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**Webber & Quentin (W&Q) TMO Annual General Meeting (AGM) 2023**

**DRAFT (to be approved at AGM 2024)**

**Sunday 11th May 2023, 2pm**

**Travelodge, Waterloo**

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| **TMO Board Members** | |
| **Present** | **Apologies** |
| Sophie Thorpe (Board Chair) | Orenda O’Brian-Davis |
| James Roberts (Treasurer) | Michael Neukirchen |
| Jose Nogueron (Vice Chair) |  |
| Leonna Staple (Secretary) |  |
| Daphne Luchtenberg |  |
| Saoussen Ouertani |  |
|  |  |
| **Members** | **Non-Members** |
| **Present** | **Apologies** |
| Franchesca Acquah-Hayford | Cllr Maria Rosa Linforth-Hall |
| Oussama Rake | Cllr Graham Neale |
| Ela Connell |  |
| Jill Goddard |  |
| Sandro ??? |  |
| Rob Allison |  |
| Rachel Davies |  |
| Carl Gibbons |  |
| Pierre Bec |  |

**Minutes – DRAFT**

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| **1**  1.1 | **Welcome, introductions and apologies**  Sophie Thorpe introduced herself as the Chair of the TMO Board and welcomed all to the AGM, at Travel Lodge Waterloo. The AGM meeting was confirmed as quorate with a minimum of 15 members in attendance. |
| **2**  2.1 | **Declarations of interest**  None |
| **3**  3.1  3.2 | **Vote to approve minutes of AGM on 18th September 2022**  Typo in previous minutes (i.e. TMO not TMP in Q&A) was acknowledged.  Minutes from last meeting were approved unanimously (including 2 proxy vote). |
| **4**  4.1  4.2  4.3  4.4  4.4.1  4.4.2  4.4.3  4.4.4  4.4.5  4.4.6  4.4.7  4.4.8  4.4.9  4.4.10 | **Matters arising not on the agenda – queries raised as SGM February 2023**  Condition of rear of retail properties on Waterloo Road  This query was raised at the SGM and passed to the TMO Manager. He confirmed that this is not part of our TMO grounds remit so any queries or concerns relating to the retail properties on Waterloo Road should be sent to Southwark Council.  Proposal for spending £104K surplus  At the SGM members voted in favour of the repairs project as the initial project funded by the surplus. This was also voted for by the board. We are looking for members to join the repairs sub- committee to enable us to move the project and other elements of repairs works forward. As part of this the TMO are also recruiting a specialist technical housing officer to support this project and work on the outcomes of the repairs survey.  Continuation Survey and future survival of TMO  118 tenants and 81 leaseholder were eligible to vote in the continuation ballot which took place on the May 2023.  Of the 54 tenants who responded 46 voted yes to continue operating as a TMO, and of the 54, 44 indicated that they were satisfied with the TMO Management.  Of the 24 leaseholders who responded 24 voted yes to continue as a TMO, and of the 2, 24 indicated that they were satisfied with the TMO Management.  This constituted a 35% overall response rate.  Q&A from SGM  *Anti-social behaviour* *(ABS)* – There were specific issues that were not to be discussed openly at the AGM due to confidentiality. If any members have specific issues with ABS please inform the TMO Manager.  *Scaffolding up around the estate* – There were several scaffolding structures which were erected, and some have now been removed after several emails to the Council. GB informed that the one at Delarch House was put up to resolve a pest control issue and will need further works to be done despite them being taken down. We are still awaiting an update from Southwark Council as to the need for other works. JR informed that if these works are related to disrepair cases, then it may take longer but the TMO Manager will keep an eye on this.  *Rubbish Shoots* – It was queried at the SGM in February as to why the bin shoots where being replaced and JN informed us that this was Southwark’s fire risk assessment, and that this has now been completed.  *TRA Hall* – The Hall is still in a very bad condition. This TRA Hall is still Southwark owned and ST and OOD have gone in and tried to clean up the area, so that we can make a case to Southwark about how badly this needs to refurbished as we would like to use the space. Although this is not a priority at the moment for the TMO, the new repairs committee could take this on.  Q: What do we want the space to be used for?  A: TMO meetings and other community uses, residents’ parties and events and possibly used as income generation. We would have to approach Southwark Council to discuss the management of the space.  Q: Could we use our TMO surplus to bring it back into use if we can be the recipient of the income?  A: This is not a financial responsibility of the TMO, but we can look at this via the Repairs and Events and Engagement sub-committees. ST confirmed that the income generated would be TMO income.  *Gardening* – The gardening is going well since we employed a new community gardener. Both the gardener and ST are currently doing a lot of clean up tasks, which has delayed the progression of other types of gardening projects. Anyone interested in helping please do come forward and contact the [secretary@webberandquentintmo.org](mailto:secretary@webberandquentintmo.org). Resident Sandro XX and PB have kindly been watering the plants and its all looking lovely and bright for this summer.  *Resident Engagement* – A query as to how we engage with less involved residents and members was raised at the SGM. ST informed that as we have been through a board restructure and members have come and gone, we hope to increase our engagement activities as part of our new Event and Engagement committee.  Q: Is the surplus project still happening?  A: Yes. We are working on employing a technical housing specialist to create a detailed report on the works needed. This can then be presented to Southwark Council as a case for repairs.  Q: If we have a proposal for the surplus can we still submit it for consideration?  A: Yes. This can be sent to the Finance committee (treasurer@webberandquentintmo.org) and the committee can review it and then take the idea to board for further consideration. |
