

**Webber and Quentin TMO
 Minutes of Annual General Meeting
 Wednesday 29th September 2020 at 7:00-9.00 pm
 Living Space, 1 Coral Street. SE1 7BE and virtually by Zoom**

Present ;

Members:		
1	Carly Holness	ZOOM
2	Maureen Andrews	In person
3	Lisa Stevens	ZOOM
4	Orenda Davis	ZOOM
5	Umran Malik	In person
6	Jessie Cudjoe	In Person
7	Saoussen Ouertani	ZOOM
8	Jill Goodard	In person
9	Sophie Thorpe	In person
10	Sharon Van-Best	In person
11	Lucy Wright	ZOOM (joined late)
12	Jason Woolfe	Proxy - Orenda Davis
13	Ella Connell	ZOOM
14	Stefania Connell	ZOOM
15	David Moore	ZOOM
16	Siobhan Contreras	In Person
17	Savas Yilmaz	ZOOM
18	Maria Yarza Lourdes	ZOOM
19	Rachel Davis	ZOOM
20	Graeme Womack	ZOOM
21	Roisin Waite	Proxy - Graeme Womack
22	Nancy Lewis	ZOOM
23	Kathryn Hernandez	ZOOM
24	Will Wearing	ZOOM (joined late)
25	James Roberts	ZOOM
26	Pierre Bec	ZOOM
27	Alexander Kiviria	ZOOM
28	Penny Mbabazi	In Person
Non-Members		
29	Cassie Barraclough	ZOOM – Resident
30	Paul Stacey	ZOOM – Resident
31	Odyo Adejuyigbe	In Person – Resident
32	Dilek Yilmaz	Zoom – Resident

33	Phoebe Greenwood	ZOOM 6(Non-resident Leaseholder)
34	Angela Nelson	In Person (Guest), Ex Board Member)
35	Julie Lewis	ZOOM (Non-resident Leaseholder)
36	Cllr Maria Linforth-Hall	ZOOM, Southwark Council
37	Cllr Graham. Neale	ZOOM, Southwark Council
38	Tracy Stedman	ZOOM, Southwark Council TMI Team
39	Richard Amoah	ZOOM, Southwark Council TMI Team
40	Sirajul Islam	ZOOM, TMO Manager
41	Peter Hudson	ZOOM, Auditor
42	Jackie Richards	ZOOM, Southwark Council TMI Team
	<u>Apologies from members:</u>	
	Lauren Chance	
	Ann Tettey	

No	Item	Action
1.	Welcome, introduction and apologies	
1.1	Umran welcomed all and chaired the meeting, which was. He noted he took over as chair in April 2020. Umran thanked Jill for her hard work over the years she was chair. Umran requested that the meeting bear with him as this is the TMOs first virtual AGM. Umran thanked both councillors for attending and the council officers.	
2.	September 2019 Draft minutes approval and Matters arising	
2.1	Minutes proposed by Umran Malik and seconded by Sophie Thorpe. Minutes approved by the meeting. Query re last year's social committee report – Sophie Thorpe advised the report is posted on the website. No matters arising not on the agenda.	
3.	Audit & Year Review Audit Accounts by K. Reeves Finance by Graeme Womack, Treasurer KPIs by Sirajul Islam (TMO Manager) and Bike Locker update Q&A Vote on Kreston Reeves to continue as auditors	
3.1	Graeme introduced himself as Treasurer. Graeme introduced Peter Hudson from Kreston Reeves, our auditors. Graeme explained the role of the finance sub-committee and where the funds come from. The Finance sub-committee meets monthly and looks over all the expenditure for the past month. The sub-committee ensures records are kept, oversees the preparing of the annual accounts, and ensures appropriate financial controls and funds are spent according to the budget. Graeme talked the meeting through a slide which indicated where the TMO income (approximately £150k) comes from and key items of expenditure such as staffing and repairs.	
3.2	Peter Hudson from Kreston Reeves gave the key points of the accounts, starting with the income and expenditure. He noted there was a reduction of approximately £10k from the Southwark allowance from the previous year. There is a surplus of approximately £27k, which gives a running surplus of approximately £64k, so the TMO was in a healthy position as at 31 st March 2020. No issues were found in the accounts. Last year a few tweaks to the accounts were requested by the council and these have been addressed.	
3.3	Sirajul Islam went over the manager's report which covers rental income, activity with	

