

**Minutes of Meeting of the FCHS Board  
held at 6.30pm on Tuesday 9<sup>th</sup> May 2017**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Vanessa Shone (VS)	Board Member
Jon Harford (JH)	Estate Manager
Tim Gadd(TG )	Treasurer
Helen Cadwallader (HC)	Vice Deputy Chair
Ina Negoita (IN)	Board Member
Christine Nicholls (CN)	Secretary
Victoria Maduaka (VM)	FCHS Service Improvement Manager
Apologies	
David Johnson	Repairs Team Lead
Maeve Campbell (MC)	TMI representative

No	Agenda Item	Action
1	<b>Welcome and introductions</b> HC welcomed everyone to the meeting	
2	<b>Apologies and Attendance Monitor</b>  Apologies for lateness TA	
3	<b>Declarations of Interest</b> None	
4	<p><b>Governance</b></p> <p>a) Code of conduct Packs including the code of conduct and the FCHS organization rules are available for the meeting</p> <p><b>Action:</b> To create a Committee Reference folder to be made available at Committee meetings and for the code of conduct and organization rules to be filed in the folder</p> <p>Attendees are reminded of their role as elected members to assist the Chair in ensuring that all meetings are conducted in accordance with the rules of the organization and that committee members share responsibility for the decisions made by the committee. No individual should act on behalf of any constituency or interest group with the resident population. Reference FCHS Code of Conduct for Board Members</p> <p>b) L&amp;D and audit skills IN has returned the audit skills form, received with thanks</p>	JH

	<p>TG form is complete with no new update in 2017          HC has 2 updates which are governance and HR training.</p> <p><b>Action:</b> to review all the audit and skills forms and to be passed on to the Southwark locality representative for their end of year report</p> <p>c) Update on Actions log</p> <p>CN has emailed the color-coded version Action log 2017</p> <p><b>Action:</b> Action log to be reviewed</p> <p>d) Internal review          HC read the Briefing from the Task Group Review Meeting (30/07/2015) This document reminds the committee that the findings of internal review in 2015 made clear that between January to end 2014 the organization had underperformed. The analysis revealed several issues and a plan was put in place to remedy according to priority levels. The insight and solutions were combined with observations and recommendations detailed in the TMI Performance Highlight Report 2014/15.          Committee members commented that the high and medium priority solutions identified in the briefing have been worked on and were part of the draft business plan and action plan. It nevertheless was important to ensure that the Briefing document continues to be used as a reference in the up and coming business plan workshops.</p> <p><b>Action:</b> The briefing from the Task Group Review Meeting (30/07/2015) to be filed in the Committee Reference folder and to be made available at the Business plan workshop</p>	<p>CN</p> <p>CN, TA, JH</p> <p>JH</p>
	IN joined the meeting 18.45 pm	
5	<p><b>Minutes of management committee meeting held on 18<sup>TH</sup> April 2017</b></p> <p>Minutes were read and agreed as true representation of the meeting          Minutes signed by HC</p>	
6	<p><b>Matters arising from minutes meeting held on 14<sup>th</sup> March 2017</b></p> <p>13 b: JH is meeting with the new resident involvement manager this week and will talk about the revenue from the advertising bill board.</p>	JH

7	<p><b>Planning and Implementation</b></p> <p><b>a) Business plan workshop</b></p> <p>This is an outstanding action from December 2016. Several planning workshops took place in May –June 2016 to outline a new business plan. A further workshop is required to revisit the strategic objectives to ensure that the TMO can deliver the full functions of its role in relation to housing services, environment and community services.</p> <p>The time line for this project is August 2017 with the aim for the Business plan to be signed off at the September Committee meeting for presentation at the AGM</p> <p><b>Action:</b> 1<sup>st</sup> Business plan workshop to be held on Tuesday 16.05.2017 at 18.30 pm. Venue to be decided</p> <p><b>b) Annual action plan</b></p> <p>Pending the production of a final Business plan, JH presented the draft Annual Action work plan.</p> <p><b>Action</b> The following documents will be available for the business plan workshops:</p> <p>Annual Action work plan 2015 -16, Annual Action work plan 2017-18 (draft), Business plan 2011-15, Informal Internal Review with TMI response / agreement</p>	<p>JH/FCHS committee</p> <p>JH</p>
	TA joined the meeting at 19.10 pm	
8	<p><b>Manager's Report</b></p> <p>JH presented the end of year Manager Report</p> <p><b>a) Rent collection.</b></p> <p>98.9% rent collection achieved. The rent collection is continuing an upwards trend.</p> <p><b>b) There is a substantial underspent compared to budgeting.</b></p> <p>The reasons for the underspent are known and detailed in 12 a</p> <p><b>c) Repairs</b></p> <p>Data currently available for repairs shows 95.1% of repairs completed on time. There is a reconciliation exercise on the figures related to repair which is ongoing and there is strong possibility that these figures will be revised upwards</p>	

