

**Minutes of the FCHS Board Meeting
held at 5.30pm on Tuesday 11th August 2020 via Zoom**

Attendees	Role
Helen Cadwallader (HC)	Chair
Alex Heslop (AH)	TMI Team Southwark Council
Abiola Olatunji (AO)	Interim FCHS Estate Manager
Denilson Barduche (DB)	Board Member
Ebun West (EW)	Board Member
Oteng Asabre (OA)	Vice Chair
Vanessa Shone (VS)	Secretary
Kenneth Higgins (KH)	Board Member
Teddy Amoyaw (TA)	Treasurer
Apologies	Role
Angela Simpson	Board Member
Guest	Role
Ray Williams (RW)	Auditor

Item	Agenda Item	Action
1	Welcome and introductions	
2	Apologies and Attendance Monitor	
3	Housekeeping - Declarations of interest - none	
9b	<p>Governance: Finance and Procurement subcommittee – updates</p> <ul style="list-style-type: none"> • 2019/20 Audited accounts – For approval <p>HC handed over to RW, the Auditor, to take the board through the set of audited accounts for 2019/20.</p> <p>RW shared a spreadsheet and took us through the major points. Income is down on the previous year by a £45,000 reduction from a £34,000 allowance and a £9,000 leaseholder service adjustment. We also received and paid out money for the Dream Garden Project and £40,460 was committed to the St John's Estate Playground.</p> <p>Expenditure was up by £90,000 from £752,000 to £842,000 due to estate costs and admin costs.</p> <p>Repairs and maintenance costs increased from £60,000 to £119,000.</p> <p>The TMO spent £24,000 towards HR related services during the period. This could be justified in the absence of a dedicated HR staff.</p> <p>Legal and Professional Fees also increased – these also include costs associated with delivering the 5 yearly Continuation Ballot.</p> <p>A deficit of £89,000 (£91,568 with Corporation Tax) was registered compared to a £35,000 the previous year.</p>	

	<p>The organisation holds £1.3 million of cash in hand and in the bank.</p> <p>RW explained that our running costs per annum are £832,000 so around £69,000 per calendar month. With the money in the bank we can meet our bills and commitments for 19 months in the absence of allowance from the Council.</p> <p>Our contingency reserve of £116,000 represents a little less than 2 month's allowance. They generally like to see us have 3 to 6 months' running costs available. Our balance sheet puts us in a very strong and viable position.</p> <p>AH advised RW that the council has recommended to FCHS to keep the external decorations reserve funds ring-fenced in the future. RW said there is a note on page 10 about future works. HC asked for an additional column next to the figures to contain an explanation to show which where restricted items and which where not.</p> <p>RW suggested placing this as a note within page 10. AO and RW to discuss how best to explain this so that it is clear for residents.</p> <p>RW said there was nothing that the Auditors needed to report and they have received all of the information that they requested from the TMO.</p> <p>RW and AO to go through the notes on the reserves and will tidy up the Directors' Reports and make sure they're current for this year and will then issue a set of accounts for the board to sign off. AO asked that we approve the accounts today.</p> <p>HC asked for a vote on the recommendation to proceed with the audited accounts</p> <p style="text-align: center;">Unanimous agreement</p> <p>RW handed back to AO and left the meeting with our thanks.</p>	<p style="text-align: right;">AO/RW</p> <p style="text-align: right;">AO/RW</p>
<p>4</p>	<p>Minutes of previous meeting held on the 14 July 2020 Read through for accuracy and agreed as a good representation</p>	
<p>5</p>	<p>Matters Arising</p> <p>Item 9e (2) Business Plan - HC asked AO to add this into the Annual Planner for February 2021</p> <p>7a – Estate Inspections - carried forwards as we have a new Housing Officer.</p> <p>8a - Residents Communication – the COVID-19 information was sent out again electronically. HC said not everyone received the letter and we didn't use the noticeboards. AO said we used the Cleaning Team to distribute the letters through letterboxes. HC asked that we do checks and reviews and evaluations on a detailed basis as this has happened before. KH asked for the noticeboards to be utilised. HC said they are there for reference material, not for news. They are kept empty so that people take notice. Posters go up on the internal noticeboards but we also need to follow up with a letter drop. AO to clarify if the Cleaners are being paid to do circulations on our behalf.</p>	<p style="text-align: right;">AO</p> <p style="text-align: right;">AO</p> <p style="text-align: right;">AO</p>

