

**Minutes of the FCHS Board Meeting  
held at 6pm on  
Tuesday 6<sup>th</sup> December 2022  
Horselydown Offices, 2 Fair Street, London SE1 2XA**

Attendees	Role
Kathy Atkins (KA)	Treasurer
Godfrey Hamilton (GH)	Interim FCHS Estate Manager
Alex Heslop (AH)	TMI Team Southwark
Angela Simpson (AS)	Board Member
Sabrina Francis (SF)	Board Member
Modupe West (MW)	Vice Chair
Ebun West (EW)	Board Member
Vanessa Shone (VS)	Secretary
Apologies	Role
Ken Higgins	Chair

	Agenda Item	Action
1	<b>Welcome and introductions</b>	
2	<b>Apologies and Attendance Monitor</b>	
3	<b>Declarations of interest - none</b>	
	<b>Minutes of board meeting held on the 8<sup>th</sup> November 2022</b> The minutes were agreed as a true record	
4	<p><b>Matters Arising</b> All Actions were completed</p> <p><b>Item 11: North West Area Housing Forum</b> - AH said that this was relaunched on the 6<sup>th</sup> December 2022 and anyone can now turn up to the meetings.</p> <p><b>Item 7e: Business Continuity</b> - GH still to do this and will email board members a copy of the plan once completed.</p>	<b>GH</b>
5	<p><b>Housing Service</b></p> <p style="padding-left: 40px;"><b>a) Performance monitoring Report – Q2 (July to Sept) 2022/23</b></p> <p><b>Rent collection</b> at 99.9% 1<sup>st</sup> quarter and 97.6% 2<sup>nd</sup> quarter so above target when combined. There are 99 tenants with rent arrears. One case involves arrears of £11,000 in the untidy tenancy but the debt is being reduced. The council is taking legal action in relation to this property. There are some issues for tenants with the DWP and the TMO is carrying out work in the background to assist them.</p>	

**Garage accounts** are not as good as they should be and a couple of people are at risk of losing their garage due to high arrears. If we don't collect the garage rent then the TMO loses revenue and we are below target.

**Income and Expenditure** - there was a surplus of just over £13,000 in the 1<sup>st</sup> quarter and a £44,000 deficit in the 2<sup>nd</sup> quarter. [REDACTED]

[REDACTED] The TMI Team circulates information on grants that TMO's can apply for. AH asked us to balance our budgets by the end of the financial year.

**Repairs right first time** - these are well above target

**Voids turnarounds** are much better than a year ago. We've had 2 voids in the past couple of weeks. There are minor voids and major voids and where the works cost over £10,000 they are dealt with by the council. The TMO specs up the works to see how much it would cost.

**Tenancy checks** have resumed and lone working training and panic alarms are being arranged by GH. There are warnings in IWORLD about risky tenants. Its an opportunity to collect details about tenants and to identify vulnerability and we can signpost tenants to various agencies.

**Estate inspections** - Miles Goodwin has been sending details to AH. GH advised the meeting that the Cleaning Supervisor would prefer Tuesdays. It was discussed and agreed that the inspections would take place at 11am on Tuesdays and GH will let Roosevelt Pero know.

**Gas servicing** - the council can obtain a warrant if the tenant does not provide access for the first two appointments. The tenant will then be advised that a heating engineer will attend on such and such a date and if they're not there to provide access then a forced entry will take place. Compliance reporting should be taking place between OCO and Southwark Council.

**Fire Risk Assessments** - these have gone up since the report was written. The TMO cannot take legal enforcement, the Resident Services Team at the council has to do this. EW advised that there are some fire escape signs at St John's Estate but not at all of the blocks. Drilling was taking place on the estate at 7.30am.

