

Date: 13.04.2022

## Committee Meeting Minutes: Tuesday 12<sup>th</sup> April 2022

**Venue:** Horselydown Offices, 2 Fair Street, London SE1 2XA

**Time taken:** 17:30 – 20:00

**Attendees:**

Members: Philippa Ferreira (PF), Angela Simpson (AS), Oteng Asabre (OA), Teddy Amoyaw (TA), Kathy Atkins (KA) & Patricia Strobino (Chair/note-taker)

Estate Manager: Abiola Olatunji (AO)

Southwark TMI Monitoring & Support Officer: Alex Heslop (AH)

**Apologies:**

Vanessa Shone & Ken Higgins

1. Welcome and introductions

2. Apologies and Attendance

3. Declarations of interest

- All members have noted the agenda; no matters of conflict/interest are declared

4. Minutes of management committee held 8 February 2022

- Minutes are agreed as an accurate reflection of the March meeting

5. Matters Arising

- AO confirms “women into Work” employability session details were circulated to residents
- AO confirms 3<sup>rd</sup> quote for our website has been secured and will go to the next Finance & Procurement S/c meeting

- AO confirms FCHS budget has been forwarded to LBS as agreed.
- AO observes all matters arising are on agenda and will be dealt with on the agenda

## 6. Housing Service

- a. Performance monitoring Report – Q4 YTD (April to Feb) 2021/22 – AO leads
  - This is the last report prior to Year End, the report has been tweaked slightly to provide more governance information to the Board, positive feedback received.
  - Discussion –
    - ✓ Rent collection – we are doing better than target “green” largely a product of FCHS being able to return cases to LBS.
    - ✓ Void turnaround – 1 void in the period, although we are on target it is just about “green” – care to be taken to ensure this doesn’t slip
    - ✓ Tenancy management – AH confirms he has had a discussion with Resident Services regarding the single property on the estate which is an “unauthorised occupancy”. The rent is in arrears and we are unable to hand-back to LBS. LBS have been encouraged to obtain advice from the Legal Team and instruct an external solicitor. AH reminds that he will continue to monitor the situation and that the arrears are continuing to fall.
    - ✓ Anti-Social Behaviour (ASB) – there have been 5 complaints which are mainly noise related but also nuisance behaviour such as littering. KA confirms the next newsletter contains a polite reminder to our neighbours not to litter. AO confirms office staff have been adhering to our policy in dealing with ASB; training **ACTION 1**

## 7. Environmental

- a. Health and safety:
  - Fire risk assessments - update
    - ✓ There is a single item on the register (relates to use of a front garden on St Johns which has been deemed by the LBS Fire Safety Officer an ongoing risk). AO confirms this is situation which needs to be dealt with diplomatically; the resident has not (formally) been challenged on the manner items have been stored. FCHS are now expected to enforce the removal of risk items if they are not voluntarily removed. FCHS has written, AO will in the next 2 weeks encourage the resident, the LBS Fire Safety Officer will be invited to the estate to speak directly with residents (if necessary). If these actions are not successful a final letter will be issued. Chair queries the indication that FCHS would be responsible for ultimate enforcement. OA states the

issue is a Tenant / Landlord matter. All agree FCHS must play its part in the tenancy management issue (letters and facilitating communication).

- Estate inspections – update
  - ✓ Both AS and KA have attended recent estate inspections and gave good feedback, there seems to have been an improvement since our meeting with LBS contractor **ACTION 2**
  - ✓ AS volunteers to Lead FCHS in respect our key objectives of scrutinising the current SLA with LBS estate cleaning. **ACTION 3**
  - ✓ We review the minutes and actions from the Estate Cleaning Meeting on Thursday 9 March **ACTION 4**
  - ✓ FCHS' position regarding bulk waste is agreed: we will publicise and encourage residents to utilise the LBS service including sharing the website link. This will assist LBS estate cleaners as it is detrimental to staff and residents if waste is simply dumped on the estate. **ACTION 5 & 6**
  - ✓ Devon Mansion roof voids – there was an action from the meeting for AO to liaise with LBS to ascertain the correct procedure for dealing with the cost of cleaning the roof spaces in the wake of trespassers. AH confirms the roof voids are not within the SLA, FCHS are not responsible for bearing the cost. A meeting has taken place (AH/AO/CW LBS cleaning) and the following agreed in the interim: Estate cleaners will notify Mark and/or Mark will carry out visual checks – TMI will be notified – TMI will provide a cost code (debit from HRA). Major Works/Building Safety Team are continuing to work on a permanent resolution to this issue.
  
