

**Minutes of Meeting of the FCHS Board
held at 6.30pm on Wednesday 1st August 2018**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Jon Harford (JH)	FCHS TMO Manager
Tim Gadd(TG)	Treasurer
Christine Nicholls (CN)	Secretary
Ina Negoita (IN)	Board Member
Vanessa Shone (VS)	Board Member
Apologies	Role
Helen Cadwallader	Vice Chair
Victoria Maduaka (VM)	FCHS Service Development Manager
Maeve Campbell (MC)	TMI Monitor Southwark

No	Agenda Item	Action
1	Chair welcomes	
2	Apologies and Attendance monitor As above	
3	Declarations of interest and code of conduct None to declare Action : TA to return the completed declaration of interest and audit skills forms	TA
4	Minutes of Management meeting held on 27th June 2018 The minutes were read and agreed as a true representation of the meeting.	
5	Matters arising 7.b.4 The ballot papers were issued to block 3 of Devon Mansions . Consultation with residents of this block to discuss the options was held on 12 th July and was attended by a Keegan representative. 7.b.4 An invitation for a Keegan representative to attend a committee meeting about the choice of colors for the floor is postponed to a further meeting after residents have been offered the options . 8 The Communication and Community meeting did not take place on 12 th July 2018 due to external circumstances. Board members have had discussions about the planning of the AGM over the phone and the relevant documents have been circulated to update the committee . A FCHS committee meeting will take place on 12.09.2018 to give the committee time for a final scrutiny on the planning. Date of the AGM is 26.09.2018	

6	<p>Update to L&D skills and audit form</p> <p>CN presented an updated version of the L&D skills and audit form.</p> <p>CN suggests to keep the front sheet of the previous L&D skills and audit form which explains the purpose of the TMO and outlines the responsibilities of a Board members in relation to their commitment to the organization.</p> <p>CN suggests to trial the new form in 2019 and get feedback from Board members.</p> <p>The Committee agreed to go ahead with this option and to review as required .</p>	
7	<p>Report back from Council and other meetings</p> <p>a) Southwark Tenant Management Organization Committee</p> <p>Senior Southwark Managers have committed themselves to a dialogue process with TMO's through a series of discussions to resolve on-going interface issues between the Council and TMOs.</p> <p>JH has attended the first focus group meeting attended by Ema Gomez Resident Involvement Manager, Andy Bates manager of Leathermarket . The group started to make recommendations on the key performance indicators .</p> <p>b) Area Forum and Home Owner Council</p> <p>The Council is restructuring the provision to the Home Owner Council and Tenants and proposing to merge the two. The needs of tenants and leaseholders are significantly different and a lot of work needs to be done to ensure that the needs of all parties are represented fairly.</p> <p>IN in her capacity as the Chair of the Leaseholder Forum has significant concerns about the Council's consultation. The Forum has pointed out to Council managers that there were no proportional representation of leaseholders on the working groups so the result of the consultation is not a true reflection of the leaseholders needs. The Forum is also concerned about the future of the budget allocated to the Leaseholders Forum . This money levied by the Council from the leaseholders through their service charge has so far paid for an informative and oversubscribed Leaseholder's Conference in 2017 . It also pays for the Citizen Advice Bureau support which is offered to leaseholders. The Forum is concerned that if the Council continues to proceed with the merger, the allocated budget risks being merged and eventually may be lost to leaseholders . IN and the Forum have safeguarded the budget until March 2019 and are continuing to work to prove to the Council that the allocated budget is needed . IN is pessimistic about the outcome.</p> <p>IN suggests that the TMO can help by reaching out to the leaseholders on the estate and developing services with the needs of those leaseholders in mind.</p>	

	<p>c) London Bridge and West Bermondsey Ward Panel No new report. JH will inform V S of the date of the next meeting.</p> <p>d) Potter's Field Management Trust. No report</p>	
8	<p>Update on status of planned improvement work St John's Churchyard An event took place on 26th June 2018 in St John 's Churchyard . The event involved 10 selling stalls , the use of loud speakers and promotion of commercial goods . There was no space for residents to sit , about 200 people attended and the little green area has been destroyed . The bikers were also making a nuisance. This event potentially contravenes the agreement the TMO has made with Potters Fields in regards to the usage of the space. This agreement states that the space is not use for commercial purposes . In addition , Potters Fields plan for the space was to introduce more plants and greenery and this is yet to be done . JH has received communication from Potters Fields Management in regards to the temporary closure of the play area for resurfacing for a yet unspecified amount of time .The climbing frame which was unsafe has been removed .</p> <p>Action : TA to speak to HC To invite Potter Field Management to FCHS meeting to update about the status of the 2 year consultation and explain how the event was authorized</p>	TA
9	<p>Manager update a) Performance JH presented the Manager Report and Business Plan update July 2018. The full Manager 's July Report is filed in the FCHS office and can be obtained on request The key points are : Rent collection continues to be high 99.6% Repairs work is being done in house. 97.4% of repairs are completed on time Turnover of void properties is 7.5 days 4 Members inquiries were received . The response is 75% on target 3 complaints were received and responded to within target Nuisance and ASB complaints were responded on target . None of the complaints required a response within 24 hours .</p> <p>b) Business plan update The key points are :</p>	
9.b.1		

