

**Webber and Quentin TMO**  
**Minutes of Board meeting Wednesday 27<sup>th</sup> February 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	Jill Goddard (Chair), JG
Delight Amatoby, DA	Graeme Womack (Treasurer), GW
Lisa Stevens, (Vice Secretary), LS	Moninuola Oladigbolu (MO)
Sophie Thorpe (Vice Chair), ST	Angela Nelson (AN)

**In Attendance**

Richard A  
 Andrew Jones – Hyperoptic

**Apologies** – Umran Malik, UM, Asya Zaman, AZ

**Not Present** - Maria Reynolds (Waterloo Sports and Football Club WSFC), MR

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 30<sup>th</sup> January 2019</i>	
	Any inaccuracies Page 2 MG to be changed to MR Page 5; paragraph 4 edit Painted shut windows will automatically be freed up as part of the works. Proposed by ST and agreed by JL	
	<i>Actions &amp; Matters arising from last meeting not on agenda</i>	
	<b>Actions from SI</b> <b>Maintenance walkabout</b> : Its Estate Walkabout, not maintenance. 6 months dates circulated to all Board members. We have volunteers for Feb, Mar, May and June. Need a volunteer for April and a volunteer for July. JG asked if others are available to do walkabouts. Members to email SI if they can support him on estate walkabouts.  <b>Rent Statements:</b> Rent Statements printed and delivered to all tenants (only those accounts managed by TMO) on 8.2.19. Rent Increase (it's actually a decrease) letters will be going out to all tenants (only those accounts managed by TMO) week beginning 25.2.19. JG added that LK has highlighted that the council has very old system for rent statements. JG informed the board that SI is discussing with the council who is to send letters out regarding rent changes.  <b>MMA</b> – JL has found the email and Alex Heslop has also located the estate map. A meeting is being arranged by Siraj & Tracey with TMI Managers to discuss finalising MMA; to clarify 1K repairs responsibility and to get an update on our claim for additional costs. JG added that they are still trying to arrange a meeting with TS with regards to the	

	<p>£1k repair clause, as It's in the contract but not in the main contract. If there is an error in the policies or procedures it can easily be changed. RA explained that if it was in Schedule A it is the TMO's responsibility. Schedule B is council responsibility. In old agreements, if the repair appeared in A so therefore the TMO's responsibility. Somewhere in negotiations an error was made. It can't conflict and if it does then the Main Agreement over rides the policy and procedures. Because of this inconsistency the MMA can't be agreed.</p> <p><b>Bike Locker rental</b> – LK is drafting a policy for bike lockers and it will be presented in April Board meeting for approval.</p> <p><b>Advertised General meetings</b> – The open meeting in April/ May and September will be advertised in notice boards and website by staff. JG informed the board that SI is not keen on advertising all dates. JG suggested we trial this and explain at the April meeting.</p> <p><b>Complaints policy</b> – The Complaint Policy in MMA is currently being used. The revised policy drafted by TMO manger will be discussed further when MMA meeting with TMI takes place. SI in discussion with TS.</p> <p><b>Feedback on Website:</b></p> <p>Meeting held on 6<sup>th</sup> Feb 19 and it was agreed;</p> <ol style="list-style-type: none"> <li>1. Sophie, Umran, Siraj and Linda will work as team for website and newsletter.</li> <li>2. This team will decide website content, what to post or not, or if newsletters are needed etc.</li> <li>3. Agreed website should be our main tool of PR and comms but we will produce a basic yearly Newsletter (around April/ May ) updating residents on key areas of work and events etc.</li> <li>4. Sophie will act as lead for this operations group and report back to board quarterly</li> <li>5. Umran will post and amend (free of charge) whatever needs updating but Linda will be trained too.</li> </ol> <p>ST informed the board that the website is live and looks good.</p> <p><b>Online banking</b> – SI has provided feedback to JG. Awaiting clarification on tendering process from TMI.</p> <p><b>Business Continuity plan</b> – Correction - phone numbers are for internal use and will not be published on website. Copy of BCP will be sent to TMI. No further action is required for now, but it will be updated when we relocate to new office.</p> <p><b>Newsletter and content</b> – Newsletter will be produced in April/ May by website and newsletter team. ST added that the information will be up on the website and it will be similar to a blog so easily read on mobile phones.</p> <p><b>Motorcycles in Courtyard</b>– SI has asked for creation of MB Bays and also copied in TS in the request.</p>	
	<p><b>Probation</b> – waiting to hear from TS</p>	
	<p>JG informed the board that TS has been in office today monitoring quarter 3</p>	

