

**Webber and Quentin TMO  
Minutes of Board meeting Wednesday 25<sup>th</sup> April at 7:00 pm  
Webber & Quentin Hall, Gray Street.**

**Present**

Jill Goddard (Chair), JG  
Angela Nelson (Treasurer), AN  
Sophie Thorpe, ST  
Asya Zaman, AZ  
Orenda O'Brien Davis (Secretary) OOD  
Phoebe Greenwood, PG  
Moninuola Oladigbolu MO (8:15)  
Julie Lewis, JL

**Apologies**

Ela Connell, EC, Rachel Davies, RD Tracy Stedman, TC LBS TMI Monitoring officer

**Not Present** - None

**In attendance**

Sarah Lynch, SL (W&Q TMO Manager), Alex Heslop AH (TMI, LBS),  
Roisin Waite, Graeme Womack, Sharon, David Moore (TMO members&res)

No	Item	Action
<b>1.</b>	<b>Welcome, introduction and apologies</b>	
	JG welcomed all and chaired the meeting, which was quorate (minimum of 5 board members). If board members miss three meetings without good reason they will be expected to step down.  JG noted that this is the first time the board meetings have been opened up to all members, now that the TMO is live. She noted the importance of keeping to time so that all matters can be covered and listening to others.	
<b>2.</b>	<b>W&amp;Q TMO Board matters</b>	
	<i>Declarations of Interest</i>	
	None were declared.	
	<i>Minutes of last board meeting on 28<sup>th</sup> March 2018</i>	
	Minutes accepted and were signed by JG.	
	<i>Actions &amp; Matters arising from last meeting not on agenda</i>	
	<b>Hire of this room – fire policy.</b> JL to cross-reference the requirements with SL and we can then rectify any issues. This needs to be done before the room is hired out (if the board decides to do so). <b>Action: JL to meet and discuss with SL.</b> Sarah has done a fire evacuation plan which we need. Some locations are not on this. <b>Action: LBS H&amp;S co-ordinator to give her some info, then she will display it.</b>	<b>JL&amp;S L</b>
	<b>Making money out of community halls LBS course. For a later discussion</b>	<b>SL</b>
	Treasurer and secretary to meet with Styles counterparts. <b>Update: We have details and need to meet up.</b>	<b>ST</b>
	Sarah DBS check. <b>Update: DBS Check has begun. AN paid, report awaited.</b>	<b>AN OOD</b>
	<b>Finance Payments authorisation and TMO Budget</b>	
	Minutes of finance sub committee sent to board recently and all payments are noted in the minutes. The next finance subcommittee mtg is 2 <sup>nd</sup> May 2018. TMO manager update (Item 4) will now report back regularly on finances.	
	<b>Removal of Simon Howlett as a Board member for absence</b>	
	Board agreed to remove Simon as he has missed more than three meetings. Simon has communicated his apologies and is moving in the autumn. <b>Decision: Simon Howlett removed from the board.</b>	
<b>3.</b>	<b>Just Ask (JA) Presentation by add names – see presentation on Google Docs –</b> <b>Action: SL to download from laptop.</b>	<b>SL</b>
	<b>JA</b> shared some information about the company: values, organisation structure, and	

