



Webber & Quentin TMO

Minutes of Annual General Meeting 2021

Wednesday 15 September 2021, 7pm - 9pm

Venue: Hybrid Meeting: Living Space, 1 Coral Street SE1 7BE and Zoom Meeting

Present/Apologies: See separate attendance list

No	Item	Action
1.	Welcome, Introduction & Apologies	
	UM welcomed all and chaired the meeting, which was quorate with 16 TMO members present (12 in attendance with 4 online) (15 minimum).	
1.1	Approve 29 Sep 2020 Draft Minutes	
	ST proposed, OOD seconded approval of the 2020 minutes. Minutes approved	
1.2	Matters Arising	
	TS announced that Ivan Coppings will be taking over as new monitoring officer of the TMO from TS and introduced him to the members.	
2.	New TMO Office	
	<p>SI referred members to the PowerPoint displayed to the meeting and provided an update on the status of the new TMO Office which opened on 20 May 2021.</p> <p>SI explained that it had been a priority for the TMO to have an office in the heart of the committee since 2013. The TMO had explored a number of locations for the TMO Office but, ultimately, the site that was selected for the office was the carpark by Quentin House. SI acknowledged that the site of the office had led to a loss of carparking space. However, having the office on the estate would be a benefit to the local committee.</p> <p><i>Opening hours</i></p> <p>SI noted that the TMO had carried out a review of the staffing arrangements and the office is now open 4 days a week with emergency cover on Fridays. SI explained that within the 4 days, there were specific surgery hours but residents could make an appointment to speak to staff outside of those hours.</p> <p><i>Services</i></p>	

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	<p>For the benefit of new residents/members, SI provided an overview of the services provided by the TMO and those provided by the council. SI noted that the TMO were there to help and would never turn anyone away.</p> <p>Q. Is the TMO proposing to take over responsibility for heating and hot water?</p> <p>A. This is a council responsibility. The TMO had considered it previously but decided not to take responsibility for it. However, the TMO could explore taking this over and can consider this option when the TMO reviews its business plan.</p>	
3	Audit & Year Review:	
3.1	Finance update	
	<p>GW introduced himself as the former Treasure, noting that OOD has taken over as Treasurer. GW referred members to the presentation displayed to the meeting and provided an overview of the purpose of the TMO, the benefits to residents of having a TMO, how the finances of the TMO work including the main sources of income for the TMO and key expenditure and provided a summary of the 2020/21 financial year accounts.</p> <p>GW explained that the overall income for FY 2020/2021 was just over £175,000, which reflected a c.£10k increase from 19/20. The Total expenditure was c.£140,000, which was slightly up on the previous year which was mainly due to staff costs and some additional costs to the office. GW noted that the TMO spent c.£40,000 on cleaning, maintenance and gardening, c.£20,000 on repairs and voids and spent c.£15,000 on legal and professional fees.</p> <p>GW noted that there is a much more detailed breakdown in the account which include some new expenditure categories of the accounts which were designed to split out and show the amount spent on repairs and some of the community events.</p> <p>In respect of repairs, GW noted that from the accounts, the TMO spent less on repairs than previous year. GW explained that this was primarily due to covid and how the year ran. As a result, the amount recorded on repairs is lower than expected. There is therefore a back-log of issues (which were not emergencies) that the TMO now intended to address and had budgeted over £40,000 for the current financial year for these repairs. GW explained that the amount of money that the TMO is spending on repairs is more than the council used to spend. GW explained that the savings the TMO is making elsewhere is being channelled to key areas and repairs is one of those areas where the TMO want to get right, and to ensure that they are done quickly and well. GW also noted that the spend on social events was down as a number had to be cancelled due to covid, but the TMO had plans for further social events which would be discussed later in the AGM.</p>	
3.2	Audit accounts by Kreston Reeves	
	PH thanked GW for review of the figures and provided the auditor's summary of the accounts.	

