

**Webber and Quentin TMO
Minutes of Board meeting Wednesday 23rd May at 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

Apologies

Ela Connell, EC, Jill Goddard (Chair) JG, Phoebe Greenwood, PG, Asya Zaman, AZ
Tracy Stedman, TC LBS TMI Monitoring officer, Lynch, SL (W&Q TMO Manager)

Not Present - Moninuola Oladigbolu MO

In attendance

Alex Heslop AH (TMI, LBS), Cllr Graham Neale GN (LBS), Cllr Maria Linforth-Hall,
TMO members – Polly Rossdale

No	Item	Action
1.	Welcome, introduction and apologies	
	ST welcomed all and chaired the meeting, which was not quorate until after 8 pm (minimum of 5 board members). If board members miss three meetings without good reason they will be expected to step down. The meeting congratulated Graham on his election win for the Liberal Democrats. Sophie gave apologies for Sarah whose child is ill. Separately, the TMO computer system went down – see AOB. Meeting discussed the telephone answering system.	
2.	W&Q TMO Board matters	
	<i>Declarations of Interest and attendance</i>	
	None were declared. No board members have missed three meetings.	
	<i>Minutes of last board meeting on 28th March 2018</i>	
	Minutes accepted and were signed by ST. Orenda to pass on to Sarah.	OOD
	<i>Actions & Matters arising from last meeting not on agenda</i>	
	Hire of this room – fire policy. 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> Action: JL to meet and discuss with SL. Sarah has done a fire evacuation plan which we need. Some locations are not on this. Action: LBS H&S co-ordinator to give her some info, then she will display it.	JL&SL SL
	Making money out of community halls LBS course. For a later discussion	ST
	Treasurer and secretary to meet with Styles counterparts. Update: We have details and need to meet up.	AN OOD
	Sarah DBS check. Update: Received, checked, no concerns. 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. DONE TRA storage hall cupboard - Lola noted some of the items are hers, she will remove by the next board meeting in May. Update: Lola not present to confirm. Google Group: Update: Done, PG set this up.	MO
	2017/18 Accounts & Audit progress	
	Sophie shared that Jill has been working with the accountant and the accounts will be ready for the June board meeting.	JG
3.	Sarah Lynch, TMO manager update	

	Progress report on services being delivered as agreed (including KPIs monitoring)	
	<p>No reports given due to complete IT systems failure. Action: Sarah requested to circulate reports to board as soon as possible, not to wait until June meeting. Reports going forward will be rent (including voids), repairs, budget Discussion as to how frequently reports would be viewed as meetings are every two months from October. Action: Reports to be circulated by email to board during alternate months.</p>	
	Finance reports on Budget spend 2018/19	
	<p>Meeting could not view the budget, partly because Boogles bookkeeper did not turn up as planned today despite Sarah's calls and texts confirming in advance. Bookkeeper called in sick previous session. Boogles senior staff have been in touch to apologies and sort the matter. Action: Board requested Sarah to please check what happens to payments to Boogles in instances when bookkeeper doesn't turn up as in these cases. Is the invoice reduced? Also to follow up with Boogles to ensure continuity of service in future.</p> <p>If residents have suggestions for spend, send to Sarah who will pass on to the finance committee.</p>	
	A/L cover share with Styles House and Wrayburn for ASB complaints to be discussed	
	<p>AH said has he encouraged TMOs to look into this. Alex to email existing policy to Sarah and Jill for our info. Alex suggested we could consider ASB reporting direct to JMB. Action: Sarah to put suggestions into a report for board to consider at a future meeting.</p>	
	Cleaning update / discussion of new cleaning specification	
	<p>AH noted that Southwark bulk refuse van visits were stopped as they thought TMO would do this; AH explained and this has restarted.</p> <p>Email from Just Ask:</p> <p>'Cleaner is now Roberto Carlos Da Silva Rebelo, 35 hours per week 8.30am to 4pm with 30 min lunch break.</p> <p>Revised Specification attendance document & Cleaning routines hourly per day, further to the feedback we received at the last Resident Board meeting we have added more time to Litter Picking & Sweeping front areas/courtyards. These documents/processes are work in progress & can be adapted over the next few weeks to ensure we have the correct times for each task. Bin rooms jet washed. them. Ranjan (Supervisor) is planning to completed service satisfaction survey across whole estates in mid-June, we will share the results at next Board meeting planned for 27th June at 7pm.'</p> <p>Note – 27th June is incorrect date. Action: SL to inform Just Ask and check they are aware of correct date.</p> <p>No new cleaning spec to consider due to computer failure. Meeting discussed:</p> <ul style="list-style-type: none"> • huge improvement in cleaning • new cleaner well liked, takes initiative, helpful, 'lovely man' • cleaner leared out a flower bed • he may not be aware a strip near Quentin is on our estate – Julie or someone else who sees him to let him know <p>PR noted a boundary issue – Chaplin Close cul-de-sac not being done by street sweepers. AH noted and will look into this.</p>	<p>SL</p> <p>JL</p> <p>AH</p> <p>GN</p>

