

Annual General Meeting

Fair Community Housing Services

held via Zoom at 6pm
on Thursday 24th September 2020

Guests	
Alex Heslop	Tenant Management Initiatives Team, Southwark Council
Councillor Humaira Ali	London Bridge & West Bermondsey
Councillor William Hougbo	London Bridge & West Bermondsey
Councillor Damian O'Brien	London Bridge & West Bermondsey
Ninilola Lakoja	SASBU, Southwark Council
Ola Adefala	Contract Manager
Simon Holmes	Head of Engineering

1	<p>Welcomes and introductions</p> <p>The Chair, Helen Cadwallader, welcomed everyone to the meeting which was quorate. Abiola Olatunji is our Interim Estate Manager and will be with us until we permanently recruit someone to the role. Helen Cadwallader, Kenneth Higgins, Vanessa Shone and Teddy Amoyaw, current serving board members introduced themselves. Board members also attend additional meetings at Southwark Tenant Management Organisation Committee, Police ward panel meetings and Friends of Potters Fields Park as well as serving on sub-committees - HR, Finance and Procurement.</p> <p>Alex Heslop explained his role as Monitoring Officer which is to make sure that Fair Community Housing Services, both board members and staff, follow the Rules and the Management Agreement. Alex is also able to assist us by liaising with various departments within the council.</p> <p>The three ward councillors for London Bridge & West Bermondsey ward were thanked for their attendance this evening and introduced themselves.</p> <p>Helen gave a summary of who we are and how we operate. FCHS is made up of 557 properties. 55% of these properties are tenanted and 45% are leasehold. FCHS is the second largest TMO in Southwark.</p>
2	<p>Minutes of the previous AGM held on Tuesday 19th November 2019</p> <p>The minutes were agreed by 33 votes in favour, no votes against and no abstentions and there were no matters arising. The minutes were duly accepted as a true record of the 2019 AGM by those residents who had been present at the previous AGM.</p>

3 **Presentation of audited accounts – 2019/20**

Ray Williams, Auditor from Appleby & Wood, presented the accounts. The Auditors come into the office at the end of the tax year and carry out a thorough audit and they make recommendations if an area of risk has been identified

Total income in 2019/20 was £752,422 against £787,924 in 2018/19. We received £10,120 for the Dream Garden Project and paid out the full amount.

Total expenditure was £842,236 against £752,080 in 2018/19. Expenditure over income has a deficit of £89,814 which increases to a loss of £91,568 with Corporation Tax. As a result, the TMO Surplus Fund is down to £376,819.

We transferred £225,000 from the surplus fund to the reserve fund allowing for an aggregate fund of £1,330,144 in the bank. Everyone who contacted the TMO office to say they would be attending the AGM were sent a full set of the accounts together with the minutes of the 2018/19 AGM.

Ray explained that the yearly running costs for the TMO come to £842,000 which is around £70,000 per calendar month. The aggregate funds of £1,330,144 in the bank account represents a funds total of 18 months running costs held in the bank. The TMO is rather liquid and can meet its bills as they fall due. The TMO has a reserve in its surplus fund which would also provide cover for 2 months running costs. However, the council would prefer the TMO to have 3 to 6 months running costs.

The TMO is in a good position and with a healthy balance sheet. There are no material issues that the Auditors would like to report this year.

The financial statements provide a true and fair state as at the 31st March 2020. Internal controls are good and financial records are kept in good order.

Q&A

- Q1. How much money has been spent on surveys since around 2014 with no major works carried out yet?
- A. Abiola has seen two surveys and the current consultants working with the TMO are using these surveys to reduce costs. At the previous 2018/19 AGM we said we were taking the major works forwards but they were then delayed by the pandemic. Southwark Council's major works programme is very advanced following the easing of lockdown and scaffolding will start going up on the estate in October. Once the council's contractors have completed their work then the TMO will be able to carry out internal decorations.
- Q2. A leaseholder queried why her service charges have increased by £10,000/£12,000 which is almost double the previous year.

