



**Minutes of the FCHS Board Meeting  
held via Zoom at 6pm  
on Tuesday 9<sup>th</sup> November 2021**

Attendees	Role
Alex Heslop (AH)	TMI Team Southwark
Angela Simpson (AS)	Board Member
Oteng Asabre (OA)	Board Member
Patricia Strobino (PS)	Chair
Ken Higgins (KH)	Vice Chair
Kathy Atkins (KA)	Board Member
Abiola Olatunji (AO)	Interim FCHS Estate Manager
Teddy Amoyaw (TA)	Treasurer
Phillipa Ferreira (PF)	Board Member
Vanessa Shone (VS)	Secretary

	<b>Agenda Item</b>	<b>Action</b>
<b>1</b>	<b>Welcome and introductions</b>	
<b>2</b>	<b>Apologies and Attendance Monitor</b>	
<b>3</b>	<b>Declarations of interest</b>  Major works are currently taking place across the whole estate. Southwark Council is responsible for all of these.	
<b>4</b>	<b>Minutes of management committee held on the 12<sup>th</sup> October 2021</b>  Agreed subject to the following changes:  <b>Item 5</b> - 'A letter will come out from JR which will be critical of our AGM.' Change this to read 'A letter will come out from JR which will provide a critique of our AGM'.  <b>Item 5</b> - the Rules do not tell us how to conduct a meeting.  <b>Item 11d</b> - [REDACTED] to be changed to 'Complainants'.	<b>AO</b>
<b>5</b>	<b>Matters Arising</b>  <b>Item 3.1</b> - Everyone to sign and return these documents promptly if not already done:  <ul style="list-style-type: none"> <li>• <b>Code Of Conduct</b></li> <li>• <b>Code Of Confidentiality</b></li> </ul>	<b>All Board Members</b>

	<ul style="list-style-type: none"> <li>• <b>Declaration Of Interest</b></li> </ul> <p><b>Item 3.1</b> - Business Plan and Annual Planner to be circulated soon. PS asked for Sub-Committee dates to be in the Annual Planner along with Events, Newsletter, etc.</p> <p><b>Item 10a</b> - Social Events Sub-Committee to bring TOR and a change of name to the next board meeting.</p>	<p><b>AO</b></p> <p><b>SESC/A O</b></p>
<p><b>6</b></p>	<p><b>Housing Service</b></p> <p><b>a) Performance monitoring Report - Q2 YTD (April to Sept) 2021/22</b></p> <p>There is an under collection of Rent and Garage Rental charges due to COVID-19. Where the TMO's intervention has not worked it possesses the option to activate the hand back of such Accounts to the council (rent arrears only). We need the council to repair some garages so that we can rent them out. The TMO has had use of 2 garages which will be reduced to one in the very near future.</p> <p></p> <p><b>b) Front Entrance Doors at St Olave's Estate</b> - AO has had a number of residents approach him. The ground floor doors were changed to fire rated doors as part of the previous major works programme with a limited number of residents <b>due to have</b> new doors during the current QHIP scheme. Residents not under consideration for a new door have expressed concern and disappointment to the TMO and its board representatives. AS said that she was also approached by some residents and contacted Councillor Damian O'Brien. She learnt that a property with two exit routes out of the block (left and right) is unlikely to have a new door. However, where a property benefits from a single exit point, such would have its FED changed. It was discussed and agreed that FCHS would advocate/lobby for all properties at St Olave's Estate to have their FED (front entrance door)'s renewed. AS has not had a written response yet and AO will request something in writing from the council. We need to know why only the ground floor properties received FRA doors. Residents' expectations were raised about receiving new front entrance doors but then the offer was taken away. Some doors have a glass pane in them and these residents can feel unsafe.</p>	<p><b>AO</b></p> <p><b>Chair/AO</b></p>

