

**Minutes of the FCHS Board Meeting  
held at 6pm on Tuesday 11<sup>th</sup> May 2021  
via Zoom Conference**

Attendees	Role
Patricia Strobino (PS)	Chair
Kathy Atkins (KA)	Board Member
Kenneth Higgins (KH)	Vice Chair
Abiola Olatunji (AO)	Interim Estate Manager
Alex Heslop (AH)	TMI Team Southwark Council
Oteng Asabre (OA)	Board Member
Sara Brown (SB)	Board Member
Vanessa Shone (VS)	Secretary
Teddy Amoyaw (TA)	Treasurer

Item	Agenda Item	Action
1	<b>Welcome and introductions</b>	
2	<b>Apologies and Attendance Monitor</b> Denilson Barduche has resigned from the board but is hoping to return in the future.	
3	<b>Declarations of interest</b> Major works are currently taking place across the whole estate. Southwark Council is responsible for all of these works.	
4	<b>Minutes of previous meeting held on the 13<sup>th</sup> April 2021</b> The minutes were agreed as a true record.	
5	<p><b>Matters Arising</b></p> <div style="border: 1px solid black; padding: 10px;"> <p><b>Item 5 - Matters Arising</b> <b>New telephone system and local network</b></p> <p>AH said that the phone system at the council will go with calls being accessed via the new laptops using headphones. FCHS is not on the council's phone network. The Wyse boxes are going to be phased out for the 4 or 5 TMO's who use these including FCHS. The TMO Managers will meet with IT staff regarding the phasing out of these.</p> <p>██████████, Estate Manager at Styles House TMO, is arranging an afternoon meeting on Wednesday 9<sup>th</sup> June 2021.</p> <p><b><u>Action point: AO to give feedback at the next meeting</u></b></p> </div>	<b>AO</b>

**Item 6 - Housing Service  
Rent shortfall**

The council maintains its position about rent arrears and the aggregated under collection of rent for 2020/21 is £14,293. [REDACTED] remains on the position that TMO's need to make arrangements with the council about under collection due to the lockdown and the government's protocols remaining in place across the social sector. Until then there can't be an agreement with the council. AH said that the council's void loss will be looked at first and then there will be further communication with TMO's.

**Action point: AH to provide feedback on void loss at the 8<sup>th</sup> June meeting**

**AH**

**Item 6 - Housing Service  
Estate Inspections**

PS and KA have been attending Estate Inspections and adhering to social distancing requirements which may make them slower than usual but they are going ahead and actions are being recorded and followed through. The Cleaning Team were part of one of the inspections that PS attended. We have an expectation that the Cleaning Team will attend every Estate Inspection going forwards.

**Item 7 (b) Community Engagement  
Newsletter preparation**

KA emailed Newsletter information on the day of the meeting and its an Agenda item.

**Item 7 (c) Community Engagement  
Getting Involved Grant Funding**

PS attended this meeting and was advised to make a strong application for funding for a website and to explain why it is beneficial for our residents. Its not quite fitting in with the criteria but we were encouraged to apply and to make a strong case.

**Item 8a - Governance  
MMA - agree next steps**

The MMA working group needs to meet prior to having a meeting with [REDACTED] so that there is a list of items to present to him.

**Action point: AO to send out a couple of dates to choose from and the MMA working group will aim to meet within the next 2/3 weeks**

