

**Webber and Quentin TMO**  
**Minutes of Board meeting Wednesday 20<sup>th</sup> June 2018 7:00 pm**  
**Webber & Quentin Hall, Gray Street.**

**Present**

Orenda O'Brien Davis (Secretary), OOD Julie Lewis, JL Sophie Thorpe, ST  
 Angela Nelson (Treasurer), AN (8 pm) Rachel Davies, RD Ela Connell, EC  
 Jill Goddard (Chair) JG Asya Zaman, AZ Moninuola Oladigbolu MO

**Apologies**

None

**Not Present** - Phoebe Greenwood, PG,

**In attendance**

Sarah Lynch, SL (W&Q TMO Manager), Ray Williams, Applyby & Wood (auditor),  
 Tracy Stedman TS (TMI, LBS), TMO members – Ann Tantawi , Kat Koziel, Sharon  
 Van Best, Jessey Cudjoe, Cheung, Delight Amedry , Umran Malik

| No        | Item  | Action                  |
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| <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.<br><br>Projector connection not checked prior to meeting and not working on the night, so documents could not be projected.  |                         |
| <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 23<sup>rd</sup> May 2018</i>  |                         |
|           | Minutes accepted and were signed by JG.<br>There was an amendment from Alex regarding his comments on reporting ASB. 'I said that ASB incidents could be reported to the Council; however the Council's ASB team may refer things back to the TMO to carry out an initial investigation.'   |                         |
|           | <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. <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. Need a policy, Tracy to send one to Sarah.</b><br>Sarah has done a fire evacuation plan which we need. Some locations are not on this.<br><b>Action: LBS H&amp;S co-ordinator to give her some info, then she will display it.</b>   | <b>JL&amp;SL<br/>TS</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.<br><b>Update: We have details and need to meet up.</b>  | <b>ST</b>               |
|           | TRA storage hall cupboard - Lola noted some of the items are hers; she will remove by the next board meeting in May. <b>Action: Still outstanding</b>   | <b>AN<br/>OOD</b>       |
|           | <b>2017/18 Accounts &amp; Audit – Appleby Wood Auditors</b>   | <b>MO</b>               |
|           | Ray Williams (RW) went over the accounts. Balance carried forward for 2018/19 is £4,001. We are looking to build up reserves so we could run for 3-6 months, as we are new we are building this up. RW noted we are in a good, liquid position (positive). Sample tests and reviews indicate nothing to be concerned about and the auditors are satisfied with our systems. JG noted these are draft accounts, anyone can see a copy. These will be approved at the September AGM. JG noted most of the funds were used for the TMO set up, board training etc. |                         |

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|           | Formal copies of signed letters by the TMO finance subcommittee were passed to RW guaranteeing the accuracy of financial records shared with the auditor and the existence of no other hidden debts or costs.   |                            |
| <b>3.</b> | <b>Sarah Lynch, TMO manager update</b>  |                            |
|           | <b>Progress report on services being delivered as agreed (including KPIs monitoring)</b>  |                            |
|           | <b>Cleaning Update</b>  |                            |
|           | SL noted Just Ask have done a satisfaction survey, 100% satisfaction from over 50 people. A resident queried what happened to the old cleaner, the board noted he has been moved to another council estate. JG noted she made a negative comment but this was not noted. <b>Action: SL to raise with Just Ask. Flat details to be removed from any future surveys.</b>  | <b>SL</b>                  |
|           | <b>Repairs report</b>   |                            |
|           | Example repairs are blocked toilets, leaks, damp in kitchen, backed up sink, tap replacement, lock changes. Some good tenant feedback on repairs quality, not all residents are giving feedback. Meeting noted many of the issues are to do with plumbing. SL reported Leathermarket have taken on more direct staff, which will make billing even quicker, keeping us more up to date. Another TMO does offer a repairs service, which SL used when Leathermarket couldn't do something so this may be a future option or could use both. SL will explore this option.<br>JG explained any money saved through repairs will be for the TMO to reallocate to the benefit of the estate. Windows are council responsibility. Resident said she didn't know which numbers to call; SL has stock of fridge magnets in the office which she will pass on to the resident. Quentin – trying to find out cause of a damp issue.<br><b>Action: TS to let SL know about recently renewed roof as this should be under warranty.</b> | <b>SL</b><br><br><b>TS</b> |
|           | <b>Rent arrears</b>   |                            |
|           | Rent arrears have gone down. There is about £3k owing on TMO managed arrears, and over £800 has been paid off in the last week. TMO manages rent arrears less than six weeks, reminding people etc. Any extra funds collected over set target are kept by the TMO, so it benefits the estate to ensure rent is collected. TS noted many TMOs are suffering with Universal Credit. New voids (empty flats) may be filled with tenants on Universal Credit. SL may consider taking some arrears back, if they are simple. TS clarified that the reason Southwark do the long term arrears requiring court action is because the Council is the landlord of the estate. The TMO cannot legally take people to court as it is not the landlord.   |                            |
|           | <b>Voids (empty properties)</b>   |                            |
|           | One void cost estimate is £3,700 to bring up to a lettable standard. More properties will come up as some residents have passed away plus an abandoned property. Leathermarket repairs will be doing this work as our contractor. SL has been advertising the property (on Southwark council's website) to be let as soon as possible. If any void costs more than £10k, this work goes over to the council. We are likely to go over budget on voids this year; by July 2018 we should have estimates.   |                            |
|           | <b>Budget</b>   |                            |
|           | SL has requested the next quarter of the TMO allowance from Southwark Council. New book keeper has started as the last one didn't work out, going well. JG and AN said board wants to see the money left over from each area in a new column plus a column showing what happens if current spend level continues. Umran shared the name Waveapps which is a free book keeping system he uses. <b>Action: SL to look at this.</b>  | <b>SL</b>                  |
|           | <b>ASB (Anti-social behaviour)</b>  |                            |
|           | Jill noted that ASB tracking information for the board does not include details of the  |                            |