	<ul style="list-style-type: none"> • Abiola responded that these are drawn up by the Revenue Construction Team as this is a service retained by Southwark Council. 	
	<ul style="list-style-type: none"> • Q3. Why was there was a considerable increase in Legal and Consultancy Fees over the past two years? • Abiola explained that we had additional costs due to various activities which required these types of assistance. 	
	<ul style="list-style-type: none"> • Q4. Why were minutes available online for 7 years and then not made available? • A. Helen explained that this was a decision taken by the board to show transparency and the board later made the decision not to share the minutes online. In accordance with our Rules, we are not required to show the minutes online. 	
	<ul style="list-style-type: none"> • Q5. Councillor Hougbo had a question about the Auditor’s presentation where he stated that we can cover our running costs for 18 months. Does the Auditor take into account the second wave of Covid-19? Also the major works in Devon Mansions will be a challenge for leaseholders in the blocks to meet the requirements of Section 20 notices. Is there any provision for leaseholders regarding the payment for major works? • A. Abiola said that the leaseholders and the council have a direct relationship and the TMO cannot subsidise service charges or bills for major works. Alex advised that leaseholder service charge recovery is a retained responsibility of the council. The council has to undertake statutory consultation and will provide as much support as for any other leaseholder whether TMO residents or not. Devon Mansions residents have three separate lots of majors works taking place. Fire Safety works, external works and the TMO’s internal decorations programme. Helen said that the TMO is not allowed to cover the costs of the communal decorations. We could possibly delay the works to assist leaseholders financially but the staircases in Blocks 4, 5 and 6 Devon Mansions are in such a poor state that we now need works to take place without any further delay. Leaseholder payment plans can be stretched out over three years but this is discretionary and needs to be looked at again with the council. Helen asked Alex to discuss this with the Home Ownership Team. <p><u>Action Point: Alex to liaise with Louise Turff, Head of Homeownership Services.</u></p>	
	<ul style="list-style-type: none"> • Q6. A leaseholder pointed out that that due to delays, the costs of communal decorations have increased. • Helen said that we have had three different Estate Managers during this time which has set things back due to the changeovers. We now have an Annual Planner and new and existing board members are tasked with ensuring that this item stays on the Agenda in order to keep on track with planning. We did not have the skillsets within the operational team at the time and have learnt lessons for the future. Abiola said he has to focus 	

	<p>on procurement and ensure value for money. When the works are underway he will look for the works to take place swiftly and efficiently.</p> <ul style="list-style-type: none"> • Q7. Councillor Ali asked if members have a right to see the minutes? • A. Abiola said they have a right to inspect the minutes to see that they are there but are not allowed to read them. In order to see the minutes, a member can become a member of the board. The AGM minutes are available to everyone and the Monitoring Officer from the TMI Team at Southwark Council has full sight of the minutes of all board meetings and sub-committee meetings. <p>The Chair asked members to vote on the board’s recommendation to pass the audited Accounts for 2019/20. There were 34 votes in favour, no votes against and no abstentions.</p> <p>The Chair asked members to vote on the board’s recommendation on the appointment of the Auditor for 2020/21. Our recommendation is to use Appleby & Wood again. There were 34 votes in favour, no votes against and no abstentions.</p> <p>Ray Williams was thanked for joining us this evening and for giving a clear and cogent report that was easy to follow.</p>
4	<p>Annual Report</p> <p>The Annual Report was sent out by email to everyone who had accepted an invitation to the AGM.</p> <p>The Chair gave thanks to everyone who made the Continuation Ballot another success and to all officers on the board who get involved and make things happen and who also give up their time to attend external meetings on a regular basis. A big thank was also given to the Fair Community staff for coping very well throughout the lockdown. Staffs have worked very hard during the challenges of the lockdown and have dealt with anything that has arisen. Thanks were given to Alex Heslop for all the continued support and advice given to FCHS and the board over the past 12 months.</p> <p>Abiola took over to present the performance report here.</p>
5	<p>Vote to Continue for the year ahead</p> <p>Alex was asked to oversee this part of the agenda. This is an annual vote taken at the AGM by members and is separate to the Continuation Ballot. Alex asked members to Vote to Continue for the year ahead and there were 34 votes in favour, 1 against and 1 abstention.</p>
6	<p>Election of Officers</p>

Oteng Asabre, Eburn West and Florence Essien are standing down in accordance with our Rules which state that at every Annual General Meeting one third of the members of the board, or a number nearest to one third, shall retire. Those to retire shall be those who have served longest. Alex explained that anyone who is a member can submit a nomination form and we have received one from Patricia Strobino.

Oteng Asabre was present and indicated that he would like to stand again. Eburn West and Florence Essien were not present so have stood down in their absence. Kenneth Higgins seconded Oteng Asabre and Patricia Strobino was seconded by ballot nomination.

Alex explained that the council pays an allowance for training and development for board members. Kathy Atkins volunteered to join the board again having served on it previously. Kathy was seconded by Kenneth Higgins.