**AO**

	<p><b>Item 8c Governance Training</b></p> <p>KH sent another email out to remind board members to complete and return their training needs analysis.</p> <p><b><u>Action point: KH to email PS to let her know who hasn't responded</u></b></p>	<p><b>KH</b></p>
<p><b>6</b></p>	<p><b>Housing Service</b></p> <p><b>a) Performance monitoring Report - Q4 YTD 2020/21</b></p> <p>Percentage of Rent collected is 97.77% against a target of 98% which has created a shortfall of £14,293. AH explained that the target figure is actually higher but reduces to 98% when factoring in void loss and bad debt allowance.</p> <p>Voids turnaround has been affected by lockdown.</p> <p>AH flagged up the rent collection rate and the garages rent. He thinks it would be useful to bring current tenant arrears figures to future board meetings.</p> <p><b><u>Action point: AO to include current tenant arrears figures at future board meetings and to show how they have increased between the start and end of the financial year/lockdown</u></b></p> <ul style="list-style-type: none"> <li>• <b>COVID-19 phased return to housing office</b></li> </ul> <p>More staff will be returning to the office on a daily basis from the 17<sup>th</sup> May 2021. From the 17<sup>th</sup> May until the next government review, each member of staff will be allowed to work from home for one day a week. There will be extra perspex dividers within the office. Southwark Council does not have a return date yet but risk assessments are being carried out. Individual risk assessments were carried out early on at FCHS and AO is using these. We had a person shielding but that has now ended.</p> <p><b><u>Action point: AO to carry out up-to-date risk assessments for staff</u></b></p> <p>FRA works have been completed and testing of the equipment now takes place every Wednesday morning at Devon Mansions and Hartland House. Properties who have not cooperated with providing access will have been written to three times by the TMO and it then falls upon the council to use its legal means to facilitate access. [REDACTED], Compliance Electrical Manager, is in charge of the FRA project.</p> <p>PS has concerns about residents who did not cooperate meaning that other residents within the block don't have a fully effective FRA system in</p>	<p><b>AO</b></p> <p><b>AO</b></p>

	<p>place. AH can chase this but will need more information. AO and AH to talk after this meeting and will provide feedback at the next meeting.</p> <p><b><u>Action point: AO/AH to discuss and to provide feedback on the 8<sup>th</sup> June 2021</u></b></p> <ul style="list-style-type: none"> <li>• <b>Cyclical communal decorations</b></li> </ul> <p>AO visited Block 11 on Friday 7<sup>th</sup> May 2021 with [REDACTED]. There was a test area in the block and Calford Seadon will come to a future meeting, aiming for 8<sup>th</sup> June, with a recommendation about stripping back to the glazed brick or not.</p> <ul style="list-style-type: none"> <li>• We will have a <b>temporary Repairs Supervisor</b> from Wednesday 19<sup>th</sup> May 2021.</li> </ul> <p>b) <b>Updated risk register</b> - no items left on the register</p> <p>c) <b>COVID-19: Phased return to housing office</b> - covered</p>	<p><b>AO/AH</b></p> <p><b>CS</b></p>
<p><b>7</b></p>	<p><b>Environmental</b></p> <p><b>a. Major works update - LBS</b> - AO spent two and a half hours on 7<sup>th</sup> May walking up and down Devon Mansions/Hartland House with [REDACTED], Project Manager. There are additional works required that will need to take place now rather than needing to revert to leaseholders in the future. The underground drainage system works are going to be part of the current works and will not be cheap. [REDACTED] will provide an update at the Fair Street Resident Project Team on Thursday. PS asked how other residents will be made aware of the extension of the works, the additional cost and how much further disruption there will be for residents? AO said the council needs to communicate this to residents. AO and PS can't attend the meeting on Thursday but VS will attend. PS was concerned that there is again no consultation with residents. This happened previously with the parking issue where residents contacted the FCHS office and not the council. We need to ensure the council communicates with residents in a way they did not do with the parking issues.</p> <p><b><u>Action point: VS to provide feedback at the next meeting</u></b></p> <p><b>b. FCHS Cyclical Communal decoration update</b> - covered</p> <p><b>c. Health and safety:</b></p> <ul style="list-style-type: none"> <li>• <b>Fire risk assessments - Devon Mansions/Hartland House</b> - covered</li> <li>• <b>Estate inspections regime</b> - covered</li> <li>• <b>Accidents, incidents and near misses</b> - none</li> </ul>	<p><b>VS</b></p>

