

Webber and Quentin TMO
Minutes of Board meeting Wednesday 5th September 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
 Jill Goddard (Chair) JG Asya Zaman, AZ

Apologies

Cllr Maria Linforth Hall (MLH), Julie Lewis (away)

Not Present - Phoebe Greenwood, PG, Ela Connell, EC, Moninuola Oladigbolu MO

In attendance

Alex Heslop, AH (LBS), Cllr Graeme Neale (CGN)

No	Item	Action
1.	Welcome, introduction and apologies	
	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.	
2.	W&Q TMO Board matters	
	<i>Declarations of Interest and attendance</i>	
	None were declared. PG is the only board members to have missed three consecutive board meetings, however, she will be stepping down at the AGM in any case due to having had a baby in July.	
	<i>Minutes of last board meeting on 18th July 2018</i>	
	Minutes accepted and were signed by JG.	
	<i>Actions & Matters arising from last meeting not on agenda- None</i>	
	Logo – Action agreed: this will be left until after the AGM as there is so much on at the moment.	
	Hire of this room – fire policy. The draft we have needs to be done before the room is hired out (if the board decides to do so). Action: JL to meet and discuss with TMO manager. Update: outstanding.	JL & SI
3.	TMO board reports	
	TMO manager update – 1st April to 28th August	
	JG stated this was the best report she has seen, is what it should look like, and is what a board needs to function. JG asked SI to go back to April 1 st as we have not had good reports to date. Board members reported they were very pleased with the reports.	
	<i>Progress report on services being delivered as agreed (including KPIs monitoring)</i>	
	Decision: Board reviewed and agreed the report. TS agreed that KPI monitoring for 2 quarters will be submitted together in October 2018 given our service disruption.	
	<i>Repairs report</i>	
	39 jobs issues, insufficient JMB staff to share reporting information due to their current lack of staff. 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. Update: TS on leave, can report back at next meeting.	TS & SI
	<i>Rent collection and arrears</i>	
	SI had delay getting rent information through. 33 out of 101 tenancies, a third, are with the council because they owe over 6 weeks rent or there are other issues. One example is £8k, so this has gone on for a long time. SI is trying to find out what is happening.	

	<i>Estate Inspections</i>	
	Now happening. JG walked around with him.	
	<i>Voids (empty properties)</i>	
	<i>Tenancy checks (every two years)</i>	
	We are behind target on these. Two unauthorised occupants found.	
	<i>Formal complaints</i>	
	<i>MP and Members Enquiries</i>	
	<i>ASB (Anti-social behaviour)</i>	
	Budget Finance SC report for 2018/19	
	JG has been working weekly with Boogles to ascertain TMO budget position. We are in budget.	
	Social SC report + Annual Report 2017/18 for AGM	
	AH to have a meeting with the Tenant & Homeowner (John McCormack). Social report was circulated to board members, and was agreed at meeting.	AH
	Gardening report	
	Annika, the gardener, has done four or five sessions, cutting back etc. She may be leaving, not sure yet.	
	JG met the contractor who cuts the grass on the estate, who is called James, Groundcare Ltd. Groundcare can do other gardening tasks. JG asked him to take off some low branches, which he did, and to a good standard. Board can talk to James in future what else he could do. He has various machinery, including a shredder which means we could use organic waste material on the beds.	
	Tree works : Webber Row Main garden	
	JG noted the green space has too many trees; these grow up outside the flats in the green space and block light, plus encouraging flies. JG found original photos of planting, and the plan. It seems a previous resident may have planted extra trees which were not part of the plan agreed by Southwark Council. An LBS tree officer met with JG. This person stated eight trees need to go, others should be cut properly, also a tree in Mawdley. TMO will need to do a consultation with nearby flats but the work needs doing. JG will put ribbons on the affected trees so people can see which ones at the summer party. Work is expected to be done between Dec 2018 and March 2019.	
	TMO staff recruitment report	
	SI did 15 hours in July as we didn't know what we could afford (following text here omitted as not public due to personal data content). Finance committee looked at costs and we were able to pay SI three days from August onwards. Board discussed working with SI and Wrayburn to find a workable solution. JG to carry on talking with Susy about this. AH noted that it was a good decision to purchase the Moorepay HR advice service to assist us in a time of HR need.	
4.	TMI Southwark Council – Alex Heslop (Tracy is on leave)	
	<i>Mawdley House Fire progress</i>	
	AH fed back that Tracy and SI attended a meeting with stakeholders but he has no further information. The manager will have a continuing dialogue with the tenant and associated professionals. JMB say the repairs won't be done for several months. CGN queried about water damage to other flats as this may come to him as part of his caseload. AH said he would check and requested CGN to please email him.	
	<i>Fire risk assessment reports</i>	
	Meeting discussed draft letter to residents re fire risks. AH will be attending a meeting re flower pots and door mats. He noted councillors have asked for a review of the zero tolerance policy, officers were asked to do a report and find out what other councils are doing etc. AH will pass on an update as soon as he gets it, which would be useful for the AGM. Query to SI, where did the tenancy clauses come from? OOD queried whether the	

	laundry issue, if not on balconies, needs to be included.	
	<i>W&Q TMO estate office update</i>	
	JG noted there have been many gaps and lots of time has passed. Living Space is not working well as we have issues with accessibility and are charged for any extra or out of hours meeting space. The board wants to have more detail and further discussion as the solution offered is not acceptable for several reasons including that it does not look at other options in the feasibility options paper. AH was requested to feed this back to Eva Gomez.	
5.	Board member shared governance – standing item	
	<i>Summer Party 8th September</i>	
	AZ offered to assist with moving and handling. RD (Chair Social SC) reported plans are in hand. Key thing is to get residents to come out, and to chat to them about the work of the TMO. Suggestion to inform neighbouring TRAs. RD This has been done informally.	
	<i>AGM 12th September – preparation and ideas</i>	
	JG handed out a draft agenda for the AGM. SI will be attending so will be added in. TS will manage the elections. Annual report is 11 pages long as there are legal requirements. Question of who is a member and who is not. People need to have paid their pound. Need 15 members to be quorate, but we would like a lot more, so we have put a lot of effort in. SI has been explaining to people through his role. Four of our board each year need to stand down (can stand up again for re-election). Have ten members at the moment, some not standing again. 5 places vacant and two standing for re-election, three board nomination forms received so far. We need a minimum of seven board members. Saturday 3 rd November 2018 10:30 to 3:00 pm training session at Living Space for all board members. Actions for AGM are being arranged through the Asana app.	
7.	AOB	
	JG noted that all Webber Row flats received a letter re major works with a start date. JG couldn't remember seeing it but others confirmed delivery.	
9.	Dates of 2018 meetings Wednesday	
	First meeting is 10 th October, TS advised we need to move to monthly meetings and dates will be discussed and agreed.	
	<i>Future Finance subcommittee meetings</i> 8th August, 3rd September, 3 rd October, 7 th November, 5 th December.	
10.	Close 9:00 pm – End of meeting	
	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.	