

**Minutes of Meeting of the FCHS Board  
held at 6.30pm on Tuesday 10<sup>th</sup> January 2017**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Vanessa Shone (VS)	Board Member
Jon Harford (JH)	Estate Manager
Tim Gadd(TG )	Treasurer
Tracy Stedman (TS)	LBS Monitoring Officer, TMI Team
Maeve Campbell (MC)	TMI Team
Karen O' Toole (KOT)	Board Member
Ina Negoita (IN)	Board Member
Apologies	
Christine Nicholls (CN)	Secretary
Helen Cadwallader (HC)	Vice Chair
Victoria Maduaka(VM)	FCHS Service Improvement Manager
Kenneth Higgins (KH )	Board Member
Absent no apology	
Seval Tahsin	Board Member
Alika Agidi-Jeffs	Board Member

No	Agenda Item	Action
1	<b>Welcome and introductions</b> Teddy Amoyaw, Chair, welcomed everyone to the meeting.	
2	<b>Apologies and Attendance Monitor</b> Noted	
3	<b>Declarations of Interest</b> None	
4	<p><b>Governance</b></p> <p style="padding-left: 40px;"><b>a) Follow up on return of declarations of interest and skills audit forms</b> Board members who attended the 13 December meeting completed these forms. Return if not yet done.</p> <p style="padding-left: 40px;"><b>b) Attendance issues</b> Two previous board members, Seval Tahsin and Alika Agidi-Jeffs, have missed 6 meetings. When packs went out to board members attendance was mentioned in the Rules. The Manager's advice to the Chair was that he writes a letter to both Seval and Alika and that no further committee papers will go out to them. If there's been ill health they would need to show that to the Manager. This course of action was agreed.</p>	<b>JH</b>
5	<b>Minutes of meeting held 13 December</b>  The Minutes were agreed	

6	<p><b>Matters Arising from the minutes</b></p> <p>Tenant's Satisfaction Survey to be changed to Resident's Satisfaction Survey</p> <p>Item 5.9 We are still awaiting confirmation that David Johnson has completed the Domestic Energy Assessor course. There is further work to be done.</p> <p>Item 7.2 Rent arrears data is two to three weeks behind on the Southwark Council overview.</p>	
7	<p><b>Manager's Report</b></p> <p>Tim asked for KPI on complaints. JH will have this for the next meeting.</p> <p>JH wants FCHS to respond to complaints within 10 working days as against Southwark Council's 15 working days.</p>	JH
8	<p><b>Planning</b></p> <p><b>a) Business Plan update and feedback on Resident's Survey</b></p> <p>JH sent an email on the 11<sup>th</sup> January to ask for board members to give feedback on the Resident's Satisfaction Survey carried out in 2009/2010. IN did a presentation on where improvements can be made.</p> <p>VS requested a tick box against block names so that we can see which issues arise at different blocks.</p> <p>JH to compare our Equal Opportunities monitoring to Southwark Council's. JH to look at Survey Monkey to provide a range of options.</p> <p><b>b) Additional Workshops</b></p> <p>A meeting is required to discuss the Business Plan prior to the February meeting. A meeting was agreed for Monday 30<sup>th</sup> January and will be attended by JH, TA, TG and IN. This meeting is for the purpose of arranging some workshops to shape up the Business Plan.</p>	
9	<p><b>Health and Safety</b></p> <p>No issues</p>	
10	<p><b>Any other business</b></p> <p>TS requested that Sub-Committees be set up and after discussion</p>	

	<p>the following were agreed:</p> <ul style="list-style-type: none"> <li>• Finance &amp; Procurement (combined)</li> <li>• Environment &amp; Social (combined)</li> <li>•</li> </ul> <p>VS is Secretary for the Riverside Ward Safer Neighbourhood Panel and attends STMOC meetings.</p> <p>KOT volunteered to attend STMOC meetings.</p> <p>We need a representative to attend the Homeowner's meetings and MC will send a copy of the Homeowner's Council timetable.</p> <p>IN requested that the website is worked on as the Firewall is not strong enough.</p>	<b>MC</b>
	<p>There being no further business, the meeting closed at 8.40pm</p>	
	<p><b>Date of next meeting: 14 February 2017</b></p> <p>As this is a special date the meeting will be for just one hour. Minutes and all other documents need to be read prior to the meeting.</p>	