<p>8.</p>	<p><b>Community Engagement</b></p> <p>a) <b>Newsletter preparation</b> - KA thought we should add more information about dispersal orders as she receives an email about these every Friday at 4pm. We can have more up-to-date information as and when the Newsletter is due to go out. Anyone on the board can put things forwards for the Newsletter and KA is looking towards the end of June as publication date. We can include summer activities for the younger people at this time.</p> <p><u>Action point: AO to arrange a Zoom meeting between the Newsletter publisher and the Newsletter working group</u></p> <p>b) <b>Getting Involved Grant</b> - TA's draft letter to go out to local businesses such as Tesco, Sainsbury, etc.</p> <p>c) <b>Website comprehensive review update</b> - AO waiting for quotes and these should be available for the next meeting. Three companies approached.</p> <p><u>Action point: AO to provide an update at the next meeting</u></p>	<p>AO</p> <p>GIG</p> <p>AO</p> <p>AO</p>
<p>9</p>	<p><b>Governance</b></p> <p><b>a. HR Subcommittee</b></p> <ul style="list-style-type: none"> <li><b>Extension to partnership working - FCHS/GGTMO</b></li> </ul> <p>AO withdrew from the discussions around the renegotiation of the partnering agreement with GGTMO. PS and TA met with the Chair of GGTMO and [REDACTED] from the TMI Team to review the current arrangements for the provision of Interim Estate Manager cover at FCHS. Following that meeting a draft extension agreement was drawn up. Variations include number of days, rate, review period and notice period. As the document was received late, board members will have until Friday 14<sup>th</sup> May 2021 to read through the document and should email PS with comments on or before 14<sup>th</sup> May.</p> <p><u>Action point: after 14<sup>th</sup> May 2021 PS to send details to [REDACTED] who will forward on to GGTMO Chair/Board for consideration</u></p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p><b>b. Finance and Procurement subcommittee updates</b></p> <ul style="list-style-type: none"> <li><b>Recommendations</b></li> <li><b>Budget for 2021/22</b> - the finance subcommittee presented and</li> </ul>	<p>All</p> <p>PS</p>

	<p>recommended a budget for 2021/22. Following discussions this was approved by everyone.</p> <ul style="list-style-type: none"> <li>• <b>Response to communal decoration report from [REDACTED]'s report</b> - this was agreed by everyone with one abstention as KA hasn't read the document yet.</li> </ul> <p><b>c. Modular Management Agreement - Agree next steps</b> - covered</p> <p><b>d. Governance correspondence</b></p> <p>Governance correspondence - 3 letters of complaint from the same resident. Complaints about the Estate Manager, the Minutes and about Councillor Ali chairing the meeting. A second resident complained about the Special Meeting and their ability to access the meeting and the chat.</p> <p><b>e. Training - access to Elearning update</b> - this was discussed at STMOC.</p> <p><b><u>Action Point: carry forward to next month for AH to give us an update</u></b></p>	<b>AH</b>
<b>10</b>	<p><b>Report back from Council and other meetings</b></p> <ul style="list-style-type: none"> <li>• <b>Southwark Tenant Management Organisation Committee</b></li> </ul> <p>STMOC met on Wednesday 28<sup>th</sup> April 2021 at 5.30pm and discussed TMO training, disrepair claim management, TMO manager's meeting, housing scrutiny, Q4 and end of year performance monitoring, TMO External &amp; Decoration / Cyclical Maintenance Allowance, changes to Southwark IT and telephony systems, TMO Training report and Eva Gomez's letter to TMO's re Rent Collection</p> <p><b><u>Action Point: VS to forward emails/documents re the above to all board members</u></b></p> <ul style="list-style-type: none"> <li>• <b>North West Area Housing Forum</b> - meeting clash, PS unable to attend on Thursday.</li> <li>• <b>Potters' Fields Park Management Trust</b> - no meeting but KA receives weekly updates about the young people in the park. The Football Village is confirmed from 11<sup>th</sup> June to 11<sup>th</sup> July.</li> <li>• <b>Shad Thames Residents Association (STRA) meeting update</b> - KA attended and took minutes.</li> </ul>	<b>VS</b>
<b>11</b>	<b>Any Other Business</b> - none	

**There being no further business, the meeting closed at 8.10pm.  
Date of next meeting: Tuesday 8<sup>th</sup> June 2021**

*Agreed as an accurate record of the meeting:*

*Chair*