1-8 Quentin (in one of the shops) and thinks that the measures proposed for the retail units have not been implemented. <b>Actions- TS asked for email from TMO raising issues regarding concerns about retail units. SI will write draft a letter to all residents regarding the fire for council approval.</b>	<b>SL</b>
	<b>Office update</b>	
	JG noted we have always expected to have an office on the estate and this is a legal requirement which we balloted on. TS said that LBS had received quotes for a portacabin but Eva Gomez (manager) EG, has been away so no progress/decision made. JG stated that she was unhappy with the lack of progress and TMO having to do all the chasing. <b>ACTION: JG to contact EG for a report back before the AGM.</b>	<b>JG</b>
	<b>Basements</b>	
	JG - raised with TS about Council doing fire check on all basements as required. <b>Action - TS to ask fire risk team to assess these</b>	<b>TS</b>
<b>5.</b>	<b>Board member shared governance – standing item</b>	
	<b>Training templates and project management</b>	
	JG put together check list of tasks to be undertaken for AGM. TS has put together list of legal requirements for AGM.	

	<b>Action: TS to send nomination forms and skills set information and induction packs by email to JG to check against our current ones and use.</b>	<b>TS &amp; JG</b>
	<b>AGM</b>	
	<p>Meeting agreed <b>Wednesday 12<sup>th</sup> September, 6:00 pm for 7pm start</b> (for new members' shares and arrival/mingling time).</p> <p>JG suggested having tables advising on issues such as universal credit, repairs. TS said that main function of AGM was to ensure the legal business is done and to organise well in advance.</p> <p><b>ACTIONS: JG asked for people to give their name to the office if they could participate</b></p> <p><b>A short planning meeting Board would be organised in early September to ensure all on track.</b></p> <p><b>A short AGM tasks meeting would be arranged asap by Ood to ensure tasks allocated with deadlines. ST will set up and manage ASANA new project management and reminders software.</b></p>	<b>Ood, JG,ST, AN,&amp; RD</b>
	<b>Summer party</b>	
	<p>Suggestion for <b>Saturday 8<sup>th</sup> September</b> for party date in Webber Row Garden. Budget needs to be approved by the Board and will come from the annual Social subcommittee budget of £1,300. RD raised whether is a conflict of interest if a family member of a board member is paid to provide entertainment. TS said that considered probably was but would check rules. General comments reflect that Social SC should ensure the party is for adults as well as children with more adult focused activities/ provisions.</p> <p><b>Actions: Social SC needs forming. RD &amp; ST will discuss at SC and give budget figures &amp; items to finance committee by 8th August.</b></p> <p><b>TS to advise on rules for payment.</b></p>	<b>RD &amp; ST TS</b>
<b>6.</b>	<b>Grants Progress</b>	
	<p>JG advised that no new garden grant but have £2,000 for football activities. Money comes to TMO once agreements are signed and football has to submit a plan for approval and provide receipts for any expenditure incurred.</p> <p><b>ACTION: JG to check LBS legal agreements deadlines, contact possible provider and request draft activity costed plan options and report back.</b></p>	<b>JG</b>
	<b>Webber Row Veg Bed planting next steps and Garden Access draft policy</b>	
	<p><b>Growing Veg</b></p> <p>JG said that number of people interested in growing veg. Will look to get a grant for more small raised beds if consultation results show a demand and locations acceptable. JG &amp; ST to send out enquiry forms to get feedback from residents. Residents to bring feedback to AGM.</p> <p><b>ACTION: The AGM would collect resident feedback on this.</b></p> <p><b>Garden Access</b></p> <p>Draft garden policy - ST commented that only a few attend the garden club and that AZ does a lot on her own such as watering plants on a daily basis. Need also to take into consideration adjacent resident's amenity and security. TS said that some TMOs have key pads to provide access to gardens. Suggestions were made for improvements as gardens overgrown, suggested planting over central areas in courtyards. ST noted that the overgrown gardens are a result of limited attention/ budget dedicated to the upkeep. Advised that it would be very helpful and appreciated if more residents attended Garden Club to help address these issues. It was discussed that a 'Task list' can be added to the garden notice boards. When accessing the garden under the new proposal/ guidelines/ rules (to be agreed) residents can undertake garden tasks independently using the task list as guidance.</p> <p>Agreed that would look to employ landscape gardener to review gardens when funds allow this. ST said that maybe should consider CCTV for gardens following conversation with police as have break-ins etc.</p>	<b>JG &amp; ST</b>



	<p><b>ACTION: JG to raise with JL as to what needs completing.</b></p> <p>Wi-Fi Waterloo Road bench noise - MLH said not able to do anything. JG advised that she regularly asked people to be quieter. Southwark Council said was not a planning issue. Has been referred to Highways but only just had a response. A relocation meeting took place recently.</p> <p><b>ACTION: JG to report back on any progress.</b></p> <p>Lucy would like to have craft workshop/advice time on regular basis.</p> <p><b>Action: RD to provide paper for the Board providing details as part of Social SC.</b></p> <p>JG - read out email from cleaning company. Bulk waste - to be put at front of yard /car park. Seal all items into bags before disposing of in shutes/bins and empty all liquids from any cartons first. ST advised of bin man ignoring fire in bin.</p> <p><b>Actions - Manager to complain to council regarding Veolia conduct.</b></p> <p><b>Manager to draft a notice for bin shutes.</b></p>	<p><b>JG &amp; JL</b></p> <p><b>JG</b></p> <p><b>RD</b></p> <p><b>SI</b></p>
9.	<b>Date of next Board meeting Wednesday,( 5<sup>th</sup> September 2018 Board closed meeting for catch up and AGM planning) and AGM 12<sup>th</sup> September 2018.</b>	
	<p><i>Future Board dates:</i></p> <p>There is no meeting in August. Discussion on number of board meetings. TS says that not ready yet for 2 monthly meetings and need meetings every month to April 2019- sub-committees need to prepare minutes and send to TS. Recommended a board meeting before AGM. <b>Decision: Agreed stay monthly. New dates needed for November onwards to fit. Action : OOD to email to check dates.</b></p>	<b>OOD</b>
	<p><i>Future Finance subcommittee meetings</i></p> <p>8th August ,3rd September</p>	
10.	<b>Close 9:00 pm – End of meeting</b>	
	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, they will be expected to step down or the board will vote to remove them.	