	<p>Graham to write to The Gym re litter picking as it is their customers who are making the mess across from this establishment and it is not fair to expect the cleaner to clean up after a commercial establishment. PR noted Quentin recycling now taking place. Orenda noted the cleaner said to her this is too big a job for one person.</p> <p>Residents noted that having spoken to the Bulk folk that the Webber Row collection points are at the front of Webber Row courtyards. It is next to the bins in Quentin near Waterloo Road. Need to know where other two Quentin building collections points are. Action: Residents to ask for this information when they see Bulk collection employees. Also to ask what exactly gets picked up, e.g., what about garden waste?</p>	
	<p>Just Ask (JA) Presentation by add names – see presentation on Google Docs. Action: SL to download from laptop. – ST has forwarded to Orenda who will put on Google Drive.</p>	OOD
	Estate and Cleaning monitor volunteers needed	
	Board agreed this was now not needed, we are all feeding back any issues.	
4.	TMO Management and Maintenance Agreement Update	
	<p>Using his newly acquired GIS skills, AH updated the map to show the block in Quentin House which was missed out. Meeting looked at the line and agreed a boundary which will be inserted into the MMA.</p> <p>No date set yet for signing ceremony/TMO launch event</p>	
5.	Board member shared governance – standing item	
	<p>Board discussed the tasks list. Action: Rachel to send social idea this week. Major works meeting. Action: AH to chase up Cheryl and will email TMO officers about this. Encouraging people to contribute – Orenda updated re a neighbour who will be meeting Jill to share his small business skills re accounting and staff management software. Suggestion re shared activity to kick off TMO AGM. Action: RD and ST to do this. Meeting discussed having a Facebook page. It's one way of alert people re events e.g. gardening group. People who don't like Facebook don't need to join. Action: ST to prepare a Facebook (NOT LIVE) page and proposal for board to discuss in June. Also Twitter. Cleaning/recycling – Action: PR agreed to put together info when gathered re bulk cleaning into a poster/communication sheet. Action: Orenda to amend task list for next meeting. All to submit any ideas. List to be put up on bulletin boards when someone has time to do this.</p>	<p>RD AH</p> <p>RD/ST</p> <p>OOD</p>
6.	Grants Progress	
	TRSIG - Julie shared that we are waiting to hear about next year's grant, hopefully in July. Final instalment of monitoring sent in for previous year so can get last tranche of funds. This took up a lot of Jill's time, alongside the 2017-18 financial audit.	
7.	Southwark Group of Tenants Organisation mtg report back – updates and useful info from this meeting	
	Ela was not able to attend the meeting to report back.	
8.	AOB	
	<p>Major works (Webber Row only) Letters have been received. As above, AH thought he was aware of some emails between Sarah and project manager. He will follow up. Scaffolding up at far end of Quentin – query as to why, also Overy House. AH to follow</p>	<p>AH</p> <p>AH</p>

	<p>up. IT issue – we will learn from this. Need emergency IT contact – need to check what is in our agreement with Solomon. TMO laptop not yet set up but Sarah is onto this, with Angela (need to purchase some software to allow full sharing access between computers). Discuss in June.</p> <p>Maria requested to use hall monthly as a councillor surgery. First, second or third Saturday of every month, maybe not December, 11 – 12. Board agreed in principle, to discuss – will Friday 1st June. Orenda to send booking form to MLH. £30. We'd have to have our fire policy sorted.</p> <p>Orenda noted the storage area under the children's play area in Dauncey/Algar courtyard was taken over by someone who was storing homeless items there. She had a resident cut off the lock and is taking the items (several bin bags full of mostly new items) to St. Mungo's as Webber Street shelter does not need the items at present. She has put a new lock on and will manage this going forward.</p> <p>GN noted that Dodson & Amigo have some drug issues. Residents urged to look out for dodgy activity and to let him know as he will be having safer neighbourhood meetings with police. A resident noted there is a drug drop-off spot in Mawdley (two).</p> <p>Office – Orenda updated that at the May 8th TMO she nobbled the senior officer Michael Scorer (Director). He requested we email him with info, which Jill duly did. AH updated that Michael has asked officers to re-look at the situation. An update will be given at June board meeting by Alex. Orenda stated that this is important, as for some residents, an office on the estate is a visible symbol and helps keep the manager in touch with people. Having the office off the estate makes her job harder.</p>	
9.	<p>Date of next Board meeting Wednesday, 20th June 2018</p>	
	<p><i>Future Board dates:</i> Wednesday 18th July 7pm There is no meeting in August. The Annual General Meeting (AGM) will take place probably on a Wednesday evening in September – date tbc.</p> <p>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.</p> <p>From October meetings will be every two months, with a meeting on 10th October 2018, 12th December 2018, 13th February 2019, and 10th April 2019 (pattern of second Wednesdays). If necessary we'll call more meetings.</p> <p>We need more board members; particularly tenants so please invite people.</p> <p>OOD noted board could consider the option going forward of monthly board meetings as some other TMOs have – but these meetings include committee meetings. Action: meeting agreed to discuss this at the June meeting.</p>	
	<p><i>Future Finance subcommittee meetings</i> 6th June, 4th July (possibly), 1st August (possibly), 5th September</p>	
10.	<p>Close 9:00 pm – End of meeting</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>	