	<p>structure of our services. He noted that the company has equipment for pressure washes and graffiti removal, all based in Lambeth so can be accessed quickly. The JA role re bulk waste is to report bulk waste to SL, who contacts the council to collect it then JA send a photo to confirm.</p> <p>The cleaner wears a purple uniform, a name badge, and the W&amp;Q-badged tabard.</p>	
	<p>The meeting discussed teething issues with the cleaning:  <i>Cleaning schedule</i> – this to be amended with the following suggestions: litter picking as a daily expectation, including sweeping leaves; balconies don't need to be swept please focus on courtyards and stairwells; schedule to include approximate times of day and days of the week on each block/area. Cleaner works 6 hours per day, 9 am to 3 pm.  Re cleaning and unblocking the chutes which is a JA responsibility – poles will be brought to the estate for the cleaner in the next two days.  Cleaner needs to know where the water taps are in each stairwell and how to access them (locked). Residents who know to share this with the cleaner &amp; SL. SL will get keys made for her to use as they are a specific type.  <i>Other comments to be taken into account:</i>  Why is the cleaner not using a trolley or using efficient cleaning materials such as a hose, larger broom and emptying litter into the trolley?  The cleaner is on the phone a lot, we believe this does not allow her to concentrate on what she is doing with one hand free. She has been on the phone when a resident wanted to speak to her. Also spoke rudely in her own language, which the resident happened to understand and was not impressed.  Action: JA to action more efficient working and these issues.  When agreed the schedule will be put up in notice boards, hopefully by second week of May 2018. <b>Decision: we don't need the schedule to include a place to sign. Any signed sheets needed by JA can go up on stairwell open noticeboards so easily accessible by the cleaner.</b></p>	<p><b>JA&amp;S L</b></p> <p><b>JA</b></p> <p><b>All SL</b></p> <p><b>JA</b></p> <p><b>JA &amp; SL</b></p>
	<p>As there are currently issues with the council picking up bulk waste, residents can email the council direct and copy in Sarah.  <b>Action: AH will check and provide the correct contact to SL to go up in noticeboards.</b></p>	<p><b>AH SL</b></p>
<p><b>4.</b></p>	<p><b>TMO manager Update</b></p>	
	<p>SL showed a pie chart detailing her work on a daily basis in 1 week (see document on Google Drive) and what areas may increase/decrease. Areas to increase:</p> <ul style="list-style-type: none"> <li>- Rent statements – LBS training on use and printing is not sustainable @10 mins per quarter per flat (101 flats each time). AH noted it is possible to batch print and advice will be circulated ASAP.</li> <li>- Estate inspections - once per month, plus follow-up work.</li> <li>- Home visits &amp; inspections. People are starting to come in to speak to her.</li> <li>- Repairs reports and post-checks.</li> <li>- Tenancy issues – empty properties and lettings.</li> </ul> <p>The meeting discussed problems with bulk waste taking SL time &amp; AH noted he is arranging a meeting with the Estate Services manager.</p> <p>Recycling – is an issue in some courtyards, mainly Algar/Dauncy &amp; may need to organise meetings to agree solutions. There is not a problem in Overy – residents put out on Mondays when it is collected. DM noted that continuous polite notices, moving dumped recycling bags into the right place and a note from SL on bulk waste had resolved the issue in Mawdley courtyard. An issue to be looked into in the future.</p> <p>SL still needs volunteers for the board to become estate and cleaning monitors to assist with estate repairs and cleaning standards. All to encourage members to take on this role.</p> <p>LBS repairs officers have not passed to Sarah the list of outstanding communal or resident</p>	<p><b>AH</b></p> <p><b>AH</b></p> <p><b>All</b></p>

