

**Webber and Quentin TMO
Minutes of Board meeting Wednesday 22nd May 2019 7:00-9.00 pm
Webber & Quentin Hall, Quentin House, Gray Street.**

Present

Orenda O'Brien Davis (Secretary), OOD Julie Lewis, JL
Jill Goddard (Chair), JG Graeme Womack (Treasurer), GW
Angela Nelson (AN) Umran Malik, UM

In Attendance

Tracy Stedman Linda Knight

Apologies –,

Delight Amatoby, DA Moninuola Oladigbolu (MO) Away
Sophie Thorpe (Vice Chair), ST Shift work Jesse Cudjoe, JC Urgent business
Lisa Stevens, (Vice Sec), LS No childcare Asya Zaman, AZ Unwell

Not Present -

No	Item	Action
1.	Welcome, introduction and apologies	
	JG welcomed all and chaired the meeting, which was quorate (5 minimum).	
2.	W&Q TMO Board matters	
	Declarations of Interest and attendance	
	No interests were declared.	
	Board Secretary Role	
	Minute taking rota and official Secretary to be elected at this meeting OOD Nominated by JG &.Seconded by JL. Decision – Orenda O'Brien Davis unanimously elected as Company Secretary .	
	TMO Manager Quarterly Report Q4 Jan-Mar 2019	
	Rent Collection – in target (100.07%) Estate Inspections – in target (99% A or B) Repairs – in target (90.5%) Voids & Lettings – 33.6 days – Not in target. Target is 28 Days. Voids were previously incorrectly recorded by the previous TMO Manager as a 40 turn around target. Biannual Tenancy Checks – Not in target. 35 out of 50 completed Formal Complaints– 1 (FC) received and dealt within target times. – Board would like information regarding the category of the complaint, i.e repairs MP and Members Enquiry – 2 members enquires responded to date, within target times. - Board would like information regarding the category of the complaint, i.e ASB – 12 ASB cases logged and all dealt with within target times. ACTION – Tracey to send ASB Training Document. Fire Risks Assessments – 9 high risks and 6 medium risks FRA actions are still logged against the TMO by Southwark H&S Team. FRA Team have not yet sent out any letters	SI SI
	Proposed smart targets for year 2019-20, to be agreed by Board;	
	Income Collection - Deliver an effective and efficient rent arrears recovery service and ensure income does not fall below 98%. – Agreed	TS

	<p>Estate Cleaning – Aim to achieve 80%+ A or B in monthly estate inspections.- Agreed</p> <p>Repairs - Ensure high quality and responsive repairs service is provided & at least 90% of all repairs are carried out within timescale; as set out in the MMA & Repairs Policy and delivered within budget. – Agreed</p> <p>VOIDS & Lettings – All short-term VOIDS are to be re-let within 28 calendar days - Agreed</p> <p>Biannual tenancy checks and TMO membership – ensure all tenancies are audited by end of year and increase TMO membership by 15% (12 New Members to be recruited). Agreed</p> <p>Ensure all Formal Complaints and Members Enquiries are responded to and dealt within times, as set out in MMA and TMO Complaints Policy. - Agreed</p> <p>Ensure all ASB cases are dealt with, within the timeframe set by Southwark.- Agreed</p> <p>Ensure all FRA issues reported by Southwark are actioned in a timely manner and Board members are kept up to date. - Agreed Board are happy with the report and the progress that the TMO have made.</p>	
	<p>Standage Major Works Webber Row gardening donation to TMO</p>	
	<p>A discussion ensued. SI advised that no communication of this £150 donation to cover 5 Webber Row blocks for gardening improvements /planting had been shared to Webber Row residents. There had been no detailed spend cost list/options circulated for the Board to consider, apart from an email suggestion on Monday 20th May by SI that it go towards a summer garden party. Decision: It should not be decided tonight but at July 24th Board meeting when the contractors will have recently vacated the site and costed options can be considered with more time.</p> <p><u>Generic Project funding form</u> Decision :-Board agreed that JG and ST will work on a generic Project Proposal / Application Form that UM will put on TMO Website and staff have in the office . This is intended to help all residents see what details are needed if they wish to ask for some TMO funding or funding in the name of the TMO. Board agreed to trial a disclaimer sharing ages and addresses with SI and LK only of attendees of future projects to help staff with resident involvement .</p>	
	<p>Minutes of last board meeting on 27th March 2019</p>	
	<p>No inaccuracies reported – Proposed by Orenda seconded by Umran Malik. March 2019 Minutes agreed.</p>	
	<p>Actions & Matters arising from last meeting not on agenda</p>	
	<p>Actions outstanding from Feb & March 2019 mtgs RA to action o/s repairs on 2 broken Quentin entry doors in 9-36 block. O/S. JG to discuss with SI regarding TRA room use and room hire. ACTION: Both to be passed by TS to RA and Ian Brindley at Southwark Council as outstanding till access resolved.</p>	<p>TS</p>