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	<p>For all TMOs it has been a strange and difficult year. PH reported that KR had undertaken the audit and had no issues regarding the accounts for W&Q. There have been a couple of changes to the audit report this year. Two of the key changes are that KR have included a positive statement regarding the question of going concern and a spectrum of the work done to satisfy KR that there are no irregularities, including fraud. KR have produced a key audit findings document which has gone to the Board. There was only one recommendation made which was to ensure that any adjustments made during the audit period were reflected in the accounting records for W&Q.</p> <p>PH explained that this would be his last year as audit partner for W&Q. Michael Cook will take over as audit partner for W&Q and has good experience with TMOs and PH has planned for a two-year handover period.</p>	
3.3	Q&A	
	<p><i>Questions</i></p> <p>Q. If the TMO does not spend the money from the council on repairs, will the council take it back?</p> <p>A. SI explained that the money will stay with the TMO who can spend it how it like.</p> <p>PH confirmed that the TMO's total reserves were £100,000 split between a contingency reserve of £43,000 and £57,000 income/expenditure surplus which will be available for repairs and other costs that will arise. PH noted that he would expect that there will be years where the TMO will need to spend more than its income due to repairs and other works on the estate.</p>	
3.4	Approval of Accounts	
	<p>Resolution to approve the 2020/2021 Accounts proposed by UM and seconded by GW.</p> <p>Concerns raised by members about the level of explanation given regarding what was happening at the meeting and what members were being asked to vote on. OOD provided further explanation for those in the room.</p> <p>Resolution passed (7 yes votes online, 14 yes votes in the room, 7 yes proxy votes)</p>	
3.5	Vote on Kreston Reeves to continue as Auditor	
	<p>Resolution to approve Kreston Reeves to continue as Auditor</p> <p>Resolution passed (13 yes votes in the room, 6 yes votes online, 1 abstained, 7 yes proxy votes)</p>	

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4.	Chair's Report and Committee Updates	
4.1	Chair's Report	
	<p>UM delivered a summary of the Chair's report. UM noted that 2020-21 had been a very challenging year for the TMO as a result of the pandemic. The TMO had to put a lot of things on pause including repairs, social events, event setting up the office. However, the TMO was able to ensure that the office continued to run, staff were able to work remotely and the Board kept having meetings to ensure that things were running smoothly. UM noted that the TMO for the first time had implemented a regular opening schedule for the Webber Row gardening space. The TMO installed more bike lockers using funds raised from the previous financial year. The TMO had also been able to get a few successful grants including a grant for gates to be put in and the TMO will share further information regarding this proposal in due course.</p> <p>UM concluded by explaining that everyone on the board are volunteers and thanked everyone for their time and effort.</p>	
4.2	KPI Update	
	<p>SI referred the members to the AGM report (pg. 2 and 5) which is on the TMO website and in hard copy in the meeting. SI also referred members to the PowerPoint slides.</p> <p>SI provided a report on the TMO's performance targets, as set by the council in respect of the key service areas:</p> <ul style="list-style-type: none">• repairs• income collection• responding to complaints• tenancy audits <p>SI noted that it has been a challenging year across the country but reported that nevertheless the W&Q TMO has met or exceeded all of its targets.</p> <p>SI thanked members of the GSC for their assistance with the estate inspections.</p> <p>SI noted that during the pandemic, the TMO carried out welfare checks for all of the vulnerable residents and provided support and services.</p>	
4.3	Garden and Social	
	ST provided the report to the members on the work of the Garden and Social Committee as set out in the Annual Report.	
4.4	Communications	
	ST provided the report to the members on the work of the Communications Committee as set out in the Annual Report.	
4.5	Q&A	

