

Annual General Meeting
Fair Community Housing Services
held at the Hilton London Tower Bridge
on Thursday 24th September 2022
at 7pm
(doors open for refreshments from 6.30pm)

Guests	Representing
Ray Williams	Auditor, Appleby & Wood London Ltd
Councillor Emily Hickson	London Bridge & West Bermondsey
Alex Heslop	Tenant Management Initiatives Team, Southwark Council
Jackie Richards	Tenant Management Initiatives Team, Southwark Council

Apologies	
Councillor Sunil Chopra	London Bridge & West Bermondsey
Councillor Sam Dalton	London Bridge & West Bermondsey
Angela Simpson	Board Member

No	Item
1	<p><u>Welcomes and introductions</u></p> <p>The meeting was quorate and started on time.</p> <p>All of the guests were introduced and thanked for their attendance.</p> <p>Board members were asked to stand and introduce themselves.</p> <p>Alex Heslop continues to act in the role of FCHS's Monitoring Officer. Alex ensures that board members and staff follow the Rules and the Management Agreement and also helps us by liaising with various departments within the council.</p>
2	<p><u>Minutes of the previous AGM held on Wednesday 22nd September 2021 and Matters Arising</u></p> <p>Ina said that the TMO manager had said that minutes cannot be seen and that the minutes were approved without any protest. Patricia Strobino, Chair, advised that the minutes of board meetings had been published so no discussion was necessary in 2021. Minutes are approved by elected board members on a monthly basis.</p> <p>Modupe asked about the Election of Officers process. Alex Heslop explained this and that he oversees this function at the Annual General Meetings and did the count last year as usual.</p>

	<p>The minutes were agreed as a true record by those who had been present.</p>
<p>3</p>	<p><u>Presentation of Audited Accounts - 2021/22</u></p> <p>Ray Williams explained how the Auditors look at our systems and different areas of our work and do various random sample testing. If there is an anomaly then they look at that area in depth. Ray explained the accounts in detail and took questions from the floor. His presentation and Q&A lasted for well over an hour. Copies of the accounts had been distributed in advance of the meeting and are available on request from the office. They can also be accessed using the following link:</p> <p>Mutuals Public Register: Fair Community Housing Services Limited (fca.org.uk)</p> <p>Income and Expenditure was gone through. We received a very small uplift in allowances this year.</p> <p>Disrepair costs were looked at.</p> <p>The Christmas lunch for our elderly residents was paid for through external funding.</p> <p>The allowance received for communal decs was set aside into a ring-fenced fund. Soutwark Council will call on us for this money in the fund which we've built up over a number of years.</p> <p>Alex Heslop said the handover is still to be agreed. There is an internal audit taking place on all of the 17 TMOs' reserve funds. The amount we need to pay back to the council hasn't been quantified yet so is to be brought in as a liability but the figures are not known. The council and FCHS will work out the final figure.</p> <p>Jackie Richards said that BDO are going through the review. BDO are external auditors and the communal decs is part of this.</p> <p>Q. will the TMO continue to operate or become insolvent? A. Abiola Olatunji, Interim Estate Manager, said there is a shortfall but we'll pay it back over the next 3 to 4 years.</p> <p>Q. how much of a share to each flat? A. Abiola said of exposure for residents, there are no circumstances of residents or leaseholders having to pay towards the shortfall. The shortfall is to be made up over 3 to 4 years through efficiencies.</p> <p>Q. Ina said that all residents have been charged for works that have not taken place. A. Patricia said that Ina was a board member for quite some time (Oct 2016 to Aug 2018) where communal decs were discussed at meetings and could have brought this up then. No Section 20 notices have gone out so leaseholders have not paid anything towards the communal decs.</p>

The communal decs cannot be made up with reserves as we wouldn't then have enough for a minimum of 3 months running costs. The council won't ask for the money in one hit though as the TMO would then fold.

The balance sheet was then gone through in detail.

Q. can we see the VAT return within 14 days?

A. Abiola said this would be sent to people in attendance at tonight's AGM. Abiola will seek approval to circulate this information and will speak to the Auditors and the council.

Q. can we speak about tenants' issues and leaseholders have separate meetings as some of the leaseholders don't live on the estate.

A. Ray said that buying a share makes you part of the organisation.

We have £1,400,000 in the bank and spend around £54,000 a month so the £172,000 in contingency reserves covers just under 4 months. This is a healthy position and we currently have sufficient reserves to run the organisation.

If the council were to ask for all the money owed we wouldn't have it but it wouldn't happen. It is paid back over a number of years as its not in the council's interest to close us down.

Abiola said that when the council is going to do the communal decs they will come to the TMO to ask for the communal decs reserves.

Q. have you taken into account a claim by a former member of staff?

A. Ray said that in order to bring it into the accounts we need to quantify it first, we need a certain or informed amount. Abiola said that we have insurance cover with our HR provider, Peninsular.

