

**Minutes of Annual General Meeting
Fair Community Housing Services
26th September 2018 18.30 pm
Hilton Hotel Tooley Street London SE1 2HZ**

	Role
Teddy Amoyaw (TA)	Chair
Tim Gadd (TD)	Treasurer and Board Member
Vanessa Shone (VS)	Board Member and Representative for Safer Neighbourhood Committee
Christine Nicholls (CN)	Secretary
Jon Harford (JH)	Estate Manager
Alex Heslop (AH)	Southwark Monitoring Officer
Maeve Campbell (MC)	Southwark Monitoring Officer
Victoria Maduaka (VM)	FCHS Service Improvement Manager
David Johnson (DJ)	Repairs Team Lead
Dixson Kamara (DK)	Repairs Operative
Hakeem Ellis (HE)	Administrative Assistant
Ibrahim Sesay (IS)	Repairs Operative
Brigitta Balazs (BB)	Support Monitoring Officer
Guests	
Charlotte Collins	Kreston Reeves LLP Auditor
Shawn Conrad	Keegan representative
25 residents	FCHS
Apologies	
Helen Cadwallader	Deputy Chair and Representative for Potter Fields Management Trust

1	Welcome and Introductions Teddy Amoyaw (TA), Chair welcomed members and residents to the Annual General meeting
1.1	TA invited members of the FCHS Executive Team and Board Members to stand and introduce themselves to residents.
2	Apologies Helen Cadwallader gave her apologies.
3	Code of conduct TA stated that the rules of the Board Code of Conduct applies to the process of this meeting. TA invited participants to adhere to the rules of the Code of Conduct during the meeting.

4	<p>Financial Statement and Auditors Report 2017-2018 Charlotte Collins Kreston Reeves LLP auditor, presented the Financial Statements 2016-17.</p> <p>“Fair Community Housing Services Management Committee ‘s Report and Financial Statements for the Year Ended 31 March 2018 “.</p> <p>The residents can request to view a full copy of the report by contacting the FCHS office. Management Committee ‘s report and Financial Statements for the year ended 31 March 2018 give true description of the FCHS affairs, income and expenditure. The Accounts are appropriately prepared in accordance with recognised standards and practice according to legal requirements (Co-operative and Community Benefits Act 2014). The Auditors confirmed that the FCHS finances are well managed.</p> <p>The main points from the Financial report this year are: Income (mainly allowance): £ 730,470 Expenditure: £ 672,840 Surplus: (after tax and interest receivable): £ 60,996</p> <p>Capital and reserves: Share capital £ 26 (260 Shareholders 10p a share) Reserve fund £ 836,475 Surplus fund £ 424,252 Total reserve and capital funds: £ 1,260,753</p> <p>FCHS has made another large surplus. TG reported that the organisation has plans to invest the surplus money by doing works on the estates where works are required.</p>
5	<p>Election of Auditors</p> <p>TA explained that the FCHS is satisfied with the current auditors and recommends their reappointment for a further year.</p> <p>5.1 Motion : The motion is for the residents to vote on the reappointment of Kreston Reeves LLP by show of hands.</p> <p>Result of the vote 16 in favour 0 against 1 abstention</p> <p>5.2 Kreston Reeves LLP is re-elected as auditors for 2018-19.</p>
6	<p>Annual report 1st April 2017 to 31 March 2018 JH presented the TMO Annual Report 2017 -2018.</p> <p>6.1 Housing services Under the Southwark Council Agreement, the TMO is expected to collect 98% of rent. Above this target, the TMO can ask for a rent demand to Southwark Council. TMO has exceeded its performance target in 2017-2018 and has achieved 99.2 % of rent collection The total amount paid by Southwark to the TMO was £16,829.25</p> <p>6.1a Rent arrears</p>

<p>6.1.b</p> <p>6.1.c</p> <p>6.1.d</p> <p>6.2</p> <p>6.3</p>	<p>Universal credit has started to bite in the second half of the financial year. As a result, it is observed that there is a reduction in the number of high levels arrears cases but more households are falling into arrears than previously.</p> <p>Repairs TMO has met its performance target. 95.7% repairs were completed on time in 2017 -2018 The TMO employs an In-House Repair Team. The TMO has received good feedback from residents about the efficiency of this team.</p> <p>Void properties The turnover for void properties is continuing to improve. The TMO is committed to improve and turn around void properties more quickly to maximise rental income.</p> <p>Customer services 23 complaints were received and 19 were responded to within targets. The complaints are about noise , antisocial behaviour and dissatisfaction about the service provided .</p> <p>What is coming up in FCHS?</p> <ul style="list-style-type: none"> • Decorations of Devon mansions stairwells. • Southwark has informed the TMO that it plans to carry out Major Works across several blocks and estates during 2018-19. • Lewis House green roof on garages • Plan to improve play area on St John 's Estate <p>Cleaner Safer Greener initiatives Under the umbrella of “Cleaner Safer Greener “and the “Neighbourhood Fund”, the TMO has submitted several bids and will be presenting those bids at the Bermondsey and Rotherhithe Community Council (BRCC). Letters will be sent outlining the bidding process and how residents can get involved with shaping and supporting the bids. Decisions will be announced in at the following BRCC meeting</p>
<p>7</p> <p>7.1</p>	<p>Vote to continue Alex Heslop is the monitoring officer within the Tenant Management Initiatives Team attending this meeting. AH asked residents to vote on whether they wished Fair Community Housing to continue operating.</p> <p>The vote by show of hands was in favour of Fair Community Housing to continue to run the estate</p> <p>15 in favour 4 abstentions</p>