| **5**  5.1  5.2  5.3  5.4  5.5  5.6  5.7  5.8  5.9  5.10  5.11  5.12  5.13 | **Finance update and Audit Report 2022-23 -** *presented by James Roberts, Treasurer*  JR ran through the TMO audit report and explained that the TMO is not a large or complex organisation, so the detail is quite basic.  Pages 3, 4 ,5 and 6 are a summary from the Auditor on what they investigated. Their summary states there are no risks or issues identified, and this was signed by senior Auditor.  Page 7 is a run through of our financial accounts. JR stated that our internal accounts are more detailed in terms of the different categories and the areas of TMO spend.  All figures are comparable to previous years. JR highlighted that we have a £3327 surplus reported for this year. In the previous year we had more surplus, and this is due to the fact we did not receive as much grants as last year. This is also due to increase in contractor fees (i.e. new grounds maintenance contract) and increase in prices to costs for other works and services.  Page 8 – JR explained that the £22k may not include invoices still to be received post April and have not gone through the FC for approval.  The funds which represent money in the bank is shown as more but there are still invoices to be paid.  ST and JR and LS will sign the end of this page 8 for the accounts to be filled with the FCA.  Last year money was shifted from designated funds to our surplus into what is our reserves, and the plan is to move these amounts into separate accounts.  Page 12 – grant income – The funds allocated for the gates shows up in the previous year as there were some pre work funds allocated and we won’t see this year’s money as we have not yet received this from Southwark Council.  Southwark Council have transferred around £4k for gardening works as a grant.  Page 13 represents fixed assets (things the TMO own).  Overall, the Auditors are happy with the way we have been managing our accounts.  Q: Are there any issues which the TMO board feel may present an issue for us?  A: Yes. Within our approved business plan, we have set an objective to generate a £12k surplus each year, but we will be making a £27k loss. This is despite the increase of 3%, for the councils allowance starting this year. We estimate an 8-10% shortfall. We have pursued this issue with Southwark Council and JR has recommended that at the TMO 5 year halfway point in October we review our accounts again in detail. If we cannot recoup the loss, we need to consider what will happen next for the TMO. Perhaps we lobby the council with other TMOs regarding this as we won’t be the only TMO experiencing difficulty. JR stated that the cost projections for TMOs were set by the council back in 2020 and this is not an accurate reflection of what the financial needs are now in the current year 2023. If we don’t have success finding a resolution the option to hand the TMO back to the Council can be considered. We would be able to keep our surplus and decide as estate, what we use it for in the future.  Q: Why is the grounds maintenance costs gone up?  A: Our previous ground contractor JustAsk Estate Services Ltd, pulled out and their contract with us and the new company was procured at costs which were higher. We chose the new company Pinnacle as they offered a number of services which the board found would be very useful to the residents such as out of hours call out services, repairs logging and maintenance. |
| **6**  6.1 | **Vote to adopt audit report and accounts.**  17 members voted yes (including 2 proxies). |
| **7**  7.1  7.2 | **Nominations for a different auditor for 2023-24**  JR informed members that we would like to change our current auditors as their costs have gone up by £10k. We have sourced another company, who we have not yet decided to appoint. JR prosed a vote for the ability for the board to continue looking for a replacement throughout the year with a view of appointing someone new.  15 members voted yes (including 2 proxies). |