Q. will it be in next year's accounts?

A. Abiola said its not in the accounts this year as not relevant. Ray said that it could go in as a Note if it can be quantified. Figures have to be verified in order to go into the accounts. Ray read out the statement from the auditors. These were correct as at the 31st March 2022.

Ray finished presenting the accounts and taking questions from the floor at 8.28pm.

Approval for the audited accounts:

- 22 votes for
- 12 votes against
- 6 abstentions

4 Appointment of Auditors for 2022/2023

Our recommendation was to retain the services of Appleby and Wood London Ltd for the coming year:

- 20 votes in favour
- 3 against
- 12 abstentions

Appleby and Wood London Ltd are therefore appointed again as our auditors for 2022/2023.

Q. why do we have the same auditors?

A. Ray said that its good governance to get new auditors by going out to tender. Appleby & Wood have been auditing FCHS's accounts for 3 years. We are at liberty to go through the tender process but it takes a while for the auditors to get to know the organisation.

5 Annual Report for 2021/23

Patricia Strobino (Chair) and Abiola Olatunji (Interim Estate Manager) gave a presentation on the period covering from the 1st April 2021 to the 31st March 2022 which covered Housing Services, Environment, Community Engagement & Training.

An absentee leaseholder had been asking Abiola since the previous month for the date of the AGM but she only found out at a meeting last Thursday. Abiola said the invitation was put through every letterbox on the estate. Email is not good enough so staff went out door-to-door. This is in accordance with our Rules.

The AGM was not on the noticeboards. Abiola said that this was a genuine omission, we have new staff and he takes full responsibility for this. Another leaseholder asked for Abiola's assurance that everyone will be emailed next year. Abiola said that staff would work on the database. The leaseholder also asked about considering overseas leaseholders. Abiola said it needs to be discussed by the board. Patricia said at this point in time there is no board but this has been noted for the coming year. Its not possible to say just now but we would comply with the Rules and the Management Agreement. Patricia said that its been posted through every letterbox on the estate. The board may decide to post it on the website.

Q. St Olave's hasn't been cleaned in two weeks.

A. Patricia visited St Olave's Estate two weeks ago and we've set up regular inspections and quarterly meetings. Two weeks ago a cleaner was on site. Patricia said the standard was not what we wanted. Miles Goodwin, Housing Officer, sends the check lists to board members who are involved with the estate inspections. Miles records actions and the notes go to the cleaning meeting.

Abiola asked residents to report things so that TMO can validate them.

Q. Everton is a really good cleaner but when he's off there's no cover and there's rats on St John's Estate. He goes away for 4 weeks on holiday. Why is cover not arranged?

	<p>A. Abiola said that when it was found out that there's no cover we asked to be told when staff are off and what cover is provided.</p> <p>Q. the new balconies on St Olave's are dangerous. A. Abiola is waiting to hear from councillors having raised this with them. St Olave's Estate balconies have rust stains.</p> <p>Q. why haven't the cleaners signed the attendance sheets since July? A. Kathy Atkins explained that the unions won't allow it as their signatures could be misused.</p> <p>Q. we have paid £123,299 to Southwark Council for cleaning. The TMO does not pay itself for overseeing cleaning. A. Abiola confirmed that we don't pay ourselves for overseeing the cleaning contract. Grounds maintenance is a separate team and the trees section is another team.</p> <p>Kathy said that newsletters are going to be sent out by email to save on printing costs.</p> <p>Q. why is email is used for newsletters but not for AGM notifications? A. Patricia said that we're in accordance with our Rules. Abiola invited tech savvy people to be part of the working group to develop the website. We have a provider ready.</p>
<p>6</p>	<p><u>Vote to Continue for the year ahead</u></p> <p>Alex asked members to vote on whether they wished the TMO to continue for the coming year:</p> <ul style="list-style-type: none"> • 20 in favour • 19 against • 0 abstentions
<p>7</p>	<p><u>Election of Board Members for the year ahead</u></p> <p>Ken Higgins and Angela Simpson are stepping down in accordance with our Rules having served the longest.</p> <p>Vanessa Shone will continue to serve on the board</p> <p>Patricia Strobino resigned from the board Teddy Amoyaw resigned from the board Oteng Asabre resigned from the board Phillipa Ferreira resigned from the board</p> <p><u>Nominations to the board</u></p> <p>Modupe West seconded by Ebum West Angela Simpson seconded by Patricia Strobino Ken Higgins seconded by Kathy Atkins Ebum West seconded by Modupe West</p>

	<p>Sabrina Francis seconded by Eburn West</p> <p>Modupe West - 30 in favour, 1 abstention Angela Simpson - 14 in favour, 8 abstentions Ken Higgins - 19 for, 16 against, 2 abstentions Eburn West - 30 for, 0 against, 0 abstentions Sabrina Francis - 29 for, 0 against, abstentions</p>
8	<p>Councillor Emily Hickson</p> <p>Councillor Hickson has asked Councillor Darren Merrill to do a walkabout with residents and he'll be at the next QHIP meeting on the 13th October 2022.</p>

There being no further business, the AGM finished at 21.40.