GH

6	<b>Environmental</b> <b>a. Health and safety:</b>	
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	<ul style="list-style-type: none"> <li>• <b>Fire risk assessments - update</b> - no resolution yet to the gazebo.</li> <li>• <b>Estate inspections</b> - covered above</li> <li>• <b>Accidents, incidents and near misses</b> - none</li> </ul> <p>b. <b>Safeguarding</b> - we have one case and Godfrey is planning to do a forced entry soon. The tenant is not responding to TMO staff and not opening her door when they visit.</p>	
7	<p><b>8 Governance</b></p> <p><b>a. HR Sub-Committee</b></p> <p>GH gave feedback from the meeting held on the 15<sup>th</sup> November 2022. Miles Goodwin left on the 2<sup>nd</sup>, December 2022 and a new starter began yesterday. The recruitment process was looked at for the Estate Manager and Housing Officer roles. Quotes from Andrew Charnock and Prentis were looked at and we agreed to go back to them as AC was quoting for works we didn't need. We also now have two vacancies and the quotes were for one vacancy. KA had spoken with [REDACTED] to find out about possibly going to a third HR provider as AC was asking for more money for less work. AH is going to email GGTMO to ask who they used. The AC quote and Prentis quote were available at the meeting. We need to hire someone to save on agency costs and the HR Sub-Committee will meet again in the new year as we need to move forwards to save on agency costs. GH to email everyone when details received and HR Sub-Committee to meet in January to feed back to the board in February 2022.</p> <p><b>b. F&amp;P Sub-Committee feedback</b></p> <p><b>Agree date of next meeting - dates needed</b> - TMI would like figures at the end of each quarter and want figures by the end of January. AH said that the TMO needs to submit its budget for the coming year once the council has set its budget in January after which [REDACTED] will send us notification of our allowances. We then need to set our budget for 2023/24 by the end of March. We can consider the budget at the F&amp;P Sub-Committee meeting in February and bring it to the March board meeting.</p> <p><b>c. Social Events &amp; Community Engagement Subcommittee updates</b></p> <ul style="list-style-type: none"> <li>• <b>Details of over 60s Christmas lunch 19 Dec 2022</b></li> </ul>	AH

	<p>KA has booked the Provisioners for the Christmas lunch. 13 people have signed up and we have 30 available places. Notification letters went out on Thursday and Friday last week and numbers and menu choices are needed by the 12<sup>th</sup> December. VS unable to attend with the very limited menu. KA will ask the Provisioners about vegan food.</p>	<p>KA</p>
<p>8</p>	<p><b>Training</b> KH to advise on any upcoming training</p>	<p>KH</p>
<p>9</p>	<p><b>Report back from Council and other meeting</b></p> <ul style="list-style-type: none"> <li>• <b>Southwark Tenant Management Organisation Committee</b> - recommendation for virtual or hybrid meetings should go into the Rules as a change but this was voted down by members at our AGM in 2021. AH suggested looking at the Rules again to include this change. We would have to take this Rule change to a General Meeting of members.</li> <li>• <b>Potters' Fields Park Management Trust</b> - KA attended a meeting on the 29<sup>th</sup> November 2022. The person they would like to serve as Chair is also director of the Bridge Theatre. They will try again in January 2023 to make him Chair. Some of the lawn is out of commission due to re-seeding. Potters Fields are looking at doing a new contract with Gavin Jones as it could be cheaper than what we currently pay. On the 30<sup>th</sup> November 2022 there was a meeting with Team London Bridge regarding an annual festival from St John's Churchyard to Potters Fields Park with a £10 charge for suitcase sales, things that residents have made, etc. This will be around the 22<sup>nd</sup> July 2023 and there will be lots of food available. The build up will take place in St John's Churchyard and the sales in Potters Fields. They will need 25 cooks from the local community, family recipes, etc.</li> <li>• <b>Safer Neighbourhood Team meeting</b> - no meeting</li> <li>• <b>LBS QHIP Scheme: Resident Participation</b> Group - only 4 people were in attendance so the meeting was rescheduled for next week by [REDACTED]. QHIP meeting on Thursday 15<sup>th</sup> December 2022. Flooring at St John's Estate and St Olave's Estate - [REDACTED] was talking with Southwark Council about the new flooring. GH to ask [REDACTED] about his suggestions to [REDACTED] at Southwark. MW will ask the Chair if faces can be on show at the Zoom meeting.</li> </ul>	<p>Meeting</p> <p>GH</p> <p>MW</p>

10	<b>Any other business</b>  Date of next meeting will be 7 <sup>th</sup> February 2022 otherwise there will be a clash with St Valentine's Day  Meet the Police tomorrow 6pm to 7pm at Bermondsey Square Hotel  The office will close at 1pm on Friday 23 <sup>rd</sup> December 2022 and will re-open at 10am on Wednesday 28 <sup>th</sup> December  GH to sort out keyholders for the closures over Christmas and the New Year.	
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**There being no further business, the meeting ended at 8pm.**

**Date of next meeting - Tuesday 7<sup>th</sup> February 2023 at 6pm**

Signed: 

Ken Higgins (Chair)