	repairs. She is meeting with them next week after they cancelled this week's meeting. AH wants all to be discussed in one go. SL will in future present the board with a Rent report – will have one for May, if not for next Board mtg (as SL will be on leave).	SL, L BS, A H  SL
	<b>2017-18 financial year budget year end spend</b>	
	Board viewed the budget. An amount will be carried forward (we don't have the exact amount yet because there may be a few more invoices to be checked by the Accountant and Auditor-Appleby Wood). This will be kept as part of reserves because we don't know how much our spend will be in 2018/19. The auditors are looking at the 2017/18 accounts now. <b>Action: SL &amp; AN will report back at the next Board mtg.</b>	SL & AN
	<b>2018-19 financial year Budget tracking</b>	
	Board viewed the budget tracking to date which we will look at during each board meeting. All on track so far. Spend on door to door resident notices was questioned as a waste of money and overuse of resident time in delivering them when noticeboards could be better used. There will be two voids coming up.  If residents have suggestions for spend, send to Sarah who will pass on to the finance committee.	
	<i>Progress report on Business Plan 2018/19 and services agreed in MMA (Modular Management Agreement)</i>	
	<b>Decision: Board unanimously agreed the Business Plan which now includes the agreed opening hours.</b> Re the MMA, Alex noted there are outstanding issues, e.g. 3 <sup>rd</sup> block of Quentin has been left off the map. Legal have agreed changes can be written in. Once these are all agreed, we will sign the agreement. There will be a launch event, probably in June.	All  AH
	<i>STMOC meeting re TMI council team relationship with all TMOs</i>	
	All TMOs in Southwark meet every 6-8 weeks. The council has proposed a meeting to improve relations as some TMOs feel the relationship has deteriorated. This will take place on the 8 <sup>th</sup> May, evening and the Head of Housing and Modernisation, plus Eva Gomez and others. AH noted a regular meeting with TMOs and TMO officers to sort issues used to happen, they will suggest this meeting be reinstated. JG noted attending an earlier pre meeting with SL of which notes had been circulated to the board. <b>Action: SL and OOD to attend on 8<sup>th</sup> May and report back</b>	AH / SL/ OOD
	<i>Health &amp; Safety issue Quentin basement</i>	
	Electric heater left on which is a huge fire risk. OOD to email SL room booking website link so in future she could check who was in last.	OOD
	<i>Social committee</i>	
	Needed to set up summer event if the desire. <b>Action: SL to discuss with RD.</b>	SL
	<i>TRA storage hall cupboard – needs to be cleared</i>	
	Jason the youth worker has moved his things. Lola's noted some of the items are hers, she will remove by the next board meeting in May.	LO
	<b>5. Board Member Roles and shared governance</b>	
	The board looked at the second board contribution pie chart. ST and JG have created a simple sheet of board member expectations. ST will start circulating a link where people can input their hours as she has now finalised it. This is aimed at making the number of hours people are doing more even. Lola suggested she will do something to make the notice boards more noticeable. A task list has been created and was shown to the board. The list will be posted in the bulletin boards so everyone can help. Residents to contact SL re tasks they can do. PG noted she did not approve of the name and shame pie chart and a discussion ensued as to the excessive hours being done by JG in particular. <b>ACTION: It was agreed this needed to be reduced.</b>	ALL  MO  ALL

	<p><b>HR Committee (3 members) - Probation</b></p> <p>JG noted we need to do a review of Sarah's post after 6 months. The board viewed the 'what does good look like'? document which will help us with probation, and also staff management going forward.</p> <p>JG noted that other TMOs similar sizes seem to have more staff – we are researching this with other TMOs and discussing with Alex.</p> <p>Alex noted we are doing the right thing by having an HR committee, comparing with other TMOs and not doing things informally.</p>	<p><b>JG / AH/A N/OO D</b></p>
<b>6.</b>	<p><b>Grants Progress</b></p> <p>TRSIG Garden project – no update. Mawdley CGS Final bits May 2018.</p>	
<b>7.</b>	<p><b>Date of next Board meeting Wednesday, 23<sup>rd</sup> May 2018</b></p> <p><i>Future Board dates:</i>  Wednesday 20th June 7pm  Wednesday 18th July 7pm  There is no meeting in August. The Annual General Meeting (AGM) will take place on Saturday 26<sup>th</sup> September 2018.  From October meetings will be every two months, with a meeting on 10<sup>th</sup> October 2018, 12<sup>th</sup> December 2018, 13<sup>th</sup> February 2019, and 10<sup>th</sup> April 2019 (pattern of second Wednesdays). If necessary we'll call more meetings.  JG noted we need more board members; particularly tenants so please invite people.</p> <p><i>Future Finance subcommittee meetings</i>  2<sup>nd</sup> May, 6<sup>th</sup> June, 6<sup>th</sup> July, 5<sup>th</sup> September</p>	
<b>8.</b>	<p><b>AOB and Close 9:00 pm</b></p> <ol style="list-style-type: none"> <li>1. Major works – we hear this will be happening imminently but nothing official has been shared with residents and a public meeting was promised by LBS Capital works.</li> <li>2. Anti-social behaviour training will be available for TMOs in May 2018</li> <li>3. PG will set up a Google Group to replace the Yahoo email group. JG will email PG the email addresses from the Yahoo group.</li> </ol>	<p><b>PG/ JG</b></p>
	<p>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. <b>Update: Secretary contacted two members.</b></p>	