



Webber & Quentin Communications Committee Minutes

Date/ Time: Saturday 22nd August 11:30am - 12:30am

Venue: ZOOM

Committee Members: *Sophie Thorpe (ST Chair), Umran Malik (UM Board Chair), Sirajul Islam (SI TMO Manager)*

Invitees: *None*

TIME	No	ITEM	WHO
11am	1	Welcome, introductions, apologies for absence & minute taking	
		ST welcomed everyone, introductions were made, there were no apologies and ST agreed to take the Minutes.	ST
11:00	2	Declarations of Interest	
		None	ST
11:05	3.0	Agree accuracy of Minutes	
		Minutes of 24th July 2020 approved	ST
11:05	3.1	Action and Matters arising not on the Agenda - Standing Item	ST
		<p>Communication Strategy: W&Q TMO Marketing Communications Committee Report(s) July 2020.</p> <p><i>“Review of Marketing Communications Strategy Since Going ‘Live’ in April 2018 to Present, with Time and Cost Effective Recommendations for the Future”</i> was approved by the Board on 29th July 2020.</p> <p>Forum: <i>Community Forum Rules and Guidelines</i> were approved by the Board on 29th July 2020.</p> <p><i>“W&Q TMO Communications Committee Report July 2020: Review of Communications Between the TMO Board, Staff and Residents Since Becoming a TMO to Ensure Communications are Conducted in Accordance with Our Rules, and Other Relevant Documents”</i> was approved by the Board on 29th July 2020.</p> <p>ACTIONS: UM to upload Forum Community Rules & Guidelines to the website</p>	
11:20	4	Text Messaging Service: Planning Ahead/ Calendar	ST
		TextLocal - set up / GDPR - ST has set up the account and will share the login details with UM and SI. SI noted LK will need access to. It was agreed we are GDPR compliant.	

		<p>TEST Run of TextLocal ST made suggestions for initial use of the service and a discussion was had about other ideas. All agreed the following:</p> <ul style="list-style-type: none"> ● Garden opening times ● Coffee Afternoons ● AGM ● Online Newsletter - Use the reply service to survey who have 'NO ACCESS' ● Update Your Contact Details - sent out to all numbers in every text message and get LK to follow up on who is not responding ● Recruiting for new Board members <p>ONLINE Newsletter - Use the service to promote the paperless/ online version that was approved at the Board. Agreed to send out paper versions to the vulnerable and those who do not have access to the internet.</p> <p>Other ideas - As above</p> <p>ACTION: LK to survey and segment residents who need paper version of October Newsletter. ACTION: ST to train LK on the TextLocal software and then train UM, SI and SO at a later date. ACTION: ST and UM to create email shot for 'Coffee Afternoon' in conjunction with text messaging.</p>	
11:40	5	<p>Website</p>	UM/ST
		<p>Forum Update/ Rules & Guidelines - UM confirmed the website has been updated and he has added an extra note to say that this in no way replaces the formal procedure to contact the TMO Office/ Manager if residents have any estate or property issues/ concerns.</p> <p>TMO Rules/ Policies ONLINE - All TMO policies and rules are now on the website for all to view. ACTION: UM and ST to create an FAQ doc to compliment this page and for quick reference for residents.</p> <p>Forum Status - One last update re resident details is being added next week and then as a provisional date all agreed 31st August 2020 to go "live" with the agreement that it might be delayed slightly due to UM/ company staff workload. ACTION: UM to launch Community Forum end of August</p> <p>Board Minutes - ST and UM will source all missing Board Minutes and UM to have them uploaded to the website by the end next week, 28th August.</p> <p>Webpages/ feedback from residents - ST provided UM with feedback to say that it wasn't obvious where the 'survey' page is and it could affect the numbers of completed surveys being done.</p>	

		ACTION: ST and UM to review the order of the website pages together and make necessary amendments.	
11:50	6	AGM 2020 Planning	SI
		<p>All agreed the AGM Agenda items:</p> <ul style="list-style-type: none"> ● Accounts ● TMO Office Update (Richard Amoah) ● New Homes Initiative ● Bike Locker ● GSC update Report - needs website presence ● Website/ Forum Update ● Communications Update - Text messaging service/ Paper Newsletter ● Online Raffle <p>All Council Officers are attending (Tracy Stedman/ Richard Amoah) SI to invite Southwark Councillors Maria Lunforth-Hall and Graham Neale. SI to ask MLH to speak on Covid-19.</p> <p>SI estate poster will go up Monday 24th August and UM to add it to the website/ email shot? SI to send ST and UM the DRAFT AGM Notice for approval.</p> <p>Offline: Hosting an 'in person' AGM at Living Space and adhering to C-19 social distancing rules. Residents who are vulnerable and/ or have no internet access are invited to inform the TMO office by 25th September if they are attending so we are aware of numbers to plan for. ST and UM to attend the Offline location and use their laptops to project onto the big screen so everyone can see.</p> <p>Online: Use Zoom to host - send all registered residents the link on Monday 28th September. Follow up with Text messaging. Online raffle - All agreed to promote registration for the raffle prior to the AGM to encourage visits to the website, using email and text messaging. Agreed that all would take the next week to think of options/ prizes and agree via email.</p> <p>A discussion ensued about recruiting new Board members in time for the AGM. To be quorum the TMO Board needs 1 new Board member but agreed to recruit as many as possible. Focus for the Board over the next year is to recruit new Board members to bring membership back up to 12.</p> <p>Agreed to send out an email shot and text message to ask for new Board members. ACTION: UM and ST to implement.</p> <p>Discussion to ensure we are quorate for the AGM - 15 TMO members are needed to attend.</p>	

		<p>ACTION: SI to take the lead and post in the Board WhatsApp to encourage the Board to ensure attendance is 15.</p> <p>ACTION: All to communicate and agree completion of actions above via email</p>	
12:10	7	Board Training - Communications	ST
		<p>Discussion for the need for Board training refresher surrounding TMO rules and policies and communication/ interactions between Board members, TMO members and all other residents, and TMO staff. Full day is needed and ST has sourced a reputable trainer.</p> <p>Opportunity to update the Business plan at the same time. Tracy Stedman is advising SI that it needs updating.</p> <p>Potential to have the trainer to also lead on the Business Plan draft.</p> <p>ACTION: ST to follow up with the trainer and ask them if possible they can also lead on the Business Plan/ cost/ time required and if willing, what is the process.</p> <p>ACTION: SI and UM to raise the Business Plan review at the next Board meeting.</p> <p>ACTION: UM to advise board members via email of the need for Board training refresher.</p>	
12:25	8	AOB	
		<p>Discussion about the use of Dropbox and the need to transfer all TMO docs over from Jill Goddards (former TMO Board Chair) Dropbox to a dedicated TMO system.</p> <p>SI advised that the Microsoft app we have comes with free GoogleDrive. Solomon Dolphin just needs a clear way to set it up. ST suggested using a Mind Map to help plan the set up.</p> <p>ACTIONS: ST and UM to review Dropbox set up and create Mind Map for the set up for Google Drive.</p> <p>ACTION: SI to advise Solomon Dolphin of the Mind Map to set it up.</p>	ST
12:30	9	DATE OF NEXT MEETING - Tuesday 22nd September 2020 at 18:00PM	ALL
12:30		END OF MEETING -	