	<p>d) Voids the total void downtime is down to 27.12 days.</p> <p>e) Committee members Since the writing of the Manager Report, one committee member has resigned. The current number committee members are 6.</p> <p>f) Complaints 94% of complaints are dealt with within 15 days. On average the complaints are medium levels complaints about repairs and neighborhood nuisance</p> <p>g) Verbal report on Week 5 April –May</p> <p>Rent collection: 103.2 %</p> <p>Repairs: 95% performance is stable</p> <p>Voids: 2 voids aim is to relet in 14 days</p> <p>The members of the Board thanked JH and the executive team for their work which has contributed to an improved and positive performance outcome.</p>	
<b>9</b>	<p><b>Community development</b></p> <p>a) Big Picnic This event is taking place on 18<sup>th</sup> June 2017 Posters are available on the Potter Fields and FCHS websites and posted on the estates stair wells Residents are reminded that they need to arrive before 1pm to secure their tables</p> <p>b) TRSIG Dream Garden JH has received confirmation that we have been awarded £ 4,000 towards the Dream Garden Project at the rear of Coxon Way, through the Tenants and Residents Social Improvement Grant. The Board thanked JH for the successfully securing this bid.</p> <p><b>Action:</b> JH to email TG, CN, TA with final information for signing off the bid</p>	JH
<b>10</b>	<p><b>Communication</b> See below</p>	
<b>11</b>	<p><b>Community engagement</b></p> <p>Items 10 and 11 are one agenda item</p>	

	<p>HC presented the FCHS Communication Policy, Guidelines and Plan and the draft Communication Strategy Flow Diagram for Newsletter (July 2017)  HC raised a query about creating a Communication and Community Engagement subcommittee. As part of the discussion, JH said that he has contacted Ocean Edge PR to produce this year Newsletter. Although it would not fit this year timetable a Communication and Community Engagement subcommittee could have an input as a steering group in the production of the annual newsletter.</p> <p>The Board members agreed to discuss the role, functions and timeline of a steering group at the next committee meeting in June</p> <p><b>Action:</b>  Review and revise the existing draft Communication Strategy and reformat the plan  Discuss the role, function and timeline of a steering group in the committee meeting in June</p>	Board
12	<p>Reports back from subcommittees</p> <p>a) Finance  TG presented the management accounts February 2017 Minutes of the Finance and Procurement sub-committee held on 2<sup>nd</sup> May 2017 available for the committee meeting</p> <p>At the end of the financial year 2016/17, actual expenditure was £602,110.36 against a budgeted expenditure of £720,344.00. As previously identified, the surplus in the budget is due to a strong performance on rent collection, low repairs spend especially as increasing the number of repairs done in house and backlogs in decoration programme.</p> <p>Budget setting 2017-18  The management allowance for this year has been reduced by 2.3% from £720,344 to £703,716.  A question was raised about the reason for the reduction. JH explained that Southwark Council calculates the allowance based on what it costs the Council to run the core council's services based on a similar portfolio of premises</p> <p>b) Procurement  Sub group Finance ( SGF ) has considered two fee proposals for the full range audit services  Appleby and Wood quoted £5,255 however their proposal outlined charge out rates for their various</p>	

