

Webber and Quentin TMO

Minutes of Special General Meeting Wednesday 24th April 2019 7:00-9.00 pm
Webber & Quentin Hall, Quentin House, Gray Street.

Present

Board Members	Members	Non-Members
Orenda O'Brien Davis (Secretary), OOD	G Lewis	Denise Withers
Julie Lewis, JL	Lauren Chance	Kate Traynor
Jill Goddard (Chair), JG	Carly Maciocia	
Graeme Womack (Treasurer), GW	Roisin Waite	
Lisa Stevens, (Vice Secretary), LS	Eric Graham	
Sophie Thorpe (Vice Chair), ST	Barbara Grehs	
Delight Amatoby, DA		
Umran Malik, UM		
Angela Nelson (AN)		

In Attendance-

Sirajul Islam-W&Q TMO Manager, SI
Linda Knight- W&Q TMO Housing Officer, LK
Alex Heslop- LBS Tenant Management Team Manager, AH
Vincent Dean, LBS Fire Risk Assessment (FRA) manager, VD
Molinda Buka- Community Fibre Ltd, MB
Tim - Community Fibre Ltd,
Chay Pulger, D'eynesford TMO manager, CP
Cllrs Maria Linforth Hall, MLH
Cllr Graham Neale, GN

Apologies –,

Tracy Stedman LBS TMI Monitoring officer -Annual Leave
Moninuola Oladigbolu (MO)-Annual Leave
Asya Zaman, AZ
Richard Amoah
Jessey Cudjoe

Not Present – (Any Board members no apologies and any non-attending council officers or speakers)

No	Item	Action
1.	Welcome, introduction and apologies	
	JG welcomed all and chaired the meeting, which was quorate (15 minimum).	
2.	W&Q Agenda	
	<i>Declarations of Interest</i>	
	No interests were declared	
3.	W&Q Staff presentation - Key Highlights	
	Note Some Text has been omitted from these public minutes as it contains personal information. <ul style="list-style-type: none">TMO went live April 2018	

	<ul style="list-style-type: none"> • Fire in Mawdley House & a Tenant found dead in flat Overy House • Interim Manager appointed • Lesson learnt & recruitment standards raised • Staffing restructure carried out – from 1 F/T TMO Manager to P/T Manager & P/T Housing Officer: • From 35 Hours/week cover to 42 Hours/week cover • Increased staff support • Better staff holiday and sickness cover • More surgeries/ more capacity • New Business Continuity Plan (BCP) • Sirajul appointed as TMO manager in Dec 2018 and Linda Knight as Housing Officer joined the Team Jan 2019. • New Office Opening and Surgery hours were presented and can be found in the newsletter and on the website • Residents informed that TMO will now be raising repairs to A & Elkins directly as we bid farewell to JMB • All Heating, Hot Water, Door Entry Repairs, Balcony and Communal Drainage should be reported to LBS as the TMO are not responsible for carrying out these types or repairs. In an emergency outside of office hours repairs should be reported to Southwark. • SI emphasised need for residents to contact the office and not the Board for their issues and staff are there to listen and solve any problems. 	
4.	Molinda Buka, Client and Resident Engagement Manager, Community Fibre Ltd	
	MB and REM spoke about the high-speed internet installation on the estate ranging from 40mbps – 1000mbps and pricing from £20 - £50 per month.	
5.	Vincent Dean LBS Fire Risk Assessment Team Manager	
	<ul style="list-style-type: none"> • Block Inspections will be undertaken by the FRA team and one of two approaches will be applicable. • Managed Approach - applicable in areas that are more than 1m wide • Zero Tolerance Policy – applicable in an area that are less than 1m wide, where no items are allowed to be stored. • No grills or security gates are permitted in front of secured doors unless there are exceptional circumstances and permission is sought. Secure doors are doors with multi-locks • Converted street properties, timber staircases will always be a zero-tolerance policy • FRA Letters should be completed within 1-2 weeks and sent to TMO which W&Q will send out to residents. • Any flammable items / materials will not be allowed. i.e Helium, Gas cylinders, Wood, Cardboard • Door mats should be purpose made and sold as such, an internal rug or cut carpet is not acceptable. The doormat should not interfere with the escape route. (There must be at least one metre clear gap between the mat and the escape route). • Stairways must always be kept clear. 	
6.	Chay Pulger, D'eynesford TMO Manager – Sophie Thorpe- Social subcommittee suggestion box	
	Residents were given and encouraged to complete and submit a suggestions form to W&Q. The forms and suggestions box will be kept in the office. Chay explained the similarity between the two TMOs- they too had a rough start but were now running smoothly with good resident involvement. A local resident from D'eynesford	

	estate encouraged all that social activities take time to develop take up and to keep trying.	
	Short break	
7.	Cllrs Maria Linforth Hall and Graham Neale	
	Card given to residents and staff with Cllr and Ward Surgery and contact details. Cllr Linforth-Hall spoke about Council retained function.	
8.	Jill, W&Q TMO Chair	
	Encouraged everyone to remember to contact the office staff as they can help with any queries or ideas. She noted that 2 public meetings a year is about right on other TMOs and all minutes will be added to our new website so that they are publicly available. The Annual General Meeting will be in September as usual. Please do bring your neighbours. Key speakers and a raffle will be part of it plus electing any new Board member places and approving our accounts. We will also report back on any social ideas or activities and take ideas for more.	
9.	Q&A Are gates and grills allowed? – No Are washing lines permitted – This will be at the TMO's discretion. Does the Highspeed Internet come with a TV Package? – No	
10	RAFFLE- Julie Lewis	
	Prizes won Orenda – Duke of Sussex Voucher 50.00 Lauren Chance – Masters Fish and Chips Delight – Bottle and Basket Voucher 10.00 Sophie Thorpe – Cubana Meal for 2 Alex Heslop – Haircut for a man Cllr Maria LH – Plant Jill Goddard – Shaheen £20 Linda Knight – Haircut for Lady	
11.	AOB- None	
	Close 9:00 pm – End of meeting and clear up	