	vulnerable residents, repairs, activity around anti-social behaviour, etc.	
	<i>Questions on the manager's report</i>	
3.4	A member raised a question re the TMO's complaints process. He felt that the way the TMO responds to complaints is inconsistent, in his experience. He gave the example that he himself had made a written complaint and this was not treated by the TMO as a complaint, however, a verbal complaint by another resident was treated as a complaint. The resident suggested that the TMO have a third party receive complaints especially where the complaints are about staff. He would like to see a consistent complaints process. Tracy stated that an issue about the performance of staff should be responded to by the Chair of the Board, if a resident wanted to carry on with the complaint it would move to Stage 2 and would be taken up by the council. Action: Tracy said she would take up this issue outside of the meeting with the Board.	
3.5	Siraj updated that regarding the bike locker monies received last year from the Cleaner Greener Safer fund and additional TMO funds, we will install 12 bike lockers, 7 in Mawdley and 5 next to one of the Quentin buildings. The locations were decided through a site survey by the council, indicating several options, after which residents were surveyed for their views. 34 responses were received, with 32 in favour and 2 objections to bike lockers in general rather than to the suggested sites. Bike Away will install these in November; these will be blue. There are currently 19 people on the waiting list for a locker. Seven will be assigned to current empty lockers recently identified through an audit, and the rest will be allocated when the new lockers are installed. Priority will be given to those who don't already have a locker.	
	Meeting held a vote to approve the accounts. Sophie proposed the accounts be accepted, seconded by Graeme. 24 yes votes, two abstentions, 0 no votes. Decision: TMO Annual Accounts approved.	
3.6	Meeting held a vote to continue with Kreston Reeves as auditors, proposed by Umran and seconded by Sophie. 26 yes votes, 0 no votes, no abstentions. Decision: TMO to continue to use Kreston Reeves as auditors.	
4.	Garden and Social Committee Update & Q&A	
4.1	Sophie, chair of the Garden and Social Committee (GSC) went over the committee's report of the activity during 2019-20. Focus that year was on engaging with those who feel disenfranchised and vulnerable people, and the diversity of the committee was improved. Committee feels that it has met these goals by holding coffee mornings, afternoon teas and a Christmas lunch at a local pub which have all been attended by vulnerable people, plus the giving out of fourteen £50 food/fuel vouchers at Christmas.	
4.2	Sophie noted further that the committee has approved a small 'Plants Grants' fund of six vouchers of £50 each for which residents can apply – a text and email will go round when the application form is ready online.	
4.3	<i>Questions on the annual report</i>	
	Who is considered 'vulnerable' and how we can be sure this selection process is fair? Response: the TMO follows Councils policy and guidance and has a list of vulnerable residents, or financially disadvantaged, with a disability, elderly etc. Most of these people are identified through tenancy checks and staff are aware of these individuals, note the board is not given this information. The TMO may miss out on some vulnerable leaseholders or sub-tenants, the TMO tries to reach these by advertising the meet ups through a text messaging service and emails. We also hope that the forthcoming in-depth consultation to be conducted by local organisation BOST will draw out more resident opinion regarding what activity they would like to see on the estate, in addition to their views on how we could change the physical environment.	
4.4		