We previously had 10 board members and with two people leaving and two new people joining we again have 10 board members for the coming year. Our Rules allow for not more than twelve and not less than six elected members plus persons co-opted in accordance with the provisions of the rules so we have two vacancies and also have the right to co-opt people onto the board at a later date. This will allow time for members to do some research to see what serving on the board involves.

- Q. Councillor Hougbo asked about induction training and how many hours it would take up if joining the board?
- Abiola said people can be co-opted after today's meeting and there will be training in bite-sized amounts to help anyone thinking of coming onto the board for the first time. Helen explained that board members only need to attend for 2.5 hours a month at the board meeting. Board members can also come onto the Finance & Procurement Sub-Committee and the HR Sub-Committee if they want to have more involvement in the organisation. They can also consider whether to attend outside meetings. Officers have to do extra work, ie. the Chair, Treasurer and Secretary.

Alex asked us to vote for the new board members individually in accordance with the Rules:

Patricia Strabino - 17 in favour, 0 against and 0 abstentions.
Oteng Asabre – 17 in favour, 0 against and 0 abstentions.
Kathy Atkins - 18 in favour, 0 against and 0 abstentions.

7 Improvement Plan

Helen introduced Ola Adefala, Contract Manager for the major works across the estate. Ola advised that the works have been put back by 7 days and will commence on site from Monday 5th October 2020. Representatives from Calford Seaden and Engie were also in attendance at the AGM and presented a key plan of

where and when the works will take place under the QHIP programme. Engie were awarded the external works in March 2020 and there is a 52 weeks contract period. Works will start on Blocks 1, 2 & 3 Devon Mansions then will move onto Lewes House. Blocks 14-19 Devon Mansions then has scaffolding erected before Christmas along with St Olave's Estate and St John's Estate. The contract will run from 5th October 2020 to the 1st November 2021.

Cleaning and repair operations will depend on the condition of each block which cannot be determined until the scaffolding has gone up. Inspections will then be carried out and the full extent of the works will become known.

The compound where the Site Manager will be based is on St Olave's Estate, next to the TMO office. Councillor Hougbo asked if there will be a steering group for residents of Devon Mansions. Ola said there is a group already set up. There is a Resident Project Board but only 2 people have signed up so far, both from Devon Mansions. Works are not just at Devon Mansions but across the whole estate and representatives are welcome from all 7 blocks. They will continue to ask us to join the steering group and a letter went out yesterday from Southwark Council including another invitation to join the Resident Project Board. Councillor Hougbo asked about Devon Mansions as there are specific problems there that St John's Estate don't have. Ola said as there is one contractor so there is one steering group where residents will be represented across the whole estate.

Ola moved onto Fire Risk Assessments that needed to be addressed quickly in order to ensure the safety of residents. The stay put policy has changed for Devon Mansions and Hartland House and residents need to get out straight away in the event of a fire. FRA works are currently taking place and notifications have gone out to all residents. It was suggested that the police are spoken to as some blocks have anti-social behaviour issues and on other estates where there is scaffolding there has been issues and we would like netting and lighting. Victoria said police were invited to attend the AGM but were not available due to a major incident yesterday. Lola from SASBU said she will relay this information to the police.

Ola will look into whether alarms can be put on the scaffolding to enhance safety. Leaseholders will be advised to let their insurance companies know that there is scaffolding. Ola was asked for the costs of Fire Safety works currently underway but costs are not yet available. Once they are available the council will consult with leaseholders.

Peter from Calford Seaden said that there is a meeting next week to pull together the costs of the FRA works. Helen said that around 2006 leaseholders paid about £4,000 for the previous FRA works. Ola said that the costs of the current FRA works still need to be finalised. Historical FRA works that were done before saw leaseholders receive a partial refund when the FRA equipment was de-commissioned.

Kathy asked about leaseholders being advised to contact their insurers and asked if tenants should also do so? Ola confirmed that everyone should contact their insurers.