- Accidents, incidents and near misses – Nothing to report
  
- b. Safeguarding – Update AO
  - ✓ Nothing to report but (see Action 1 - training)

## 8. Governance

### a. HR Subcommittee

- Summary of staffing restructure –
  - ✓ the search for a multi-trader has been challenging. AO advises a temp started and stayed two days before it becoming clear he did not have the aptitude/attitude FCHS are looking for. A second temp failed to attend when arrangements made.
  - ✓ AO confirms HR subcommittee have been meeting monthly to provide oversight of the restructure as we are keen to meet this key organisational priority as soon as possible.



b. Finance and Procurement – TA Leads

- Policy update – TA/AO and Richard have considered the draft updated policies (including internet banking) expectation is the for the S/C to consider at next meeting – 19 April 2022 @ 5.30pm
- Auditors will be in-house 26-28<sup>th</sup> April
- AO confirms the internal audit: TMO reserves has taken place. FCHS will receive a copy once considered by TMI team.

c. Social Subcommittee updates – KA Leads – Newsletter is now ready (delayed for a week in order to ensure we have the correct performance stats to share with our members). KA also provides an update re: fun day, we are waiting for a partner to furnish his liability certificate. KA/AS/KH are on-the-case with the outstanding matters.

d. Governance correspondence

- Leaseholder group meeting – email dated 22 March requesting a meeting for leaseholder group (80+ individuals) to discuss ongoing issues with major works on the estate. Unclear if seeking a meeting within the next AGM or a separate meeting. Discussion about possible funding streams; there is no allowance for the suggested purpose but that would not prevent considering some funding. However, concerns raised about who will and will not be invited – does it fit within our constitution? Is it fair to fund this group when major works affect all residents on the estate. This could be viewed as favouritism and may be divisive rather than unifying our membership. Could we signpost them to LBS/non-profits? Could they meet virtually to minimise costs – Hilton is extremely expensive. Outcome: FCHS could not agree to the request in the current form. **ACTION 7**
- LBS' Enforcement Team request: Arbitration outcome – LBS have paid the award but Enforcement continue to seek a contribution. **ACTION 8**
- Team London Bridge – Recycling/biodiversity engagement – sadly the bid to “green up spaces” was unsuccessful. Jack has come up with an alternative to improve the garage area, Lewes House using recycled foliage. AS and KA volunteer to engage with jack on a walkabout.

## 9. Training

All training referred to below is available to all our residents (members, non-members) and FCHS staff. If training is attended, please let Ken know so he can maintain our training logs.

**STMOC training portal:** <https://www.stmoc.uk>

Upcoming sessions are:

- 9th April - Supporting Mental Health - MIND
- 23rd April - Essential skills- Chair/Treasurer & Minute Taking.
- Date TBC - Successfully applying for grant funding.

**Additional Southwark Council Training** as shown below (contact [Harold.markham@southwark.gov.uk](mailto:Harold.markham@southwark.gov.uk) to sign-up):

Date	Day	Session	Time
8 <sup>th</sup> April	Friday	Treasurer Skills	7pm to 8.30pm
13 <sup>th</sup> April	Wednesday	How To Involve More People	7pm to 8.30pm
22 <sup>nd</sup> April	Friday	Committee Skills	7pm to 8.30pm
28 <sup>th</sup> April	Thursday	Secretary Skills	7pm to 8.30pm
6 <sup>th</sup> May	Friday	How To Produce An Effective Newsletter	7pm to 8.30pm

## 10. Report back from Council and other meeting

- NFTMO conference 24 – 26<sup>th</sup> June, Stratford-Upon Avon. Return completed forms to AO no later than Friday 15 April 2022. **ACTION 9**
- Local Housing Forum – concern raised about the conduct of these meetings (resident attendance has plummeted from 30+ to only 2 people). LBS manager made some assurances regarding the plan going forward. Presentations: CAB regarding cost of living and Repairs Manager on new approach to dealing with damp and mould. PS has invited him to a meeting specifically relating to FCHS properties **ACTION 10**

- Southwark Tenant Management Organisation Comm.

### **LBS Building Safety Programme**

- Pilot programme at Andoversford Court largely completed.
- LBS preparing for changes to existing legislation (Fire Safety Act) which would add value to the existing FRAs as well as place additional responsibilities on landlords through the Building Safety Bill - 7 storeys and above or 18 metres and over.
- Legislation likely to receive Royal Assent during 2022 with its implementation from 2024 onwards.

- A series of surveys were undertaken as part of the pilot work. The findings to these are now being reviewed – LBS to address actions arising from these surveys
- Next steps will see LBS develop plans to roll out for its Priority Programme i.e. high rise blocks
- Installation of Premises Information Boxes (PIB) – these will contain drawings of the block and Personal Emergency Evacuation Plans (PEEPS)
- Recruitment – Building Safety Managers (BSMs) will be responsible for managing the safety of High Rise blocks. Role will be a requirement of the new regulation.
- For success going forward: Engagement with residents; TMOs; use of newsletters
- BSM will capture and log instances where role/responsibility is unclear vis-à-vis the Management Agreement and some of the additional responsibilities.