	TRSIG – non-attendance, no apologies.	
	Board training – JG will talk to individuals to see what board members need. There is a business plan and budget ready which will help new members to understand what is going on. RA stated that there is training tomorrow, spoke to all managers and he should have notified members. General safeguarding training tomorrow 6pm-9pm. RA stated Southwark has funding for training, training is a requirement under the MMA. There is £6,000 for training, Southwark will take £1,000 out of that. JG asked for any board training emails to be copied to her. <b>ACTION:</b> RA to ensure JG copied into emails regarding training.	RA
	Andrew from HyperOptic informed the board that it has been agreed with Southwark to provide HyperOptic to the residents. Residents will have the fastest internet access with 1GB. New cabling to be installed, plans will be signed off by Southwark Council and then propose to SI and get agreed by the TMO. JG asked if there could be some colour coding could be used to establish which cables belong to who. JL asked what it would look like. Andrew said it will be black cables and very neat. OOD asked what the costs would be 30MB - £21 If you register online before goes live it will be £16 for one year 150 MB upload and download - £31 per month 1 GB is £51 per month. Price is phone line and broadband and includes free evening and weekend calls. Can have just a broadband but connection cost of £40. Also, can have monthly subscription. Only operate in UK. Letters would be sent out to each resident, would be in contact with SI to let him know when they are on site. JG asked if it would be useful if Andrew would like to attend April meeting, Andrew said he will send a promotion colleague along to the meeting. RA asked if TMO could get broadband free. Andrew said he would think if the office was on an estate then he can not see why that would be a problem. He would check. Andrew said that broadband would be provided free to TRA room.	
<b>2.</b>	<b>Board Reports</b>	
	Chair report Staff probation – if any issues please contact JG General meeting for 24 <sup>th</sup> April – approved	
	<i>TMO Permanent office</i>	
	RA got a building company and looked at 3 sites on the estate, measured up. Mawdley court is good enough and so is parking site on Quentin House. Although both sites can take the portacabins, the site at Quentin House is slightly smaller than Mawdley Court. Builder thought Mawdley Court site was better.  RA has spoken to planning, planning has said that you cannot put a portacabin in any location for say 10 years and says it's temporary. TMO will have to go for full planning permission. The space at Quentin House will lose 4 parking space and it will not be easy to replace parking. Sonia thinks it is unlikely to get parking places in suggested area. Angela, said that there used to be parking along Gray Street. RA said Sonia said you needed planning permission on Gray Street for parking. JL said that residents would not be happy to lose parking, and suggested the C2 at Baron's place be given to residents. RA will take it back and see.  JG and ST went on the portacabin website and got more measurements and they went to Mawdley Court. They realised that major works return every 2 years, so where would they put their office. When JG and ST were measuring, a resident came out and said he is fed up with portacabins and will get residents to object. RA highlighted we'd want the exterior to match the current buildings.  JG and ST looked at the site on Quentin House and suggest that you go over the walk	

