

**Minutes of Meeting of the FCHS Board
Held at 6.30pm on Thursday 13th October 2016**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Vanessa Shone (VS)	Member
Jon Harford (JH)	TMO Manager
Victoria Maduaka (VM)	FCHS Service Improvement Manager
Tim Gadd(TG)	Treasurer
Christine Nicholls (CN)	Secretary
Apologies	
Seval Tahsin	Member
Tracy Stedman	Southwark Council – Monitoring Officer

No	Agenda Item	Action
1	Welcome and introductions and Attendance Monitor	
1.1	Teddy Amoyaw, Chair, welcomed everyone to the meeting	
2	Apologies As above	
3	Declarations of interest None	
4	Minutes of meeting held on the 9th August 2016 and additional item to the agenda for meeting held on 13th October 2016	
4.1	These were agreed as a true record. TA signed the minutes.	
4.2	Addition to the Agenda for the meeting of 13 th October 2016 : The finance report audit meeting took place . The signatories are asked to sign the letter of representation to the auditors. The signatories signed the representation letter.	
5	Matters arising	
5.1	The presentation on governance will not take place at the AGM	
5.2	There has been recent persistent problems with the TMO website with links to pornographic websites. This problem is known and being addressed.	
5.3	JH is exploring the possibility to run open sessions for tenants at the week end to improve attendance .	JH
5.4	Research for the new Team Logo is on going. Members agree that Tower Bridge should be kept in the new logo.	TA

<p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p> <p>5.9</p> <p>5.10</p>	<p>Finance and Procurement meetings are due . The Finance meeting will take place on Tuesday 18th October 2016 . The Procurement meeting will be scheduled after the AGM</p> <p>JH has forwarded information about LBS planned works on St John's estate and Coxon Way to the Members. LBS has formally started the consultation with tenants . JH has emailed the minutes of the first consultation meeting to Members .</p> <p>Following a meeting with LBS and TMO, funding for 35 bathrooms has been earmarked.</p> <p>External decoration programme on Devon Mansions. As per Keegan's survey, Block 3 to 7 has been prioritized. David Johnson(DJ) is due to provide a specification for the works. Members agree to Kegan can manage the procurement process</p> <p>Domestic Energy Assessor course : a period of assessment is expected , awaiting final information from DJ</p> <p>Maurice has completed the City of Guilds carpentry course. A period of review assessment is expected</p>	<p>TG, TA,JH</p> <p>DJ</p> <p>DJ</p>
<p>6</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p>	<p>Managers Report JH went through this document.</p> <p>JH talked about the significant improvement in rent collection to 101.34% or 3.4 % above target . This result will be included in the manager's report at the AGM.</p> <p>As a result there is £ 32.000 positive rent surplus. Members discussed the best way to use the surplus for the benefit of the tenants and improvement of the estates. Suggestions previously made by the tenants at the general meeting are improvement to the small play ground on St John's, improvement to the green space by Coxon Way. Mending the potholes by the garages was also mentioned . Members suggested that LBS should be approached in regards to the potholes.</p> <p>JH mentioned that Seval is planning to do a bid ??</p> <p>Rent arrears have gone down by a significant £ 25.000. This is partly due to the water rates refund and partly due to better management of the arrears</p> <p>The significant improvement on responsiveness to repairs is still being improved 95.6 % of repairs was completed on time compared to 95 % last quarter</p> <p>No worsening of issue around antisocial behaviour. They remain the same mainly about noise.</p>	

6.7 6.8	Gas servicing : 100% compliant by next week Tenancy management : 4 properties are to be repossessed . One was repossessed last week . Members noted that the process was LBS responsibility and was slow . Suggestions about escalating the matter with LBS to be considered	
6.9	Void : The average turn around of a voids is 36.75 days which is not good enough. The data was affected by one property relet after 10 weeks. This property became void at the end of the last financial year and data was carried over to the new financial year. The data is measured on the relets date.	JH
6.10	Management of correspondence: JH will recheck the data in preparation for the AGM	
6.11	TG said that the auditors recommended that correspondence items should be open with two people present in the office . JH pointed out that all correspondence arrive in the morning and is open in the morning in the open plan office in the presence of the team members.	
7	Planning	
7.1	JH is working though the first draft of the visionary and strategy plan to be ready for November 's board meeting.	JH
7.2	JH is seeking permission from the Members to start a feasibility study on shared office and community space After discussion , members have agreed for the feasibility study to go ahead	JH
7.3	Customer service standard TG suggested that the document should specify the areas concerning tenants/ leaseholders and both Board agree that the standards were good and should be uploaded on the website. Amendments can be made at a later date	JH
7.4	The Equal Opportunity policy has been revised and will be ready for the AGM The Equality Action plan is on the AGM agenda	
8	Health and Safety Nothing to report	
9	AOB JH asked members to view the first draft of the presentation for the AGM	

	There being no further business the meeting closed at 20.30 pm	Read and feedback service standards ALL
10	<p>Finance</p> <p>Feedback from Tim Gadd : The subcommittee has met and discussed the Management Committee's report and Financial Statements end of March 2016</p> <p>The Board has agreed that JH can sign the related parties form on behalf of the committee members to satisfy the audit requirements</p> <p>HC has noted that the report contains blank omissions and repetitions this will be feedback to the auditors</p> <p>The Board agrees for JH to ask Southwark Council to move the AGM to November to give the TMO more time to identify new auditors</p> <p>April – June 2016 Summarized management account was read</p>	<p>JH signatory on related parties form</p> <p>JH Change of AGM date</p>
11	<p>Health and Safety</p> <p>Nothing to report</p>	
11	<p>AOB</p> <p>Report from David Johnson</p> <p>The survey on kitchens and bathrooms has identified that 30 properties are in need of new kitchens, bathrooms and rewiring.</p>	

	<p>David has asked Southward Council for funding</p> <p>Windows on St Johns: Southwark Council has signaled that this work is earmarked. DJ has asked for more information</p> <p>Roof on Coxon Way: Southwark council has signaled that this work is plan at least on one property. DJ is asking for more information as 3 properties are due to have work done</p> <p>External Programme on Devon Mansions Following the initial survey, Keegans have issued a proposed fee for breakdown and grading of the work required in 21 blocks. The proposal span over 7 years with five blocks requiring immediate work. The approximate cost per block is £15.000 to £20.000.</p> <p>Alarm system and the removing of the redundant pipe work DJ has asked for a separate bill to identify the cost of this remedial work</p> <p>TA has asked for a briefing paper on the Keegans proposal including the cost for the scope of the work to be ready by next meeting</p> <p>T.A has asked for comparison data between the TMO Southwark Council in regards to cost of progress and cost of repairs</p> <p>T.A has asked for a brief comparing the cost of TMO direct compared to cost of labour by Canduns highlighting explaining the added value of TMO prompt response and availability of staff Pie charts will help to support this report</p> <p>David Johnson has done a Domestic Energy Assessor course and can then offer that service when he visits people in their homes. He can update our database as he visits properties. This needs to be advertised</p> <p>Vanessa Shone said that we must invite our councilors to our next meeting with the overall aim to invite them to attend 2 – 3 times a year.</p> <p>It is noted that the carpentry course for Maurice is starting in October 2016</p>	<p>JH Briefings</p> <p>JH invite councilors</p>
<p>12</p>	<p>Any other business</p> <p>There being no further business, the meeting closed at 8.55pm.</p>	