- Potters’ Fields Park Management Trust – no meeting
- Safer Neighbourhood Team meeting – no one present to report. TA raises a concern about the dangerousness of the Druid St approach to the rail bridge following witnessing a road traffic accident. **ACTION 11**

**11. Any Other Business**

The government has launched a package of measures to drive up quality in social housing. They intend to launch a 250-member Resident Panel who will “name and shame failing landlords. Find out more: [www.gov.uk/government/collections/social-housing-quality](http://www.gov.uk/government/collections/social-housing-quality)

To apply: <https://www.gov.uk/guidance/social-housing-quality-resident-panel> deadline for applications is 29<sup>th</sup> April 2022.

Action Plan No.	What needs to be done	Who will do it	When it will be done by	Additional information
1	<ul style="list-style-type: none"> <li>• FCHS staff (including agency staff) to undertake training (priority to mandatory training):</li> <li>• ASB</li> <li>• Safeguarding</li> <li>• Health &amp; Safety/Fire safety</li> </ul>	AO	<ul style="list-style-type: none"> <li>• Staff to be afforded time to complete indicated sessions aim for 1 session per month (August 2022 meeting)</li> </ul>	<p>Abiola to circulate the link to the Housing Ombudsmen site which provides free online training</p> <p><a href="http://www.housing-ombudsman.org.uk/landlords-info/workshops/">www.housing-ombudsman.org.uk/landlords-info/workshops/</a></p> <p>Staff can also access training via <a href="http://www.stmoc.uk">www.stmoc.uk</a> to access our paid for IHASCO</p>

				training
2	<ul style="list-style-type: none"> <li>All residents who attend estate inspections should be asked to score the properties inspected</li> </ul>	AO	<ul style="list-style-type: none"> <li>Immediately</li> </ul>	AO to task Mark
3	<ul style="list-style-type: none"> <li>Liaise with AO and Roosevelt to agree the 1<sup>st</sup> date for our quarterly supervision meetings</li> <li>First meeting to be held in June</li> </ul>	AS	<ul style="list-style-type: none"> <li>May 2022 meeting</li> </ul>	
4	<ul style="list-style-type: none"> <li>Implement estate cleaner completion chart across the estate</li> <li>Furnish a copy of communications with Roosevelt for audit purposes to Angela so she can set agenda for quarterly meeting. This will include notice that the cleaning schedule is not completed on any single day (&amp; personnel updates)</li> <li></li> </ul>	Mark	<ul style="list-style-type: none"> <li>End April</li> <li>Monday following last weekly estate inspection each month</li> </ul>	<p>Board are keen to build evidence with which to:</p> <ul style="list-style-type: none"> <li>Identify how the SLA / or future contract needs to better fit FCHS needs</li> <li>Challenge and performance issues on current SLA</li> </ul>
5	<ul style="list-style-type: none"> <li>Regular reminder to be placed in the newsletter about “loving our estates”</li> <li>Flyer to be produced and placed in noticeboards/bin doors and other prominent locations on the estate</li> </ul>	Social S/C	<ul style="list-style-type: none"> <li>Immediately &amp; ongoing</li> </ul>	
		Mark	<ul style="list-style-type: none"> <li>1 June 2022</li> </ul>	
6	<ul style="list-style-type: none"> <li>Rolling programme of wall washing to commence as scaffolding is struck</li> <li>FCHS to be given a rota so we can advise</li> </ul>	AO/LBS	<ul style="list-style-type: none"> <li>immediately</li> </ul>	AO to advise Roosevelt of estates where cleaning can commence and obtain their rota: St Johns, St Olaves, Coxson Way and Building 1

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	residents			Devon Mansions
7	<ul style="list-style-type: none"><li>Respond to leaseholder group</li></ul>	AO	<ul style="list-style-type: none"><li>ASAP</li></ul>	
8	<ul style="list-style-type: none"><li>Meeting to be arranged between FCHS/LBS regarding Arbitration decision</li><li>Initial meeting to be arranged FCHS/TMI</li></ul>	AO	ASAP	
9	<ul style="list-style-type: none"><li>AO to liaise with JMB Manager to confirm whether or not seats will be available to FCHS delegates to NFTMO</li></ul>	AO	<ul style="list-style-type: none"><li>Immediately</li></ul>	
10	<ul style="list-style-type: none"><li>Arrangements to be confirmed for meeting to improve collaboration LBS/FCHS in respect of damp/mould complaints</li></ul>	PS/AO	<ul style="list-style-type: none"><li>by July 2022 meeting</li></ul>	
11	<ul style="list-style-type: none"><li>Raise road safety issue at Druid Street approach to the railway tunnel.</li></ul>	VS/Ken	<ul style="list-style-type: none"><li>June 2022 meeting</li></ul>	Neither VS or KH were present but they should be asked to take this issue to the next safer neighbourhoods meeting

Date of next meeting: 10<sup>th</sup> May 2022

Agreed as an accurate reflection of the meeting:

*Chair*