| **8**  8.1  8.2  8.3  8.4  8.5 | **Chair’s Annual Report –** *presented by Sophie Thorpe, TMO Chair*  ST presented the Board Annual Report. Link to website  Q: Are we currently operating at the required number of board members? A: No. We currently have only 5 board members and really need to bring this number up. As per the TMO rules we have 6 months from Nov 22 to bring this number up and are working on getting more members by sending out recruitment info on being a board member and speaking to interested residents.  Q: Following the coronation party, will we be able to have more events. For example, every six months for the resident children in particular?  A: We currently don’t have funds for more events than those which we already have an idea of, which take place throughout the year. We do have the Events and Engagement committee working on planning events within our budget, but we are also working on identifying external funds to deliver more events. The E&E can consider running free events within the gardens. If residents have an idea and want to do some research the TMO Sub-committee can help with this so, please do email [secretary@webberandquentintmo.org](mailto:secretary@webberandquentintmo.org).  Q: Observation that there is more graffiti then usual. A: We have a budget code line which covers this as the graffiti clean-up which Southwark carries out ctually gets recharged to the TMO if it falls in this area. We also have the Grounds and Gardens committee dealing with this and we are looking at other ways to resolve this.  Q: Is window cleaning for Quentin blocks still possible, if we can group together and possibly make a financial contribution?  A: There are different elements of cleaning which fall with Southwark and TMO and if this isn’t part of the TMO’s remit, then this query can be taken on by the Events & Engagement committee and we can look at how we facilitate this. |
| **9**  9.1  9.2  9.3  9.4 | **Major Projects update**  Webber Row Gates – *Presented by Jose Nogueron, Vice Chair*  We have pre planning approval in principle for the gates and are waiting until the end of the month to secure this in writing and begin the works. We are still obtaining different quotes from contractors, and the overall budget has been identified and set aside. The delay to this is due to objection received by the Southwark Council’s highways department. They were not agreeable to the positioning of the gates being on the same paving as the opening of the estate. This has been altered in our architectural designs by moving it slightly and ensuring the gate leads people into the pavement and not into the crossing. The gates will be opening manually inwards using a universal key for all residents. The pedestrian gate will have a code and when leaving there will be an open-door button. Jose - please can you add the section on the app or multiple users here?  There may be an option for fob keys, but we need to see how affordable it will be when they need replacing.  Q: How will this work for persons renting a room in a property who will be the main contact for the call for people to gain access?  A: Residents can have a communal phone for this.  Repairs Survey  Repairs updated above in section 4.2.  Section 106  Quentin House – Once scaffolding comes down, the gaps in the paving where the scaffolding was, will be filled and patched. Bins storage will need to be installed, completion of final planting. Gravel surface will be laid and locks added to the bin storage gates. |
| **10**  10.1  10.2 | Cllr Update  Cllr Neale and Cllr Linforth-Hall gave apologies for the AGM so were not able to provide an update.  Q: GB informed that as a leaseholder, he received a letter regarding revising building insurance contract, which was previously with Zurich. However, they now don’t cover the leaseholder requirements. The Southwark Council tender for a new provider was not successful and no responses received. A company was selected and its more expensive and not a familiar one, causing the services charge to increase for leaseholders. The degree of consultation was low and not many responses to the consultation were received.  A: ST Advised that the TMO can make an enquiry with Cllrs to provide an update on this. |
| **11**  11.1  11.2 | **General Q&A**  CG gave feedback on the new bin shoot and ground floor bin doors. He stated that the new bin shoots don’t look at good and as the summer months begin there is a strong smell coming from them. Do we still need the bin shoots and is there any way we could improve the hygiene and maybe seal them up and improve the seal on the doors on the ground floors.  JN informed attendees that as part of the same fire risk assessment undertaken by Southwark Council mentioned previously, they also noted some of the bin shoots had poor seals on them which posed a fire safety issue. JN has confirmed that the improvements to the shoots have now been completed and they should be closing more securely. Regarding having them closed off altogether, this is possible as some have already been closed off, but the TMO will need to gather all relevant resident agreement so this can be passed onto Southwark Council. This will be checked as part of the estate inspection next week.  JD raised her concern at the amount of emergency service agency officer who respond to a concern that there is an issue with a vulnerable resident. She wanted to know if the TMO could act accordingly under the ‘Care in the Community initiative’ and gain entry to neighbour’s properties if we think they need help, outside of emergency service care and response (i.e. ambulance, police, social services ect). ST suggested we query this with Cllrs about what powers or permission the TMO has to enter the properties and help.  The AGM attendees and members Thanked board members James Roberts, Umran Malik, Jessey Cudjoe for all their hard work over their time as board members and they were presented with leaving gifts. |
| **12** | Close |