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|           | property, just the issue, to preserve anonymity. This could be: dangerous dogs, harassment, noise, parties, drug dealing. SL does not get reports from the police which are reported through 101 unless it is about a serious matter. Resident noted people taking heroin on the Mawdley staircase. SL requested this be reported to her as well, along with the reference number (make sure to ask for a reference number!). SL noted there is a new fund for door entry systems. TS noted the council's warden service (red and black tabards) can be requested to come at particular times. A resident reported the smell of cannabis coming from the football club's basement area. <b>Action: SL to check in with the resident who runs the football club.</b>  | SL      |
|           | <b>KPIs (Key Performance Indicators) Quarter 1 report April – June 2018</b>  |         |
|           | TS explained she is the council's monitoring officer; SL needs to send her information on a form with our targets. TS will go over this with SL, and the board will be informed and given TS feedback. This will reassure residents that the council is watching over what the TMO does. SL has created various logs to capture this information. TS indicated her team support TMOs, e.g. re fire assessments, repairs etc. There will be a continuation ballot every five years, and the majority of the estate has to confirm it is wishes to carry on with TMO. Vulnerable residents can speak verbally to a council officer.  |         |
| <b>4.</b> | <b>TMO Management and Maintenance Agreement Update</b>   |         |
|           | Still waiting for estate map finalising as appendix. <b>Action: TS to send through to SL and arrange for signing of the agreement.</b>   | TS      |
|           | <b>Office</b> – Southwark council still looking at options. Finance information has come in, Eva and Alex to look at this as Eva has been on leave. JG noted we have always expected to have an office on the estate and this is a legal requirement which we balloted on. The chosen option, which received planning permission Jan 2017, was found to have a problem with asbestos so everything stopped. <b>Action: TS to update at next meeting.</b>   | TS      |
| <b>5.</b> | <b>Board member shared governance – standing item</b>  |         |
|           | <b>Training templates and project management</b>   |         |
|           | This would assist the board to work on projects, e.g. summer parties. UM noted he uses ASANA for this, for several years. Mobile app version shows everyone's tasks. Lots of features which make project management work. Free version does not have reports but we likely wouldn't need this. Reduces emails. <b>Action: RD and ST to look at ASANA for events/projects as a trial.</b>   | RD & ST |
|           | <b>AGM</b>   |         |
|           | Meeting agreed <b>Wednesday 12<sup>th</sup> September, 6:30 pm for 7pm start</b> (for new members' shares and arrival/mingling time).<br>Notices need to be sent out 28 days in advance door to door to all residents.<br>Details of how any TMO member can be nominated for election also need preparing.<br>This is where board members report back and new ones get elected or re-elected – one third of 12 board members (the longest serving members), must step down and stand for re-election each year. This is 4 places. Only TMO members are entitled to vote for elections.<br>W&Q TMO has 2 vacant Board places plus 1 Board member will be resigning at the AGM. JG will stand for re-election as a board member. The October 2018 Board meeting chooses the new Chair, Vice Chair, Treasurer and Secretary. Only Board members vote for these roles. |         |
|           | <b>Summer party</b>  |         |
|           | Suggestion for <b>Saturday 8<sup>th</sup> September</b> for party date, just before AGM – might encourage more people to attend. Afternoon BBQ, entertainment, bike repair, face painting. Will confirm at July board. Residents encouraged cooking, especially from the garden. Budget needs to be approved by the Board and will come from the annual Social subcommittee budget of £1,300.  |         |
|           | <b>Facebook Group</b>  |         |
|           | Search Webber & Quentin TMO and request to join. ST has put together some rules and  |         |