	<p>We can carry out a survey of residents and then present the findings to the council (if that will assist them in their decision-making). AO said that the council retains responsibility for renewing FEDs. AH said that responsive repairs will not pick up front door renewals. AH also advised we need to have discussions with the Major Works Team regarding the hand over of external decs and we can bring the door renewal issue up as something we would like to see.</p> <ol style="list-style-type: none"> <li>1. <b>AS to forward any correspondence she has received to AO</b></li> <li>2. <b>The TMO will engage with the Major Works Team to establish the basis for not renewing the FEDs</b></li> <li>3. <b>The TMO will carry out a survey if there is likely to be value in doing so.</b></li> </ol> <p>KA said that Fair Street Flats residents had their fed's measured up and photos were taken. Residents were invited to select colour choices for new fed's but about 6 weeks later residents were told the doors were fit for purpose with no mention of fire ratings. AO will also raise this with Major Works.</p>	<p><b>AS</b></p> <p><b>AO</b></p>
<p><b>7</b></p>	<p><b>Environmental</b></p> <p><b>a. Health and safety:</b></p> <ul style="list-style-type: none"> <li>• <b>Fire risk assessments - update</b> - there are a number of items as there is an issue with the council's portal so that issues dealt with do not then disappear. There is an item from 2 years ago for example. We have a handful of items but nothing of concern. There are signage issues but these have already been dealt with.</li> <li>• <b>Estate inspections - update</b> - these are going ahead on a regular basis. There are cleaning issues so we will invite the Cleaning Manager and Supervisor, to attend a board meeting to raise issues where cleaning has been below the required standard. The cleaning supervisor [REDACTED] was unable to stay beyond half an hour for the last two Estate Inspections as he had early meetings arranged which clashed. AO to attend the next post-inspection meeting on Thursdays and to look at the photos taken by the Housing Officer.</li> <li>• <b>Repairs responsibility</b> - at the AGM a number of members expressed frustration at not being clear whether the TMO or LBS had responsibility for a repair. PS suggested FCHS use a draft letter being sent to all residents who have contacted FCHS but we say the responsibility falls to LBS. Councillor Hougbo thought it would be helpful to residents as they then have something in writing to push back should the council suggests</li> </ul>	<p><b>AO</b></p>

	<p>that an item was the TMO's responsibility. In exceptional complex cases where a resident has experienced difficulty with accessing the Council's service, TMO staff will be reminded that they can offer to contact the council on behalf of residents. PS suggested the Housing Officer draft the letter as it will remind her (and other staff) of the TMO repair responsibilities. KA confirmed responsibilities are also in the Newsletter and is on the noticeboards as to who is responsible for what.</p> <ul style="list-style-type: none"> <li>• <b>Accidents, incidents and near misses</b> – none reported</li> </ul>	
8	<p><b>Community Engagement</b></p> <p><b>Newsletter planning/update</b> - the Events working group are meeting next week to put a draft ToR together for a proposed Social subcommittee.</p> <p>PS asked for the inclusion of the outcome to votes at the AGM and GM to be captured within the upcoming newsletter.</p> <p>We can also include mention of the votes of the Rules and the MMA and what the next steps are as relates to the new MMA as there is a process to follow.</p> <p>The new Management Agreement (MA) will have a start date of around January 2022. It will be a quicker process as we are not changing the Rules as the membership rejected proposed changes. A clear majority of members did give permission for the MMA to be updated and the new MA will adopt the existing Rules. Both required ratification by the membership at the AGM. AH said that the Policies and Procedures in the Schedules also need to be reviewed. AO to engage with Richard Amoah for a guideline as to when to sign the new agreement.</p> <p>a) <b>Alfred Salter play area</b> - Scheme is at consultation with residents and we're currently waiting to hear from Friends of.</p>	<p><b>SESC</b></p> <p><b>AO</b></p>
9	<p><b>Governance</b></p> <p>a. <b>HR Sub-Committee</b></p> 	

A vote was taken [REDACTED]

4 votes in favour

3 votes against

After discussion it was agreed that a one off payment [REDACTED] would be made. It was noted that in future we should advertise a [REDACTED] role.

The increase [REDACTED] was not agreed.

[REDACTED]

[REDACTED]

- b. Finance and Procurement - next rescheduled meeting date -**  
Thursday 11<sup>th</sup> November 2021 at 5.30pm.