	<p>High Quality Housing Publicity has been drafted to promote the handy persons service the purpose of which is to give leaseholders a low cost good quality option for minor repairs that fall within the responsibility as well as offer all residents the option of a low cost service for odd jobs around the home .</p> <p>Action : To promote this service on a trial basis in one area of the housing blocks so the level of demand can be measured and evaluated to inform the service. The block can be selected from a blind draw.</p> <p>Strengthening our community The work with Avant Gardening to improve the Pocket Park area as part of the Dream Garden Project is continuing . A further event in September is planned to provide an opportunity to consult residents on a proposal by Tower Bridge school to address air pollution issues as well as the ongoing improvements of the estate .</p> <p>The seaside trip to Margate is booked for 4th August 2018.The trip is fully booked .</p> <p>During the trip , the resident survey will be promoted. Discussion was held around best future methods to raise the completion rate of the survey . Electronic surveys is an option that has not yet been explored and may be the way forward for some of our residents including leaseholders who respond positively to information received by email . Action : To research creating an electronic survey</p>	<p>JH</p> <p>JH</p>
9.b.2	<p>Green and Healthy neighbourhood Green roof for garages at Lewes House The survey conducted by Team London Bridge showed that the roof is structurally strong enough to withstand the weight of a green roof. Team London Bridge will carry out the work.</p>	
9.b.3	<p>Investing in our estates Decoration on Devon Mansions Returns from 2 contractors as part of the price testing for painting for communal decorations at block 3 have been received . The residents consultation on brick versus paint closed on 23rd July for this block .There was one return which was in favour of paint . With the cost of going back to bricks estimated at nearly twice the cost of painting and in light of the other risks and disadvantages that have now been highlighted to the Board , there is a need to consider whether it is beneficial to hold further ballot on this issue .</p>	

<p>9.b.4</p>	<p>The returns for price testing including our own in house bid will be discussed at the Finance committee for final agreement . Part of the decision making will include a decision on funding .</p> <p>Action : To contact Martin Green independent consultant for advice on funding issues in relation to section 20 for leaseholders .</p> <p>Lighting improvement on St Olaves and Lewes House have been carried out.</p> <p>Taking our service forward</p> <p>The review of options around taking more responsibilities under the MMA agreement in order to get increased allowances is on hold as the officer responsible Paul reeves has left and Southwark has just completed a recruitment replacement .</p> <p>To ensure FCHS organisation complies with GDPR, FCHS staff are in the process of destroying or archiving old manual files as appropriate . Tenants and leaseholders information will be migrating from the manual system and on the shared drive to the management system .</p>	<p>JH</p>
<p>10</p>	<p>FCHS General Meeting and AGM</p> <p>The AGM will be on 26/09/18</p> <p>The GM will take place after the AGM .</p> <p>Planning for these events is taking place . The venue options are Southwark Council , The Hilton , Browns . Browns is a favourite . Suggestions for guest speakers are to invite representative from Avant Gardening , Keegan and /or Cleaner Greener Safer.</p> <p>The 2017 AGM slides have been circulated by email for reference and will be updated</p> <p>JH is awaiting for the report on Accounts .</p>	
<p>11 11.a 11.b</p>	<p>Finance and Procurement</p> <p>Management accounts: Highlights</p> <p>The overspend on training budget relates to the payment of NFTMO Conference . A refund is expected as a couple of members were not able to attend .</p> <p>A significant underspend in the period between April to June is noted.</p> <p>Action : Balance sheet to be emailed to IG and TG</p> <p>Investments update</p> <p>The committee agrees that due to the underspend there is a need for a further discussion on investment in the autumn .</p> <p>The suggestions for improvement / development so far</p>	<p>JH</p>

	are: redevelopment of the play area on St John's and works for estates roads and pavements which can start once containers and scaffolding are removed from St Johns estates.	
12	Health and safety No incident to report During the heatwave, FCHS staff was instructed to contact vulnerable residents to ensure their well-being. Spot checks on the estates are carried out weekly and recorded .	
13 13.a 13.b	AOB Quorum for GM: This will be an item for the agenda of GM . The current quorum is 25 and we are suggesting to reduce it to 15 . Residents will be able to vote . Date of next Board meeting : 12.09.2018	
	There being no further business, the meeting closed at 8.45 pm Date of next Board Meeting: 12TH September 2018 at 6.30 pm	All