	<p>Query re why the garden was locked and how was this decision made. Response: the green space has been a longstanding difficulty in terms of managing it in a way that meets the needs of people who want access and those whose flats back on to the space, especially those on the ground floor. There used to be a padlock with keys but only some people had keys and there were complaints about this. The TMO (and TRA before that) were concerned that if they gave out many keys to people other than those involved in the gardening club and who were trusted, that this could be a security issue. Eventually a number of burglaries were reported to staff and so the sub-committee and board took advice from the council. It was decided that the fairest and safest thing to do would be to lock the garden and start a consultation. As access to the garden space has been contentious for a long time, the board wanted an outside organisation to do this. BOST applied for funding to assist but unfortunately their funding bid failed so this delayed matters, then Covid came. The sub-committee then came up with the idea of the gate locked with a padlock with a code, and the trial will end in a few days, after which it will be discussed. It is a very challenging space as people have different priorities, for example, some people want all the shrubs taken out so it is possible to see all the way back to the wall, others don't want this. There will be further consultation as this is a very important issue to many residents.</p>	
4.5	<p>Query re external grants and the TMO grants process from two residents. A resident who was previously involved in the social committee had in the past obtained 8 external grants. The current report shows only one for the 2019-20 year. Please can the board look at why this might be, is it that the process is too difficult for people? Could the process of agreeing which external grants to go for be more open and flexible? A resident would like the process of giving grants from the TMO to be more of a discussion whereas right now it seems to be just filling in a form, could there not be a combination? We do not feel heard and communicated when engaging with the grants process.</p>	
4.6	<p>Response: the sub-committee has focused very much on working to set up the BOST consultation which will be substantial, wide-ranging and done by a neutral, external organisation and there will be a cost, so it needs to be managed properly. Everyone involved in the committee is a volunteer and these things take time. The hope is that the BOST consultation will draw out a wide range of views from residents, in large part about how the physical environment could be improved, but also activities they would like to see on the estate, how they would like to get involved etc. We've not been able to do this to date as the TMO is new and has been focusing on getting set up. Once the goals for the estate are set, everyone, board members and others, can apply for the various grants. We did not apply for many external grants this year as we wanted to have the outcome of the consultation first, in case we got a grant for something that was put in but then might end up being taken out if the main consultation agreed something incompatible.</p>	
4.7	<p>A member noted that there are other projects to do with youth / combatting loneliness etc that would not conflict with the forthcoming consultation. Response: please forward suggestions to the manager, Siraj, and he will pass all on to the sub-committee as all ideas are welcome. We hear that some people are not happy with the grants process and we will take this on board and come back to engage with you.</p>	
5.	Website and Residents Forum Update	
5.1	<p>Umran noted that the TMO website is very comprehensive in comparison to those of many other TMOs, it contains minutes of board and committee meetings and many other documents such as policies. Umran demonstrated the new TMO residents-only online forum which is now open for residents of the estate to join. Umran emphasised reporting repairs, ASB complaints</p>	

	and issues must still be sent to the TMO Office the normal way.	
6.	Board Nominations and Elections	
6.1	Tracy Stedman introduced herself as a Tenant Management officer from Southwark with responsibility for the Webber Row & Quentin TMO. The role of her team is to monitor the TMO to ensure it is meeting its responsibilities, and to support it as well. Tracy congratulated the staff and board on their hard work over the past year. The rent collected was over the expected amounts by a large amount, £11k, and this amount went straight into TMO funds. She has seen the TMO staff and board working very hard with and on behalf of vulnerable residents during the pandemic, putting together food packages, support with shopping, evictions etc. And a really good job was done which impacted hugely on the lives of many residents. Tracy thanked Jill particularly for all her hard work over the years with the TRA and the TMO, she is glad to see Jill is still active on the Gardening & Social Committee and in other aspects of the TMO.	
6.2	Tracy noted that currently the board has 6 members, and that she received all the nominations correctly. The meeting needed to vote on Lisa Stevens because she was co-opted last year. Vote result: 28 'yes' votes, 0 'no' votes, one 'abstain'. After the vote Tracy welcomed Lisa on board as a full committee member. Julie Lewis will be co-opted onto the board at the next meeting. Tracy noted that although she is happy to see the old faces, she was sad to see there were no new nominations for the board. This is an area where the TMO needs to put in more work as there are lots of spaces on the board for new members, and new blood is always needed.	
6.3	The Chair and Vice Chair noted that they are spending a lot of time speaking in detail with residents. They are finding that there are a lot of misconceptions about what the TMO is and what it does. They believe that this can best be addressed by having one to one conversations, which they have been holding, and they hope that through these people will come forward to become board members. The Secretary encouraged people who were interested to contact Siraj who can arrange for them to sit in on board meetings so they can see how they work and decide if being a board member might be for them.	
7.	TMO Office Update & Q&A	
7.1	Richard Amoah from the council's TMI team went through a presentation updating progress on the statutory requirement that the council provide an office location for the TMO. Richard reminded the meeting that the urban nature of the location of the TMO estate has made this very challenging and many options including a flat, local shop space, local office space, new building on 9 locations on the estate, have been looked at since 2015. Richard went over a timeline of some of this activity. At the last AGM there were two options, the Mawdley courtyard and the Quentin House car park. These options were reduced to the Quentin House car park location, in part due to the cost of the needed plumbing etc., and also the likelihood that a portacabin would not receive planning permission on a Grade II listed site of Mawdley courtyard. Although it was not needed, the council did put out the plan for the office for public consultation. Some objections were received but these were not in relation to planning law so did not stop the permission. The TMO needs an office to function and the current office will not be available in a year's time. Because of this, the council offered the board the option of the Quentin House car park, or no office at all as all other options had been ruled out. Funding was also at risk as the council's finances are in a desperate state due to the pandemic, and already much of the funding originally allocated for the office has been taken away. Richard showed the meeting several drawings of the elevations and layout of the office. He noted that the exact configuration of the office will be determined in consultation with the staff and the TMO Board and that this is ongoing. The budget is approximately	

