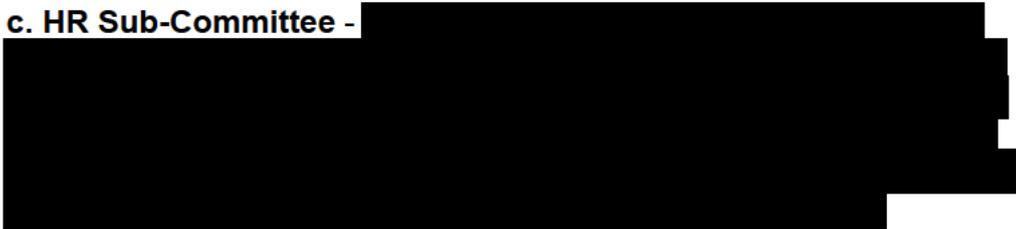


**Minutes of the FCHS Board Meeting  
held at 6.30pm on Tuesday 12<sup>th</sup> May 2020 via Zoom**

Attendees	Role
Ken Higgins (KH)	Board Member
Oteng Asabre (OA)	Vice Chair
Abiola Olatunji (AO)	Interim Estate Manager
Helen Cadwallader (HC)	Chair
Vanessa Shone (VS)	Secretary
Apologies	Role
Alex Heslop (AH)	TMI Team Southwark
Denilson Barduche (DB)	Board Member
Sara Brown (SB)	Board Member

Item	Agenda Item	Action
1	<b>Welcome and introductions</b>	
2	<b>Apologies and Attendance Monitor</b>	
3	<b>Declarations of interest</b> None	
4	<b>Minutes of previous meeting held on the 11<sup>th</sup> February 2020</b>  The minutes were agreed as a true record and signed by the Chair	
5	<b>Matters Arising</b> 5 4.6 HC now has an address for Christine Nicholls but this is not a suitable time to send out flowers. 5 4.9 CCTV is on hold 5 4.9 MFD is on hold  (3.3) AO has been given the mandate for a staffing review and will share ideas with the HR Sub-Committee in due course via a Zoom conference. The hiring of an apprentice is on hold.	
6	<b>Housing Service</b> <b>a) Q4 Monitoring Report (Jan 20 - Mar 20)</b>  <b>Key highlights</b> Rent collection – 111.6%; target 98%. Void turnaround – 14 days Complaints/correspondence – 100% response rate  The organisation had an over spend of £84,000 as per the latest management accounts for Q4 of 2019/20. Additional income of £43,000 during the period. Staff costs represented 42% of total budget for 2019/20	

	<p><b>b) Tenant Electronic Filing (EDMS)</b> We are the only TMO to still use paper files and need to move to EDMS.</p> <p>HC thanked AO and the staff for working together to achieve this massive improvement to performance.</p>	
7	<p><b>Environmental</b></p> <p><b>a. Estate Inspections</b> - these came to a halt due to the pandemic lockdown. As a result of working from home, the Housing Officer has been unable to carry out estate inspections – thus fallen on the Repairs Operatives to carry out spot checks on the estate.</p> <p><b>b. Vertical Garden</b> - Potters Fields Park Management Trust will be contributing to a tidy up of the Vertical Garden as it has overgrown onto the building causing fire risk implications. Gavin Jones has not responded to AO's emails and it is unclear who will hold the key.</p> <p><b>c. Major works update (LBS and FCHS)</b> - Southwark Council were about to begin works but then lockdown began. Blocks 4 to 7 Devon Mansions are in the worst condition so communal decs will start there. <i>(all the blocks were inspected by Keegans who then produced a report on the condition of the blocks and ranked them in order)</i> The TMO will need to have a plan in place for delivering external decs prior to its next AGM. Calford Seaden are the consultants for LBS' planned major works programme and will oversee the structural issues at blocks 4-7 DM. HC asked for some clarity on who does what and when in relation to the major works.</p> <p><b>d. Health and safety - Fire risk assessments</b> - we had over 40 items on our fire risk register but we are now down to just 12.</p> <p><b>Accidents, incidents and near misses</b> - none</p>	
8	<p><b>Community engagement</b></p> <p><b>a) Residents communication between now and Sept 2020</b> A week before the lockdown began it was decided that staff would work mostly from home in order to minimise risk. They have been working from home since Monday 23<sup>rd</sup> March 2020 when the lockdown began. The two Repairs Officers and the Finance Officer are working in the office in a very limited way. We are keeping in touch with residents via flyers and the website. There is advice on the website on how to deal with domestic violence. There are links to the Southwark Council website as well to access further information.</p> <p><b>b) TMO Response to COVID-19</b> HC asked if we've reached out to people with mental health issues and physical disabilities to see if they need help with shopping. AO said</p>	

	<p>we've phoned vulnerable residents every week since before lockdown. The Housing Officer phones them every week and Southwark Council has delivered food parcels. We are pro-actively reaching out and helping in our community.</p> <p>St John's Churchyard will be completed in early June 2020. HC has asked about a press release and we can bring this into our AGM messaging.</p> <p>AO asked HC to have a Zoom meeting with Councillor Humaira Ali. Councillor Ali is working on getting hot meals delivered to our residents and is working with Leathermarket JMB. HC will also have a Zoom meeting with Bassey Bassey, Chair of STMOC.</p> <p>There are four people working in the FCHS office and taking Health and Safety measures. AO has ordered a lot of face masks and there is a supply of wipes, sanitisers and gloves in the office. A plan has been developed for a phased return of the team to the housing office.</p>	
<p><b>9</b></p>	<p><b>Governance</b></p> <p><b>a. Development of Annual Planner</b> - Victoria is working on this. HC provided a document so it was a case of adding missing dates. AO to bring the Planner to the next meeting.</p> <p><b>b. Finance and Procurement subcommittee</b> Interim Budget (2020/21) - we received an allowance for the first 3 months but the budget is for 12 months. <b>The interim budget was approved.</b></p> <p><b>Q4 Management account summary</b> AO said that we will need to deal with the staff budget first as staff costs are very high. The day-to-day activities show an overspend of £84,000 and an additional income of £43,000.</p> <p><b>c. HR Sub-Committee -</b> </p> <p><b>d. Committee training and development</b> <b>TMI Bespoke training</b> - we need to know how Southwark Council is going to provide training during lockdown where we have already paid for this.</p> <p><b>NFTMO Conference</b> - this has been deferred to September 2020.</p> <p><b>e. LBS Internal Audit by BDO</b> - this has been completed and AO is awaiting a report on their findings.</p>	

	<p>f. </p>	
10	<p><b>Report back from council and other meetings</b>  <b>Southwark Tenant Management Organisation Committee</b> - no meeting  <b>Home Owner Council</b> - no meeting  <b>London Bridge and West Bermondsey Ward panel</b> - no meeting</p> <p><b>Potters Fields Park Management Trust</b> had a meeting last week. St John's Churchyard will reopen in early June 2020. The concrete blocks have gone and the children's playground is being enhanced.</p>	
11	<p><b>Any Other Business</b>  KH said that since the main entry doors were changed at Fair Street Flats the difference is amazing.</p> <p>The Procurement and Finance Sub-Committee looked at AO's selected three Auditors and they went with Appleby &amp; Wood who provided a much lower quote than the others. We need the new Auditor to contact the old Auditor to arrange a date to meet. They'll pick up the files and will work away from the FCHS office this year due to lockdown.</p> <p>We agreed to continue to meet on Tuesday evenings with a new start time of 5.30pm.</p>	

There being no further business, the meeting ended at 7.15pm  
Date of next meeting: Tuesday 9<sup>th</sup> June 2020 at 5.30pm