	<p>HC also said that the Communications Policy is out-of-date and needs to be updated and asked where it is? AO to look into this. HC also found that when ██████ left the staff didn't know about the Communications Policy and its not in the MMA. It does need to be reviewed and made clearer and staff and the board members need to know about it.</p> <p><u>Action Point: HC to find the Communications Policy and send to AO</u></p>	<p>AO</p>
<p>6</p>	<p>Housing Service</p> <p>a) Q1 Monitoring Report (Q1 YTD - April to May 2020/21) - AH advised that KPI's are being reviewed for this year and revised templates will be sent out in the near future. Rent is 97.1% but FCHS did well considering the impact of the lockdown. TA asked if Southwark Council would come to us for the shortfall. AO is in discussion with the council over this. One Void took 63 days to turn around. We have 2 unauthorised occupants and both cases are with the council. HC thanked AO for the good quality of work done and asked that this be passed on to the staff with our thanks.</p> <p>b) Highlight Report – estate inspections covered earlier. Legal Disrepair - we have 6 cases in total. We've received a letter from Stephen Douglass whilst the council decides on Legal Disrepair so we've received 4 cases in the past 2 to 3 weeks. AO intends to recoup and recharge the council for all costs related to each of these cases. One of them involves a leaseholder which we should not have become involved in. Covid-19 update – office now open Monday to Thursday with a telephone service on Fridays from the 3rd August. Tenancy checks are not possible at the moment. Fire risks being addressed.</p> <p>c) LBS Annual Report – AH explained that the council has a duty to carry out an annual review of each TMO which has been done virtually this year due to lockdown. Some of the highlights were that we had a very good year in terms of rent collection. Overall tenant arrears are an area of concern but there is one very high level case of just over £19,000 and legal action is being taken due to unauthorised occupation. FCHS can't do anything but if this is excluded then our overall level of tenant arrears is not as bad as it seems.</p> <p>Its been a very good year for repairs. We have achieved over 99% for repairs completed first time. AH has concerns over tenancy checks but the pandemic stopped us from catching up with these. AH is still awaiting the results of the internal audit carried out in February 2020.</p> <p>The TMO's budget is approved in March and financial information is regularly sent over to the council. Voids, tenancy checks and fire risks are the big things to address. We can list other items in the report and send details to AH.</p> <p>HC thanked Alex for these insights and also said that we need to do these for ourselves. As well as the end of year review from the council we should have our own internal review as we are responsible for delivering services to ourselves. It was asked why does it take the Legal Team so long to do anything. AO had a question about EDMS - AH will chase Jackie Richards over this. AO also asked about accessing all of the revenue available to the TMO and asked for this to be on the agenda for the next meeting. AO advised there will be a virtual meeting for the MMA review panel who are working</p>	<p>AH</p>