7.2	<p>£82k of the building and installation, before outfitting the office.</p> <p><i>Questions on the office</i></p> <p>A resident spoke out against there being an office on the parking lot for environmental reasons (visual) as he was not aware that the decision had been made and he was aware that many objections had been submitted. Richard stated that these objections did not meet the planning law criteria so these were not substantial enough to prevent the application. As the need for the TMO to have an office was critical, and all options had been thoroughly explored, the site was approved.</p> <p>The meeting voted on the colour of the exterior of the office, there were two options, blue or grey. Blue – 8, Grey – 1, Abstain – 6. <i>Not everyone voted</i></p>	
8.	Covid 19 – Guest Speakers Cllr Maria Linforth-Hall and Cllr Graham Neale	
8.1	<p>Cllr Maria Linforth-Hall and Cllr Graham Neale shared their work during the pandemic and ongoing in the community with older and vulnerable people who were (and some who are still) shielding. Much emergency case work took place. Both councillors liaised with the TMO staff on a daily basis and always received support and this was very much appreciated. The councillors set up WhatsApp chats on various estates to connect with them, and they continue to run surgeries online unlike many other councillors. Conflicts amongst neighbours have increased due to the stress, domestic violence has increased and there have been other incidents. The TMO is lucky to have funds from Section 106 and other sources to support the TMO to go forward. Graham stated he was pleased with the Zoom surgeries every Saturday morning, it's great to hear the ideas and thoughts of residents – all are welcome to attend. He noted that sadly there has been a massive surge in case work due to the Covid crisis and this continues unabated. He requested that residents please do raise any issues with the councillors as they may be able to support as they regularly liaise with local charities, police and other emergency services etc. Both councillors gave their grateful thanks to Linda and Siraj and the board members for all their work during the pandemic and ongoing.</p>	
9.	General Q&A	
9.1	<p>A resident asked for the councillors' view of the portacabin from an environmental point of view?</p> <p>Graham responded that this was a decision made by the local authority and councillors were not involved, because there is a statutory duty to provide residents of the estate with an office. He was aware that a planning application was put out even though it wasn't required, so he does feel there was a due process. Local residents did contact him with varying views, including that an office in that location is 'a necessary evil'. It is his view that Siraj and Linda need a space to work locally. He is satisfied that all the other options were looked at over a process that has been going on for a very long time, and has been very hard – this is the best that they could come up with and it is recognised that it is not ideal. Graham noted that he is happy to discuss this after the meeting with anyone who wishes to do so.</p>	
9.2	<p>Maria noted that this portacabin came about as in her view there was no alternative. The current office building will not be available in a year and all the other alternatives were explored and this was the only viable option after a lot of intensive research. There will be no loss of parking space and she feels that the colours will blend in so it will not be an environmental issue visually. Maria stated that there are many things in life we don't like, and in this case, the TMO needs an office to function.</p>	
9.3	<p>Closing Statement</p> <p>Umran, Chair, stated that since becoming Chair of the TMO and talking to many people on the estate, he has come across a lot of misunderstandings. A common one is that board members are paid. Umran noted that this is not the case, board members are taking time out of their own personal life to do what they can because they care about</p>	

	where they live and want to make a difference. Umran thanked board members for their many hours of work and support. He noted that it has been particularly challenging during the pandemic for everyone involved. He also noted that at times residents take queries to board members and reminded TMO members to please direct questions to the TMO office, as this is the correct way of communicating with the board. Umran also briefed about compliant procedure, which can also be found on the website	
10.	e.Raffle	
	Umran noted that the raffle has been extended to midnight to allow everyone to enter, the results will be reported after the meeting.	
11.	Close of meeting	