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|           | some people have agreed to be moderators. Have already noted about cherry-picking etc.   |                    |
| <b>6.</b> | <b>Grants Progress</b>   |                    |
|           | Julie shared that we are waiting to hear about next 2018-19 grant, hopefully in July. JG noted a garden club runs second and last Saturday of each month. We pay a gardener, Annika, who does 4 hours each of those Saturdays. It just manages to keep on top of the garden. This is paid for by a grant at present but is part of the TMO services we agreed. We have put in another application to the grant-givers (TRSIG). JG requested the board cover an additional £240 from the TMO garden budget to cover July and August fees for Annika whilst we wait to award the next contract. <b>Decision: approved.</b><br>SL noted that the TMO Garden budget also covers all grass cutting on Quentin and Webber.   |                    |
|           | <b>Webber Row Veg Bed planting- draft policy</b>   |                    |
|           | JG explained the reason for needing the policy. Raised beds donated in 2012 by BOST, for community veg growing, two years of gardener. Finished in 2014, no policy ever written up as to how to function going forward. Can't leave garden open due to security risk, dog mess. So suggest having guidance. May not reach agreement tonight, can come back to it. Immediate issue is that veg beds were on a rotation system carefully set up to stop disease. A resident has carried on working. However, some areas look empty but they are not. Another resident who did not know about this as there are no signs, planted some things on top of what was already there and in the wrong place. Other residents have asked JG how they can get involved. Not enough raised beds for people who have been asking. Styles House nearby had a grant for lots of beds, they have a raffle each year for the right to grow. If we want to do this, wouldn't be until next year. BOST suggest we leaflet each flat to see how many want to grow veg to see level of interest. Sarah could keep the list. If little, share out what we have. If a lot, could raffle (would have to discuss what to do about the rotation scheme). The policy would need to consider how to distribute veg that is grown etc. Meeting looked at an example of guidance from another BOST community garden project. |                    |
|           | Query as to how to access the garden. Who polices the garden if people have keys? The use of the garden is a whole other discussion. Could start the conversation on Facebook. All to email SL any ideas. Leaflet to say, do you want access to the garden? Any ideas?<br><b>Decision: JG and ST will draft a leaflet about access for the next meeting to discuss.</b>  | <b>JG &amp; SL</b> |
| <b>8.</b> | <b>AOB</b>   |                    |
|           | Major works (Webber Row only)<br><br>Leaseholder meeting – we are waiting for minutes from Brian Checkley who is the council officer who held the meeting. Shared meeting will be held when contractors are appointed. TS said Leaseholders separate meetings held due to their right to challenge the bid legally (Section 20 notice). JG noted cleaning the kitchen drain stacks is part of the contract.<br>RD – prefab huts to be put again in Mawdley courtyard – need to keep on top of this.<br><b>Action: RD to email Brian Checkley about possibility of using other courtyards .</b><br><br>EC – thanked all for cherries. Can we have Food recycling – only when we have funding. Happy with new cleaner. Tree trimming – one between Dauncey and Mawdley – and others – light being blocked. Noted this is a council service, not the TMO.<br>Action: SL to raise with Council Tree officer for winter 2018/19 .<br><br>SGTO – Ela shared that she feels it is not worth feeding back to the board as TMO meeting are not frequent enough and many items are only of value if noted immediately after the meetings. JG invited others to attend to assist if they wished.  | <b>RD</b>          |

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|            | <p>Fire Safety – <b>action: JL to submit Fire safety training course info for this Quentin hire document.</b></p> <p>Community aerial for Quentin requested – council have said in the past we are not allowed but we will add this to the list.</p>   | JL |
| <b>9.</b>  | <p><b>Date of next Board meeting Wednesday, 18<sup>th</sup> July 2018</b></p> <p><i>Future Board dates:</i><br/> There is no meeting in August. The Annual General Meeting (AGM) will take place on a Wednesday evening in September – 12<sup>th</sup> September 2018. 6.30pm for 7pm start.<br/> <b>Action: ST to find out opening hours of Living Space – raffle – AH suggested getting donations from the Major Works contractor. RD and ST to explore.</b><br/> 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.<br/> We need more board members; particularly tenants so please invite people.</p> |    |
|            | <p><i>Future Finance subcommittee meetings</i><br/> 11<sup>th</sup> July, 8th August , 5<sup>th</sup> September</p>  |    |
| <b>10.</b> | <p><b>Close 9:00 pm – End of meeting</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.</p>   |    |
|            | <p><b>Closed session re HR</b></p>   |    |
|            | <p><b>TOIL (Time Off In Lieu) Policy</b></p>   |    |
|            | <p><b>Decision: policy agreed as circulated, 7 hrs max per month to start immediately.</b></p>   |    |
|            | <p><b>Probation process</b></p>  |    |
|            | <p>A discussion ensued.</p> <ol style="list-style-type: none"> <li>1. The board approved unanimously the sum of £1,200 from the TRA Contingency fund. This is for Susy Lloyd to lead on Line Management meetings with the TMO Chair and TMO Manager between July and September and the Probation Review mtg in October 2018.</li> <li>2. The board unanimously approved transferring the 2017-18 surplus of £466 from the Social community fund and £744 from the Bike Locker fund into the TRA Contingency fund to cover this consultancy cost.</li> </ol>  |    |