	TRSIG £2,000 Jan-Mar 2019. Estate Football project :JG has received and circulated the end of project report. 7 resident participation feedback forms have been shown to TMO staff . The project is now completed.	
	New Funding Applications 2019-20	
	The board approved an application for Bankside Open Spaces Trust to consult residents of use of our open green spaces. Deadline 15 th April 2019. However, criteria excluded consultation funding so it was postponed. The TRA annual grant of 1,300 has been applied for.	
2.	Board Reports	
	Chair's progress report	
	April 24th Mtg feedback	
	Draft minutes to be circulated after this meeting.	LK
	2018/19 Accounts & Audit verbal update (see Finance committee minutes)	GW
	GW reported we may have some outstanding repair invoices with JMB that we have not yet received including void works. Decision: Board agreed and approved £38, 000 reserve to cover 25%of 2019-20 expenditure budget as required by Southwark Council.	
	Tender Panel for joint Cleaning and Gardening contract	
	Tenders deadline 3 rd June 2019. Two panel dates possible: 12 th or 19 th June. 3-7pm both days. 2 board members required on it. Decision: Board agreed JG and JL to attend 12th &19th June 3-7pm with Sirajul.	
	Draft Bike Locker Policy	
	Discussion ensued. Decision: Board agreed the new bike locker policy. LK will manage the waiting list. The TMO should purchase some circulation disk locks to provide to renters and 2 keys for each should be kept in the TMO office. Permission to store Garden hoses within the lockers will no longer be given. LK to do spot checks on all Lockers as per rental agreement and see how many are being used for prams. Residents will have two payment options, Yearly or Quarterly with bank payments only. The Board agreed not to increase the rental amount. The TMO Bank Account details should be added to the bottom of the policy.	LK LK
	TMO Manager 6 month probation –summary only on process in place for Board and Annual Appraisal system and targets-check all happy with annual targets 2019-20.	
	SI will complete his 6 month probation on 31 st May 2019. JG has confirmed that she and JC, representing the TMO HR subcommittee and the Board, will meet SI on 29 th May 2019 4pm to 5.30pm at the TMO office to conduct his 6-month probation interview. Draft 12-month Appraisal targets have been circulated to the TMO Board members to decide tonight. SI has conducted LK 3-month probation interview and holds monthly 1 to 1's. Decision: SI 12-month Appraisal targets Agreed	
	Office electronic data storage –current system back up summary for Business protection information	
	For Board info only- JG summarised. Office system is: Shared drive with back up Board system is: One Drive	

	NFTMO Annual Conference- any items for delegates, Orenda and Linda	
	<p>What feedback do we want, what issues do we want raised? ACTION: - LK to scan send agenda to all Board members and ask for comments regarding any issues the Board would like raised. ACTION: LK and Orenda to provide feedback for the July Board pre meeting reports. ACTION: Nick, Chair NFTMO will attend W&Q TMO AGM as a guest speaker. JG to arrange date.</p>	<p>LK JG</p>
3.	TMI Southwark Council and LBS meeting	
	<p>MMA signing is being organised by Southwark Council.</p> <p>TMO permanent office: RA, Southwark Council will now action looking at this with a council surveyor towards a planning application. RA on leave until 6th June 2019. TS doesn't currently have an update for TMO. JG will liaise with RA on his return and asked RA to attend July and September meeting to provide update</p> <p>SI is discussing motor bike parking with Southwark Council. Ongoing.</p>	<p>JG & RA SI</p>
4.	Webber Row Major works Target to finish work end of June 2019.	
5.	AOB	
	<p>JG Check Company rules re: video calling to include members who are not able to physically attend meeting. Door Entry Quentin House JG raised using 62.5k (environmental improvement on door entry systems as proposed by SI and the proposal of a new door Entry System which is Managed by TMO. TS to find out what allowance would be if TMO took over the door entry management. JL asked if Community Fibre are still around as haven't seen them and a number of cables are hanging outside of the box .GW said that they are but as a general rule wouldn't interfere with cables that were not installed by them. Website - Board agreed that any websites suggestions to go to Historic Photos Suggestions box on website</p>	<p>JG TS All</p>
6.	Date of 2019 meetings	
	Board meetings 24 th July, 4 th Sept (pre-AGM Board Meeting), AGM 18 th or 25 th Sept, 27 th Nov, & Jan & Mar 2020 – Dates TBC	
	HR subcommittee mtgs None arranged	
	Social Subcommittee mtgs None arranged	
	Finance subcommittee mtgs : 19 th June, 17 th July, 7 th August	
7.	Close 9:00 pm – End of meeting	
	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.	