

**Minutes of Meeting of the Board  
Held at 6.30pm on Tuesday 9<sup>TH</sup> August 2016**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Vanessa Shone (VS)	Member
Jon Harford (JH)	TMO Manager
Helen Cadwallar	Board Member
Tim Gadd(TG )	Treasurer
Christine Nicholls (CN )	Secretary
David Johnson ( DJ )	Repairs Team Leader
Apologies	
Tracy Stedman (TS)	LBS Monitoring Officer
Victoria Maduaka(VM)	FCHS Service Improvement Manager

No	Agenda Item	Action
1	<b>Welcome and introductions and Attendance Monitor</b>	
1.1	Teddy Amoyaw, Chair, welcomed everyone to the meeting	
2	<b>Apologies</b> As above	
3	<b>Declarations of interest</b> None	
4	<b>Minutes of meeting held on the 7<sup>th</sup> June 2016</b>  These were agreed as a true record.	
5	<b>Matters Arising</b>	
5.1	Item 5.2 and 8.1 to be discussed under relevant agenda headings.	
6	<b>Code of conduct TMO and committee members</b>  The Board has recommended that the code of conduct statement is kept on the agenda at every board meeting to remind board members about their responsibility and what is expected of them. After discussion related to expectations of board members, management of persistent complaints and governance Tim Gadd suggested to do a presentation on governance. The board agreed to approach Lee Page from Southwark Council to support Tim Gadd to do a power point session on governance at the AGM	<b>TG and LP governance presentation</b>
7	<b>Communication and marketing</b>	

	<p>HC gave feedback on the seminar she attended on governance led by Blaize Lambert. Blaize Lambert expressed the importance of good and effective communication as part of good governance. Following a discussion the Board agreed to form a communication and editorial subcommittee. In the short term , the work of this subcommittee will be under the umbrella of the HR committee</p> <p>HC has asked that this task is incorporated in the business plan</p> <p>Teddy will approach Alika about to explore his views creating the TMO website</p>	<p><b>HC and communication subcommittee</b></p> <p><b>T.A to speak to Alika</b></p>
8	<p><b>Planning</b></p> <p>JH gave an update on progress on the probationary plan JH acknowledge that there are still a number of points within the plan that require work. Within the report the tasks are helpfully ragged in colour to help easy identification of progress</p> <p>JH has met with management team London and Potters Fields and discuss future colocation and use of the office</p> <p>Canduns is not being used for managing repairs currently all the repairs are being done in house</p> <p>Planning is on target to present a business plan at the AGM</p> <p>Open sessions JH is reviewing the way he is running the open sessions with tenants in the view to encourage more attendance</p> <p>The Board suggested that JH runs one evening session and one Saturday morning session and feedback</p>	
9	<p><b>Manager report and customer service standards</b></p> <p>JH went through this document.</p> <p>JH talked about the significant improvement in rent collection which has led to TMO receiving a refund £10,308.30, the significant improvement on responsiveness to repairs as 95 % of repairs was completed on time. The repairs that have not been completed on time have been issued to external contractors</p> <p>TA expressed his approval at having the antisocial behaviour issues recorded in the manager's report</p> <p>JH noted the improvement in the rate of completion of gas servicing in rented properties</p> <p>JH noted that 2 complaints were received in the quarter. A</p>	

	<p>discussion was held about how complaints and correspondence including emails were received, logged and tracked. JH said that he has identified that handling of correspondence and customer complaints is an area for improvement on which he will focus</p> <p>A discussion took place in regards to the competition which is being held for a new TMO logo. A view was strongly held that the TMO should employ a professional designer to pull together the concept and the design behind the new logo. TA agreed to share with HC some designs that he has</p> <p>JH says that the service standards are uploaded on the TMO drive. He is asking for board members to read the standard and comment by the next committee meeting in September</p>	<p>Read and feedback service standards ALL</p>
<b>10</b>	<p><b>Finance</b></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>
<b>11</b>	<p><b>Health and Safety</b></p> <p>Nothing to report</p>	
<b>11</b>	<p><b>AOB</b></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. 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 T.A has asked for comparison data between the TMO Southwark Council in regards to cost of progress and cost of repairs 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><b>JH Briefings</b></p> <p><b>JH invite councilors</b></p>
<p><b>12</b></p>	<p><b>Any other business</b></p> <p>There being no further business, the meeting closed at 8.55pm.</p>	