After discussion it was agreed to move all meetings back to a 5.30pm start time. All in agreement for this.

- c. Feedback from 2021 General Meeting held on the 26<sup>th</sup> October 2021** - the meeting was held for the ratification of the Rules and the MMA after the AGM overran and was the culmination of two years' work by the board. AH gave his thoughts on how the meeting was run. We will look at the Rules again in 2022.

- d. Governance correspondence –**

Following meetings with Leader of Council and Steph Cryan on 28/10 – FCHS (and other TMOs) received a promise that TMOs can have an Assistant Director (to be named) as our liaison and we can create a resolution for issues outside the arbitration process of MMA (if necessary).

Thanks to KH & PS for involvement in this.

13/10 corries from Jackie confirmed the letter she advised would be coming from the TMI post AGM would come from her rather than AH or RA. She reaffirmed the support her team will provide to our organisation - RA asked to provide a summary which we were not going to be provided originally.

Paulette Watson (Southwark training Team) - provided the tel: 07783776066 for residents who wish to contact Digital inclusion Team. Dan Powell, DIT attended our office and left leaflets for residents.

RA – wishes to remind all Board members to sign and return the training IHASCO consent forms ASAP.

### Complaints

1. Number 1 –
  - a. complaint re: Board allowing a member to stand for election who had an o/s complaint against him. Decision – unfounded, complaint had been addressed in a timely manner.
  - b. Compliant re: inaccurate board meeting minutes. Decision – agreed in part, PS recommends additional redaction. Board vote in favour of additional redactions
2. Number 2 – Relating to whether FCHS has acted in a discriminatory manner (website page not being searchable online) & failing to provide information in advance of a meeting. Unfounded.
3. Number 3 – AO had made a personalised attack against the character of an individual in a meeting. Unfounded.

KH left the meeting as PS had received a number of complaints against him for words/behaviour at AGM/GM. She has investigated and has found he did cause some offence. PS did not accept his words/behaviour to have been misogynistic or sexist - an apology was appropriate.



4. PS then left and KH came back into the meeting.

VS has received a complaint against PS and asked if board members thought that the Chair handled the meeting on the 26<sup>th</sup> October 2021 appropriately? There was unanimous agreement that she did. She allowed the meeting to continue and it was much better than the AGM. PS re-joined the meeting after the groups discussions pertain to her.

**Board  
member  
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	<p><b>e. I Training schedule update</b> Board members to let AO know if they want to attend either of the two meetings.</p> <p><b>ii. Upcoming training</b> Everyone to notify KH after the training if they have attended or not so that he can update his spreadsheet.</p>	
<b>10</b>	<p><b>Report back from council and other meetings</b></p> <ul style="list-style-type: none"> <li>• <b>Southwark Tenant Management Organisation Committee</b> - Councillor Helen Dennis has been invited to attend the AGM. Disrepair discussions carried forwards.</li> <li>• <b>North West Area Housing Forum</b> - no meeting</li> <li>• <b>Potters' Fields Park Management Trust</b> – KA said that they're returning all of the lawns at present as there will be TV crews from the beginning of December, from around the 4<sup>th</sup> to the 19<sup>th</sup> December. They will be filming a celebrity programme Christmas Special.</li> <li>• <b>Safer Neighbourhood Team meeting</b> - no meeting but the next meeting is on the 1<sup>st</sup> December 2021. Phillipa asked to go to these meetings. VS/KH to email [REDACTED]</li> </ul>	<b>VS/KH</b>
<b>11</b>	<p><b>Any Other Business</b></p> <p>AS asked to go onto the HR Sub-Committee and PS seconded this.</p> <p>KA asked if we could go out for a Christmas meal as a board. We agreed to meet up on Friday 10<sup>th</sup> December 2021.</p> <p>The December board meeting may not go ahead unless we have urgent business to discuss.</p> <p>KA, KH and AS to meet in the office so that AO can take part in the Newsletter discussion. KA to email AO with a date and time.</p>	<b>KA</b>

There being no further business, the meeting ended at 8.15pm.

Agreed as an accurate reflection of the meeting:

*Chair*