	<p>partners suggesting that fees may be payable should we need to ask for their advice  Kreston and Reeves fee is 6,500 and a one-off fee for transferring to the new FRS 102 accounting standard. They have stated they would not charge for attendance at meetings or for telephone calls should we require their advice  SGF is recommending the appointment of Kreston Reeves and is asking the Board members to make the decision</p> <p><b>VOTE: Board members voted unanimously in favour of appointing Kreston and Reeves as auditors</b></p> <p>Decorations at blocks 4-7 Devon Mansions  Keegans has been instructed to write to Southwark Council informing them of our intention to carry out the work. Keegan have received specification from Dulux confirming the composition of the current paint build up and the next step is to investigate options whether to clean up the tile or scrape back, prime and repaint.</p> <p>Flower Basket for the whole of Devon Mansions  VM has obtained quotes from CJS planters who are responsible for the installation and maintenance of the flower baskets on the railings at the front of 1-7 Devon Mansions. CJS planters have provided two quotes to supply additional planters at the rear of blocks 4-7 Devon Mansions and the front of blocks 8-21 Devon Mansions</p> <p>Quotes to be submitted to the Finance subcommittee prices are as follow:  Outright purchase £8160 + &amp; 5760 per annum maintenance  Rental / maintenance (based on a 2-year contract) £1920 per quarter (£7.680 pa)</p> <p><b>Action:</b> SGF recommends asking for views at GM before proceedings and in the light of the reduced allowance and possible level of spending from management accounts 2017-18, the FSC advice to defer the action until late summer \ autumn  Of the two options, the FSC felt that renting would be more sensible.  Team Tower Bridge should be consulted to confirm the prices we have been quoted to check if they are comparable to theirs</p> <p>c) HR remuneration policy</p>	<p>Board at GM</p> <p>JH</p>
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	<p><b>Action</b> Decision about the remuneration policy is to be made at HR subcommittee. JH to send some dates for a HR meeting</p>	JH
13	<p><b>Report back from Council and other meetings</b></p> <p>a) Southwark Tenant Management organization No meeting</p> <p>b) Area Forum and Home Owner Council No meeting</p> <p>c) Riverside Ward Panel No meeting</p> <p>d) Potter Field Park Management Trust HC is the FCHS representative. The next meeting of the management committee was held on 22/04/2017. Nothing new to report</p>	
14	<p><b>Health and safety</b></p> <p>The TMO Office was broken into on 10<sup>th</sup> April 2017. The TMO Office has suffered a flood on 24<sup>th</sup> April 2017 due to a serious leak from one of the properties above the office. The reception area was the worst affected although adjoining rooms were also affected. The office was closed. The residents were informed. The executive team worked very hard to ensure that the TMO could resume normal service to all residents in a matter of days.</p> <p>The Board members thank the executive team for their hard work and the professionalism they have shown in ensuring the least disruption to services following these two incidents The Board members support the refurbishment of the office.</p> <p><b>Action:</b> JH to submit both insurance claims early next week Draft revise contingency emergency plans for Committee meeting in July 2017</p>	JH
15	<p><b>AOB</b></p> <p>a) Planning application from The Ivy</p> <p>ECA Architecture and Planning is objecting on behalf of Potter Fields Management Trust against the proposal for a single storey glazed front extension to the front of the Ivy restaurant</p>	

	<p>In March 2017, Potter Fields Management Trust shared their solicitor letter with FCHS in the view to ask if the FCHS would like to add their voice to the objection. JH has forwarded the email link for the planning application to Board members so the members were able to make an informed decision about what action the Board wanted to take.</p> <p>The FCHS Board voted all in favour to object against the proposal at the Committee meeting in April 2017 Subsequently JH has drafted a letter to the LBos expressing the Board objection against the proposal for a single storey glazed front extension to the front of the Ivy Restaurant The members of the Board endorsed the letter.</p> <p><b>Action</b> JH will forward the letter on behalf of the Committee</p>	<p>JH</p>
	<p>There being no further business, the meeting closed at 8.20 pm</p> <p><b>Date of next meeting: 13<sup>th</sup> June 2017</b></p>	<p>ALL</p>