	<p>way and put the portacabin up close to the flats and widen walkway behind the chip shop.</p> <p>RA noted that he had discussed safeguarding with SI, RA doesn't think there is much difference between the two sites. RA suggests it may cost around £60k if a decision is made fairly soon. Whichever site is chosen everyone will have to be consulted and a decision will be made by the council. OOD thinks that we should have residents consulted on both sites. JG thinks that an independent person should do the planning consultation for the two sites. RA said that is not possible, it must be one. JG suggested council do another feasibility on the sites. RA said that the major works is Southwark's problem. OOD thinks that the residents should be involved with the decision and clear planning information is needed. RA said TMO have to decide a site and then that is submitted to planning. Planning will not give you either/or.</p> <p>JG highlighted that TMO have negative press. JG asked RA to get the council to provide all the information to residents. Angela asked whether RA can ask the council to give some input as to what they think. RA we can get a pre-application once you know what site is chosen. Angela said if planning were to give some advice as to what they think which site would get planning permission then it would save some time. RA stated we would need some preliminary drawings before planning can do this. <b>ACTION: RA will take it back to council and get a planner to come over.</b></p> <p>JG suggested that someone from the council attend the April meeting, RA said that a planner wouldn't attend but either himself or someone else will attend. ST stated that we need support so that the TMO do not get attacked at the meeting.</p>	<b>RA</b>
	<p><b>CSG Cycle grant award</b></p> <p>JG heard from Councillor that the TMO been awarded £5,000 grant for lockers. A tenant has done this without discussion. JG concerned as TMO doesn't know the conditions of this grant. JG contacted council to ask them to contact SI regarding this grant.</p>	
	<p><b>Draft 2019/2020 Budget process</b></p> <p>JG stated that members will receive copy of the Budget prior to April meeting. It's very similar to the last Budget. Leathermarket have fallen behind and they can't keep up with the repairs. Elkins carry out the repairs and it has been agreed for SI to talk directly with them. OOD asked if this will be temporary. JG said it will not be temporary, but we can change at any time.</p> <p>GW – money we are given is pretty much is the same, and the money we will spend. JG highlighted that the voids have come in a lot higher. JG said that the reserve will have to wait to see what we have got nearer the time. RA pointed out that Southwark can touch the surplus but not reserve account.</p>	
	<p><b>Cleaning/gardening contract</b></p> <p>Gardening was covered by £2,000 grant from TRSIG and help from residents. SI suggested Pinnacle a company to take over. Pinnacle did a walkaround with JG and JL, SI is waiting for a quote and will readdress in March. RA asked if TMO would consider Southwark. JG stated that SI will ask council too. JG suggested that we let the current gardener know.</p>	
3.	<b>TMI Southwark Council</b>	
	SEE above	
4.	<p><b>Governance</b></p> <p>JG stated that it's important for members to attend, a lot of work goes in to these meeting. ST has informed JG that has happened with the social subcommittee. JG said going forward not to hold any more and wait until April meeting and try and get some feedback as to what residents want. ST had a meeting last week with another TMO manager about his social subcommittee and what they do, ST noted that they do</p>	

	amazing things. Manager said he is more than happy to attend a meeting and inform members about what they do at their TMO.	
	<b>Webber Row Major works</b>	
	JG is failing to get reports back from the meetings so will attend from now on. Friday meeting has been cancelled.	
	JC highlighted that the inside of the windows are not being painted, JG was informed that tenants have to paint the inside of their windows. JG said it's not consistent as she believes that last time they painted inside.	
<b>5.</b>	<b>AOB</b>	
	<p>LS informed the board that the door for Quentin House has not been closing and this has resulted to people coming into the block and causing a mess. JG asked RA to take back the door system problem. GW agreed that the door gets fixed and then breaks again. <b>ACTION: RA to take back to Southwark</b></p> <p>OOD wanted to know about the other basement room. RA highlighted that no one has a licence to use the room. Person is currently using it as a storage facility. RA said that if they want to store their belongings, they have to rent a garage. RA stated that the council do not want the room being used and has heard it is now being used again. OOD asked if the room can ever be used. RA had thought that the room could be knocked through so it would become compliant. RA highlighted that if the person breaches and goes into the property again they will be prosecuted for trespassing.</p> <p>OOD has asked SI numerous times regarding pipe in flat, so would be good to know what their workload is like so that members can understand what they are doing. JG will talk to SI and report back.</p> <p>OOD stated there was a clash with hiring TRA room. JG the staff will arrange renting the room. UM will add the calendar to the website. <b>ACTION: JG will discuss with SI.</b> RA suggested that TMO contact council and ask that they make basement room fire compliant. <b>ACTION: SI to speak to Ian Brindley.</b></p>	<p><b>RA</b></p> <p><b>JG</b></p> <p><b>SI</b></p>
	MO highlighted that the Entrance door 1-8 Quentin House can be pulled over. Youths were able to pull open the security door and enter the block whereby they tried to kick a flat door in. The door takes a long time to close behind you. JL stated that LK had put out a message regarding the door.	
	JL asked if the budget will affect service charge for leaseholders. RA stated that the allowance is based on the estimate, but when the actuals come in they will adjust it.	
<b>6.</b>	<b>Date of 2019 meetings</b>	
	AGM been booked 24 <sup>th</sup> April	
	Proposing 25 <sup>th</sup> September for AGM	
	Board meetings 27 <sup>th</sup> March, 24 <sup>th</sup> April, 25 <sup>th</sup> September, 27 <sup>th</sup> November	
	Finance subcommittee mtgs 22 <sup>nd</sup> May, 31 <sup>st</sup> July, 18 <sup>th</sup> September,	
<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.	