	<p>Simon Holmes then talked about the current FRA works. The structure of the buildings meant that safety works were needed in the Devon Mansions and Hartland House blocks with 'stay put' changed to 'evacuation'. Passive protection involves doors within the property with seals. FRA works to all blocks of Devon Mansions and Hartland House are currently in progress with heat detectors being installed in the hallway of each dwelling. In around 12 weeks the works could be completed provided the contractor is given access to each dwelling. Contractors are carrying out risk assessments to ensure that they are working safely.</p> <p>Q. Councillor Hougbo asked about police and communal safety during the communal works and asked if the police could be invited to the Resident Project Meetings?</p> <p>A. Ola said that Southwark Council will advise the police that scaffolding is going up. They will be invited to attend if there is anti-social behaviour issues on the scaffolding or something like that. Lola agreed with Councillor Hougbo as work will go on throughout the summer where people leave their windows open in hot weather so its good to have a conversation with the police via Zoom as they are very accommodating. Lola knows what happens when scaffolding goes up and is sending information to officers via email.</p> <p>Peter from Calford Seaden spoke about the improvement plan for Blocks 4 to 7 Devon Mansions. It was agreed between Calford Seaden and Abiola to deal with these blocks first based on survey reports. Blocks 4 to 7 have a thick artex finish. Photos of the pilot job were brought up on screen showing the two choices for painting over or stripping back tiles. We are very much at the information gathering stage with this. Calford Seaden has to do a feasibility report and go out to a mini-tender when they have the confirmed scope. FCHS can use the buying power of the LBS framework.</p> <p>Coatings will need to be non-combustible. They have to look into whether the artex coatings contain any asbestos and are looking at painting stair risers with fireproof paint. As part of the brief, some heavily worn floorcoverings will be looked at as well. They are looking at rubbing down and redecorating stair rails. Jill from Block 11 Devon Mansions said that she was having to provide water to the man working in the block as he didn't have a supply and she felt that he didn't have the right equipment. Peter explained that sample panels have been tested to see how easy or how hard the work was.</p>
8	<p>Southwark Anti-Social Behaviour Team - Police Report</p> <p>Lola from SASBU continues to support the TMO in partnership with the police including dealing with the ongoing problems of the boys on bikes. It been much quieter during lockdown. The Police had a Zoom meeting on the 17th September 2020 at 7.15pm which was attended by Ken and Vanessa. The boys on bikes came back after lockdown eased but the police have been very successful at stopping them from using St John's Churchyard by the installation of CCTV cameras.</p> <p>Lola said there will be more meetings with the local police around bonfire night and Halloween and she is liaising with Abiola and Victoria. It was bad last year for</p>

	<p>Devon Mansions residents and she was out with the police then. They need to know what they can learn from last year.</p>
<p>9</p>	<p>Any other business</p> <p>Sheila Benjamin, Chief Executive from Potters Fields Park Management Trust, advised the meeting that works have taken place in St John's Churchyard since the beginning of the year. The trust manages both Potters Fields Park and St John's Churchyard. Phase 1 saw the replacement of the railings on the boundary of the park. Phase 2 involved the playground, replanting and the installation of the table tennis table. Contractors began works 5 weeks before lockdown started on the 23rd March 2020. They were able to continue but with a reduced number of workmen so works overran what was expected. They have still to arrange connections for power and water supplies in the compound area near to Tower Bridge Road. A green wall also has to be installed around the compound and a vegetable patch is to be planted close to the table tennis table. This was shelved until it is safe to work with local people. It was planted with some spare plants left over after the project. Plans for an opening event in the summer were put on hold due to the pandemic. When things are easier there will be an opening event in the park.</p> <p>Karen asked what the total cost of the refurbishment was and Sheila said that the cost of works to the railings was £170,000 excluding fees with the majority of the works being funded through Section 106 money. The main part of the project excluding fees was around £365,000.</p> <p>Jill asked about there now being no benches in the middle and on the west side. Sheila said that the benches were causing real problems previously as they were favourite hang outs for boys on bikes resulting in noise and anti-social behaviour close to residents' windows on St Olave's Estate. One bench was completely destroyed so had to be removed.</p> <p>Sheila said that the playground is very popular now and much improved. Comments and queries are welcome on the Potters Fields website - https://pottersfields.co.uk/</p> <p>Ina asked about the availability of minutes again. Abiola said that two members of the TMI Team have been present this evening and have not said that the minutes should be shared. Kathy spoke about minutes not being circulated under GDPR (General Data Protection Regulation). If there's anything personal discussed then it comes under GDPR. The minutes need to represent the discussion that has taken place but if there is confidential content then it needs to be kept confidential. Alex said that TMO's across the country do things differently and have their own rules.</p>

<p>The next board can look at the rules and policies and procedures which need to be looked at regularly. There is no requirement in the existing MMA to publish minutes on the website. Its something we did in the past but the MMA supports not doing this. Helen also stressed that important and confidential information needs to be kept private.</p>
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There being no further business, the meeting ended at 8.45pm.