<p>7.2</p> <p>7.3</p>	<p>0 against</p> <p>Elections of Committee Members Under the FCHS rule, 1/3 of Committee Members that have served the longest since the last election are required to step down.</p> <p>Those are: Teddy Amoyaw and Vanessa Shone TA and VS have indicated that they wish to come forward for re-election.</p> <p>JH has received 6 new nominations and JH confirms that all 6 nominations have been seconded by residents .</p> <p>The results of the vote for the elections of FCHS new Committee members 2018/2019 is as follow:</p> <ul style="list-style-type: none"> • Mr Oteng Asabre 14 Yes 0 against 0 abstentions • Ms Ebun West 20 Yes 0 against 0 abstentions • Ms Florence Esseien 18 Yes 0 against 0 abstentions • Mr Ernest Abdallah 14 Yes 0 against 0 abstentions • Mr Patrick Morrison 13 Yes 0 against 0 abstentions • Mrs Angela Makris 13 Yes 0 against 0 abstentions • Re-election : • Mr Teddy Amoyaw 19 Yes 0 Abstention 0 against • Ms Vanessa Shone 18 Yes 0 Abstention 0 Against
<p>8</p> <p>8.1</p>	<p>Minutes of the previous AGM The minutes of the FCHS AGM 2017 were approved and agreed by a show of hands of 13 votes as a true representation of the meeting.</p> <p>Matters arising</p> <ul style="list-style-type: none"> • Mice infestation : One resident asked for the policy on the triggering of block treatment to address problems with mice infestation to be reviewed . • Duplication of fob key : This issue was investigated by the management and it now confirms that it is not possible to obtain an activated fob key from Timpson Ltd Shoe repair
<p>9</p> <p>9.1</p>	<p>Questions and Answers</p> <p>Question : When will the block from 1-40 St John’s Estate get new windows and be painted ? Answer Southwark has informed the TMO that it plans to carry out Major Works across several blocks and estates during 2018-19. Block 1-40 on St John’s Estate is included in the programme and earmarked to have window replacements .</p>

<p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p> <p>9.6</p> <p>9.7</p> <p>9.8</p> <p>9.9</p>	<p>The TMO is committed to put a strong case forward for block 1-40 to have the same set of works than the one completed on blocks 41-79</p> <p>Question : Who vets the residents ? Why can't the TMO vet the leaseholders tenants and address anti- social behaviours ? Answer : Southwark Council is responsible for approving new residents from the Council waiting list . It is based on a needs led assessment . This is in accordance with the Modular Management Agreement (MMA) .The TMO does not vet the tenants from leaseholders. However those residents are expected to act as good residents and any anti -social behaviours can be reported to the TMO .</p> <p>Question : What is the Dream Garden and where is it ? Answer: The Dream Garden is the name of the project for the redevelopment of the Pocket Park , the small park area at the rear of Coxon Way . Community events were held during the summer to promote this project and encourage the usage of this area by the local community</p> <p>Question Who deals with problems when they occur in St John Churchyard ? Answer : Potters Field Management Trust is responsible for the management of St John Churchyard and the TMO reports any problems to them .</p> <p>Question : What is happening to the FCHS website ? Answer :The FCHS management is aware that there has been on going technical issues with the website which has meant that the website has periodical down times and not all the features can be accessed . Those issues are being addressed and management is confident that the website will be up and running in 2019 .</p> <p>Question: In regards to the decoration on Devon Mansions, are the plans to strip back to brick works ? Answer The feasibility study showed that the option of stripping back to the brick work was not the most practical measure in terms of cost and health and safety . The decision was made to opt for painting the brick work .</p> <p>Question :We been told that the work will be done on Devon Mansions stairwell what is the new timeframe ? Answer :TA replied that the Committee has consistently focussed on planning for the decorations work on Devon Mansions . The notice of intention have been sent out to leaseholders and the timeframe is for the work to start in the first quarter of the financial year and to continue for 2-3 years .</p> <p>Question Why isn't the TMO more proactive to push for an overall plan of work for the whole estate? Answer : AH confirmed that the TMO management team is in weekly contact with Southwark Council to address future work planning on the estates . This level of communication will continue as the Council plans its programme of major works on the FCHS estates .</p> <p>Question : In regards to the new lighting on the estates why are they so bright and are those LED lights ? Answer yes they are LED lights . We will ask the Council if there is a possibility to adjust the brightness .</p>
<p>10</p>	<p>Raffle was held 1 prize £ 30 of shopping vouchers 2nd prize £ 20 of shopping vouchers 3rd prize £10 shopping vouchers</p>
<p>11</p>	<p>Meeting closed at 21 .00 hrs</p>

