

**Minutes of the FCHS Board Meeting
held at 6pm on
Tuesday 12th September 2023
at Horselydown Offices, 2 Fair Street, London SE1 2XA**

Attendees	Role
Yvonne Crossley (YC)	Housing Officer
Ken Higgins (KH)	Chair
Angela Simpson (AS)	Board Member
Modupe West (MW)	Vice Chair
Sabrina Francis (SF)	Board Member
Kathy Atkins (KA)	Treasurer
Vanessa Shone (VS)	Secretary
Apologies	Role
Sarah Armstrong (SA)	Estate Manager
Alex Heslop (AH)	TMI Team Southwark
Ebun West (EW)	Board Member

	Agenda Item	Action
1	Welcome and introductions	
2	Apologies and Attendance Monitor	
3	Declarations of interest - none	
4	Minutes of board meeting held on the 8th August 2023	
5	<p>Matters Arising - Action Points:</p> <p>Item 5 (8): Castle Water discount for low usage</p> <p>Item 5 (8): Fair Street window boxes (Dream Garden) - KH and SA to carry out a site visit to decide if its value for money.</p> <p>Item 5 (5): two hoarders - YC attended a meeting and we need to give both residents 7 days' notice then Southwark Council will step in. LFB Dockhead also offered advice at a hoarding meeting.</p> <p>Item 5 (12): Lone Worker Policy - the devices will cost £10 per month and can go onto a phone. Clarification required as to whether this is the cost per device or a cost for all devices.</p> <p>Item 5 (12): Sunken Garden - we can have our next event at this location so that all residents can enjoy it.</p> <p>Item 6: Draft Audited Accounts - the £38,000 was a recharge to the council for disrepair costs.</p>	<p>SA/Lana</p> <p>SA/KH</p> <p>SA</p>

	<p>Item 7: x2 ASB issues - people previously in the roof areas and in the basement in Hartland House are now sleeping outside. We can recharge Southwark Council later for costs incurred.</p> <p>Item 8: Vertical Garden - a Southwark Council Surveyor thought the overflow was the cause of the penetrating damp. SA is monitoring the situation.</p>	
6	<p>Housing Service</p> <p>Performance monitoring - update</p> <p>Rent collection is at 97.88%</p> <p>There have been no voids</p> <p>100% of Members Enquiries, Stage 1 Complaints and ASB cases have been answered on time</p> <p>Estate inspections are taking place regularly</p> <p>97.3% of repairs were completed on time</p> <p>Repairs surveys have shown a 100% satisfaction rate throughout May, June and July 2023</p> <p>100% of board meetings have taken place in the year to date</p> <p>FRA actions have reduced from 20 in June 2023 to zero in August 2023</p>	
7	<p>Environmental</p> <ul style="list-style-type: none"> a. Health and safety - Lone Worker devices looked into. Assistance for our two hoarders also looked into as annual gas safety checks need to take place at both properties b. Accidents, incidents and near misses - none c. Safeguarding - no issues d. Vertical Garden - as above e. Cleaning - KA and YC advised that the Appendix showing the Integrated Cleaning Contract check list is not what has been agreed between the council and FCHS. When it was queried why mattresses are not being collected, KA and YC were told that DEFRA has said that hard and soft items are to be collected separately. The cleaners are not adhering to the cleaning service level agreement. Cleaners must have ladder training in order to go into the external basement areas. SA is trying to nail down an SLA with Southwark Council. The cleaning schedules on the noticeboards are not being followed. <p>Cleaning at Fair Street Flats has been very poor for some time and the cleaning stopped two doors away from the Chair's property. St</p>	

	<p>Olave's Estate has partial cleaning. ■ has a Stage 2 in progress about various cleaning and fly-tipping issues.</p> <p>KA and KH saw all of the cleaner's equipment at 10am recently and it hadn't moved by 1pm. KH saw the cleaner in a chair sitting in the sun. KH said that we've just found out that we have no cleaning contract.</p> <p>We buy cleaning services from Southwark Council and quarterly meetings should be taking place but they have failed to arrange these. SA has now put meeting dates into the diaries.</p>	
8	<p>Governance</p> <p>a. Finance and Procurement Sub-Committee feedback</p> <p>Audited accounts - these are not available yet. KH asked ■ LM to get them this week when he spoke to her today.</p> <p>b. Social Events & Community Engagement Sub-Committee - AGM arrangements made as below</p> <p>c. AGM - a room has been booked free of charge at the Dixon Hotel and the food and drinks have been organised. YC had a £400 budget for food and came in below this taking advantage of online discounts. There will be gluten free, vegan, etc so that everyone is catered for. There will be fresh fruit and juice on the day as well as hot drinks and mineral water. The AGM will be for members and board members in accordance with our Rules. SA received an application to join the board which was sent in time but she was on holiday. KH has allowed it and has counter-signed it as it did beat the deadline. KH and KA will go through the slides next week and KH will visit the venue. The Code of Conduct is to be upheld or we can abandon the meeting if anyone is being disruptive and won't leave when asked. KH will introduce each member of FCHS staff and give examples of what they've done for the organisation.</p>	
10	Training - none	
11	<p>Report back from Council and other meetings</p> <p>a. Southwark Tenant Management Organisation Committee - no meeting</p> <p>b. Potters' Fields Park Management Trust - ■ was teaching how to cook real food. She has a fund to spend on local people, upcycling for example. KA will hand over details for PFPMT when she steps down after the AGM. Free food will be available on Saturday between 9am and 11am.</p>	

	<p>c. Safer Neighbourhood Team - next meeting is on Monday 13th November 2023 at 7pm at Bermondsey Village Hall</p> <p>d. Major Works Resident Project Team Meeting - next meeting is on Thursday 5th October 2023 at 6pm</p>	
12	<p>Communal Decorations</p> <p>██████████ NS said he would come to the February 2023 board meeting with the report on the communal decs. He didn't turn up.</p> <p>In April KH emailed ██████████ NS. A Stage 1 and Stage 2 complaint followed together with a Freedom of Information request.</p> <p>██████████ NS then said that the report in February 2023 consisted of data/information which was sent to BDO. The Terms of Reference were only completed in August 2023.</p> <p>Some of the allowance was spent on new kitchens, bathrooms and the installation of new door entry systems where none existed. There was also tendering processes gone through and test patches on walls in Devon Mansions to show the difference between painting the walls or stripping the walls back to the original brickwork.</p> <p>Southwark Council want the balance returned to them but the report has only just been requisitioned. KH is drawing up a timeline showing all of his requests for information about the communal decs.</p>	
13	<p>Any other business</p> <p>There is no gas supply at Block 1 Devon Mansions, Flats 1-14, after Southern Gas Networks capped off the supply early last week. SGN are upgrading their gas network by replacing the internal gas pipework to external gas pipes. Workmen identified a gas leak caused by corroded pipework whilst digging. They have offered hot plates and fan heaters to residents. Blocks 2 and 3 are not affected.</p> <p>There are rats below the Engie toilets on St Olave's Estate. The compound was left in place for Southern Gas Network's use until they complete their contract in July 2024. Residents are unhappy with the ongoing loss of parking spaces.</p> <p>KH thanked KA for her year as Treasurer and wished her well for the future.</p>	

There being no further business, the meeting ended at 8pm

Next Meeting: Tuesday 10th October 2023 at 6pm

Signed:

A handwritten signature in black ink, appearing to read 'Ken Higgins', with a small dot at the end.

Ken Higgins, Chair/ Modupe West, Vice Chair

