

**Minutes of the FCHS Board Meeting
held at 5.30pm on Tuesday 9th June 2020 via Zoom**

Attendees	Role
Florence Essien	Board Member
Alex Heslop (AH)	TMI Team Southwark
Abiola Olatunji (AO)	Interim Estate Manager
Helen Cadwallader (HC)	Chair
Angela Simpson	Board Member
Denilson Barduche (DB)	Board Member
Ebun West	Board Member
Teddy Amoyaw	Treasurer
Apologies	Role
Vanessa Shone (VS)	Secretary
Ken Higgins (KH)	Board Member
Oteng Asabre (OA)	Vice Chair
Sara Brown (SB)	Board Member

Item	Agenda Item	Action
1	Welcome and introductions – Chair welcomes all.	
2	Apologies and Attendance Monitor – Completed.	
3	Declarations of interest None	
4	<p>Minutes of previous meeting held on the 12th May 2020 via Zoom</p> <p>Corrections:</p> <p>7a. The Housing Officer has not been able to carry out estate inspections in recent times as she has worked from home ever since lockdown. However, with the phase return to work, this will change.</p> <p>7c.We need to have a clear plan in place for major works (communal decs) to communicate with residents at the AGM. We anticipate the appointment of Calfordseaden as the consultant surveyor to oversee works on behalf of the TMO. LBS are responsible for all major works across the estate except communal decoration works.</p> <p>8b. Last 2 sentences to be deleted.</p> <p>9b. Delete: The communal decs figure is ring fenced as per AH's request.</p> <p>9c. [REDACTED]</p> <p>9f. AO drafted a letter for HC: <i>should read</i> – HC due to provide a response to the leaseholder during the course of this week.</p>	

	<ul style="list-style-type: none"> • The minutes were agreed as a true record and signed by the Chair. • The Chair thanked the secretary for putting together the minutes in a timely manner. 	
5	Matters Arising – as per agenda items	
6	<p>Housing Service a) Q1 Monitoring Report (30 April 2020)</p> <p>Key highlights Rent collection – 92.78%; target 98%. Void turnaround – None in period. Complaints – 1 reported, 1 completed within time Members Enquiry – None reported General enquiries – 2 reported; 2 completed within time</p> <p>There were 5 ASB cases in the period.</p>	
7	<p>Environmental a. Estate Inspections</p> <ul style="list-style-type: none"> • There have been no formal estate inspections since the lockdown. • AO explained that similar to the phased return of staff to the housing office, there will be a phased return of estate inspections over the coming weeks. <p>b. Pandemic measures – enclosed communal areas</p> <ul style="list-style-type: none"> • To encourage ventilation within communal areas (where windows exist), windows are to be left open at all times. <p>c. Vertical Garden</p> <ul style="list-style-type: none"> • HC share some brief context of relationship with Pottersfield Trust, Gavin Jones (Gardener) and the TMO. Health and safety issues identified which were at the time addressed. Fast forward to present day, the trust are taking a somewhat distant approach and keen to see the TMO assume all responsibilities for the structure. • AO has made a series of attempt to engage with Gavin Jones without success. A further attempt will be through a call to Sheila (CEO) of the trust. 	

	<p>d. Major works update (LBS and FCHS)</p> <ul style="list-style-type: none"> • Southwark Council plan to resume major works on 29.6.20. However, it remains unclear when works scheduled for the estate will commence. • FCHS' communal decoration works will need to be led by a firm of consultant. An approach has been made to Calfordseaden for a quote. A report with a recommendation on the use of the council's provider to manage the TMO's future communal decoration programme will be considered by the finance and procurement subcommittee in due course. <p>e. Health and safety - Fire risk</p> <ul style="list-style-type: none"> • There are 12 items left on the TMO's fire risk register. These will be progressed at the earliest opportunity. The TMO also awaits some clarity on LBS' position as relates to metal gates at FED. <p>f. Accidents, incidents and near misses - none reported</p>	
8	<p>Community engagement</p> <p>a. Residents communication</p> <ul style="list-style-type: none"> • HC explained that there will normally be one activity or another to communicate with residents during this period. We are currently engaging with the Council about the upcoming AGM season. • There is a need to engage with Sheila of Pottersfield Trust to remind of a press release/comms for the opening of the newly revamped St Johns Church Yard. When will it open up to the public? 	AO

	<p>b) TMO Response to COVID-19</p> <ul style="list-style-type: none"> • Protection to staff and residents through the use of a shield to the front counter area. There will be some messaging to resident to confirm the gradual return of staff to the office. 	
<p>9</p>	<p>Governance</p> <p>a.1 HR subcommittee</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> • HC would like to say thank you to the team who have attended the office all through the pandemic. <p>a.2 TMO Response to COVID-19</p> <p>AO confirmed that as the organisation moves towards a phased return to a form of normal service delivery, a number of steps have been taken to mitigate risk to staff and residents. These include</p> <ul style="list-style-type: none"> • A generic risk assessment which is updated routinely and shared with all members of the team. • Weekly briefing sessions with the team via Zoom. • Phased return to have staffs attend the housing office 3 out of 5 days a week – with 2 days spent working from home. • Alteration to starting time and departure time to avoid peak travel. • Shield built for the front counter to act as a form of protection while serving residents. • There is availability of PPE to all members of the team whilst performing day to day tasks. 	<p>AO</p>

	<p>b. Annual Planner</p> <ul style="list-style-type: none"> • Item deferred. <p>c. Business plan – document shared</p> <ul style="list-style-type: none"> • HC informed that she was of the view that there are too many objectives in the current business plan and there is a need to consider having these reduced. The board will need to factor in some time to work on this in future. <p>d. Finance and procurement subcommittee – No meeting held</p> <p>e. Committee training and development</p> <p>TMI Bespoke training –</p> <ul style="list-style-type: none"> • HC confirmed that the TMO currently pays Southwark for some bespoke training. • AH advised that recent training could not be delivered due to the pandemic. Ideally, each TMO should have an annual training plan. <p>NFTMO – Latest information is that this has been rescheduled to September 2020. Awaiting further updates</p> <p>f. LBS Internal Audit by BDO update –</p> <ul style="list-style-type: none"> • AO Awaiting information from the Council on outcome of audit. • AH Going through internal signoffs and considerations <p>g. Correspondence -</p>	AH/HO
10	<p>Report back from council and other meetings</p> <ul style="list-style-type: none"> • Southwark Tenant Management Organisation Committee – Proposed meeting for 24 June 2020 • Home Owner Council - no meeting • London Bridge and West Bermondsey Ward panel - no meeting 	