	towards having a reviewed MMA to recommend to the board and then to the residents at the AGM.	AO
7	<p>Environmental</p> <p>a. Estate Inspections – covered earlier</p> <p>b. Vertical Garden - Health and Safety challengers. Gavin Jones happy to work with us but asking for certification to satisfy themselves that the structure is safe for their staff to work on.</p> <p>c. Major works update - LBS - AO received an email and they have given a starting date and works are due to start very soon.</p> <p>d. Health and safety: Fire risk assessments covered earlier Accidents, incidents and near misses - None</p>	
8	<p>Community engagement</p> <p>a) Residents communication: COVID-19 covered earlier</p> <p>b) 2020 Annual General Meeting - the AGM will take place on Thursday 24th September 2020 at 6pm and will be a virtual meeting. Browns was not suitable due to the 2 metre social distancing. FCHS will help residents to set up on Zoom where they can. HC asked AH about the impact on those residents unable to access the meeting which could mean we might not be quorate. AH has sought advice and the only changes allowed legally are the ability to hold a virtual meeting by the end of September so we should do the best that we can. AO said that our rules allows for the AGM to be reconvened within 28 days if we are not quorate and it does not then matter if we are not quorate. Older residents who regularly attend may not be able to attend this year. TA to send information to AO about including residents physically in a room with social-distancing so that they can take part. We need to start communicating now as all this takes time. There will be no refreshments and they will need to wear a face covering. AO said we can set up Zoom on older residents' phones but we need to explain this now and get things moving now.</p> <p>Some of the questions for consideration include:</p> <ul style="list-style-type: none"> • Can a member of your household help you with Zoom? • Can you join with a neighbour on a Zoom meeting? • If you come to a physical meeting then there will be no refreshments and you will have to wear a face covering • If you need some help then contact us to set up for Zoom. <p>KH asked that we contact the older people straight away.</p>	<p>Staff</p> <p>TA</p> <p>AO</p>
9	<p>Governance</p> <p>a. HR Sub-Committee - [REDACTED]</p>	

	<p>b. Finance and Procurement Sub-Committee 2019/20 Audited accounts - covered earlier</p> <p>Q1 Management accounts - £6,758 underspend at end of Q1 AO to include rent down and final figure Management Allowance review – report will go out from AO this week to board members as review now completed</p> <p>c. Correspondence / Leaseholder issue: LBS Disrepair Correspondence - another letter was received from Stephen Douglass saying that TMO's should continue to manage Legal Disrepair cases. The council is not willing to take these from TMO's where the issues have arisen under the TMO's time and we continue to manage them and the reasonable costs that we incur will be reimbursed to us by the council. We have spent significant sums, especially on one of the cases.</p> <p>Further correspondence from Leaseholder - AO said that we have a resident who is also a past board member and have been communicating not only to AO but also engaging with the Chair and asking repetitive questions. In the event that they attempt to disrupt the AGM, there is a need to develop a clear strategy.</p> <p>d. Committee training and development TMI training - HC asked for a 2.5 hour governance training meeting after the AGM when we next meet again and we should do this collectively. HC asked AO to speak to Blaise Lambert about this and still has the paper based version which Hakeem put into an electronic version.</p> <p>NFTMO Conference update – the next conference will be in 2021</p> <p>e. Planning: e.1 Development of Annual Planner – ongoing e.2 Business Plan (year date) – ongoing</p>	<p>AO</p> <p>board</p> <p>AO</p>
10	<p>Report back from Council and other meeting - deferred</p> <p>Southwark Tenant Management Organisation Committee - AO updated on the allowance review and disrepair issues covered above. Home Owner Council – we need to get a leasehold onto this committee whether they live here or off site. London Bridge and West Bermondsey Ward panel - no meeting Potters Field Park Management Trust - the pandemic is affecting the income for Potters Fields within the next 18 months. Lots of ASB in Potters Fields. Boys on bikes on More London and Potters Fields and there's been common assault and accidents involving them and attempted robberies as well. We had a strong and close relationship in the past brokered with AO when he was first here. HC said that there's a perception that when events are staged they are too expensive and take up a lot of staff from the park but that doesn't mean it shouldn't be looked at again and we need to look at things that do work for children. AO said he used someone called The Commander who does activities for adults and children. He was at GGTMO and involved everyone and went down very well.</p>	<p>Lh</p> <p>HC</p>

	<u>Action Point: HC, Gilly from Shad Thames RA , Nadia and Chief Exec of Potters Fields Park have a 5 way meeting in early September to have a look at this for the long-term future.</u>	
11	Any Other Business The Auditor would like everyone to fill in the form that was sent out with the documents.	All

There being no further business, the meeting ended at 8.47pm.
Date of next meeting: Tuesday 8th September 2020 at 5.30pm