<p>Q. Resident raised question about garden security and reported that some fruit and veg plot holders had items being stolen and asked how the TMO plans to resolve this issue.</p> <p>A. ST explained that the TMO are getting security gates for the courtyards, but this is a good case for extending the height of the garden and the TMO can investigate installing some security cameras. ST noted that improving security was part of her plans. Whilst the installation of gates was some years down the line, in the interim we can discuss alternative options. It is certainly part of the GSC's plan to extend the height of the green spaces.</p> <p>It was discussed that the TMO could look at flood lights. ST mentioned that the TMO recently had the council's Tree Officer who surveyed across the entire estate. They will be raising the base of the trees and trimming the top of the trees. That will help massively from a security perspective.</p> <p>Cllr Maria noted that "the installation of cameras is not against the law, however not only are expensive but also you will need volunteers to monitor the takings."</p> <p>It was proposed in the chat that a separate meeting is held with the plot holders to discuss issue.</p> <p>Q. Resident raised concerns that under the grass there is a concrete and air raid shelters and questioned whether residents could be digging into the shelter.</p> <p>A. ST confirmed that this would not be an issue.</p> <p>Q. Resident asked about the condition of the communal staircases in Quentin House and whether there were plans to repaint the walls and clean the gangways.</p> <p>A. ST explained that s.106 money cannot be used for internal works, just for greening. Painting like this is for the council. SI confirmed that the next painting schedule for Quentin House is due 2023/24. If the TMO wants to do any works from the surpluses, there are very strict rules to make any improvements, other than environmental improvements, which makes it difficult.</p> <p>Q. A resident raised concerns about dog fouling in the courtyards.</p> <p>A. SI responded that the TMP could send a general reminder to residents. SI has contacted some of the perpetrators directly. SI suggested that residents email him to report any concern. It is ASB and the TMO will deal with it.</p> <p>Q. A resident raised concerns about cars and vans from workers which caused difficulty for residents exiting their properties.</p> <p>A. SI explained that parking control is the responsibility of Southwark. However, he advised that anyone coming in the courtyard must be authorised by the council or the TMO. SI explained that the TMO only has 2 authorised contractors and the TMO can speak to them. Generally, if residents see anyone parking illegally, SI suggested that they take the registrations number and report it to</p>	
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	<p>the council. Alternatively, if residents provide that information to SI, he will pass the information on.</p> <p>It was explained that residents are not allowed to park in the Courtyard. The only authorised parking is outside Quentin House. Only service vehicles and authorised contractors are allowed to park in the Courtyards.</p> <p>In terms of motorbikes, SI explained that the TMO have been liaising with the council who have marked out an area for parking. The Council need to install the stands in the road and then motor bikes can be parked there.</p> <p>It was proposed that the TMO send a polite reminder to all residents not to park in the courtyards.</p> <p>Q. Concerns were raised about the issues with some of the courtyards.</p> <p>A. ST emphasised the need to report complaints to SI, the Manager, to ensure the TMO are aware of the concerns and the Board can then take action. ST noted that complains can be made by phone, email and in person.</p> <p>Q. Concerns were raised about the estate cleaner.</p> <p>A. ST noted that the TMO will investigate the issue and asked residents to report the issue to the Manager.</p> <p>UM asked that any further questions be sent to the Manager. The TMO will provide a response by way of a blog post or contact members directly as applicable.</p>	
5.	Continuance of TMO, Board Nominations and Elections	
	<p>TS introduced herself to the members. TS thanked the volunteers and staff for what they have achieved this year. TS thanked GW on behalf of the council for the help and support he has given to the TMO.</p> <p>Resolution for the TMO to continue for forthcoming year:</p> <p>Resolution passed: Unanimous (7 online, 13 in hall, 7 yes proxy votes)</p> <p>Appointment of new Board members:</p> <p>Pursuant to TMO Rules the 11 nominees were duly appointed to the Board for 2021/22.</p> <p>The new board members were introduced to the members.</p> <p>TS thanked the new members and noted that an induction pack would be provided and noted that Board members have 28 days to complete declaration of interests and Code of Conduct. The council will audit this, and it is imperative that the TMO do this.</p> <p>TS explained that from 9 August she has been assigned to a new TMO and introduced IC to the members as the new monitoring officer. ST thanked TS for her support to the TMO over the years</p>	TS

6.	Guest Speaker (Cllr Maria Linforth-Hall)	
	<p>Cllr MLH addressed the members of the TMO.</p> <p><i>“Good Evening All,</i></p> <p><i>It is a great pleasure to be here with you today. The past year was full of issues and quite challenging for all of us. The Pandemic and the lock downs presented us with problems were we had to improvise and use all of our initiative and power to resolve them. With the Council closed, Officers, Councillors, TMO Management and Board members working remotely and residents being isolated in their own properties life was hard for everybody. We were able to distribute food to the most vulnerable as well as arranging collection of their medicines from nearby pharmacies. Our volunteers were marvellous and we will be eternally grateful to them. We are also thankful to the foodbanks that helped and for St George the Martyr for all the food that they provided.</i></p> <p><i>Setting up the new office took a huge amount of time and effort. Undoubtedly this has held Management and the board back somewhat but now you are all moving forward and are confident of being able to expand your goals when the new Board is in place in the autumn.</i></p> <p><i>I have visited your new office and met with Siraj, who kindly gave me a tour of the Estate and we were able to discuss some of the pending issues. Much casework has been done. Most items have been satisfactorily resolved. Others only partially and we need to have further discussions to see the way to solve them.</i></p> <p><i>It is nice to see your enthusiasm about the communal garden and possible activities. Let's be understanding and patient with each other and celebrate the small things as we move into a new era.</i></p> <p><i>Please don't forget that applications for CGS, Devolved Highways and Neighbourhood Found are now open.”</i></p>	
8.	E.Raffle	
	<p>Attendees were asked to indicate in the register whether they want to be in the raffle. The raffle will be carried out after the meeting and the winners will be contacted.</p>	