

**Minutes of the FCHS Board Meeting
held at 6pm on Tuesday 13th April 2021
via Zoom Conference**

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

Item	Agenda Item	Action
1	Welcome and introductions	
2	Apologies and Attendance Monitor	
3	Declarations of interest Major works are currently taking place across the whole estate. Southwark Council is responsible for all of these works.	
4	Minutes of previous meeting held on the 9th March 2021 The minutes were agreed as a true record.	
5	<p>Matters Arising</p> <p>New telephone system and local network We may use the council's telephone system whilst retaining our current number. It will be diverted to a council number and this will reduce costs. AO is looking into this arrangement but AH advised that the council will update its phone system in July 2021 so we will need to wait until then. AH said that calls will come through to a laptop via headphones rather than go to a phone line. AH has flagged it up and escalated it and AO awaits feedback.</p> <p>AO is still looking into this and is trying to bundle everything together and will draw up a timescale for the phone and website.</p>	<p style="text-align: right;">AH/AO</p> <p style="text-align: right;">AO</p>

<p>6</p>	<p>Housing Service</p> <p>a) Performance monitoring Report – YTD 28 Feb 2020/21</p> <p>Percentage of rent collected is 97.79% against a target of 98%. AO will send two handbacks to AH this week.</p> <p>Voids turnaround has been affected by ‘working from home’ as staff cannot be properly managed.</p> <p>VS and TA both asked about the Rent shortfall. TMO’s have submitted a letter via STMOC about this and asked whether there will be large demands sent out. Eva Gomez from the TMI Team has responded by saying that conversations will take place with individual TMO’s as opposed to having a blanket approach. She cannot write off the under collection as these monies are due. AH explained that the council does not write off current tenant arrears only former tenant arrears.</p> <p>b) COVID-19: Planned phased return to housing office</p> <p>There has recently been a letter drop to every home. The office is now open every day from 10am to 5.30pm with a maximum of three members of staff present with a rota to co-ordinate this. Staff coming in later and leaving later allows them to avoid the rush hour. If a 4th person should need to come in then they will have to enter and leave through the boardroom and they will also need to work in the boardroom.</p> <p>PS asked how residents will know how to volunteer to attend estate inspections while the noticeboards haven’t been updated. AO will try to get the noticeboards updated this week. AO thought that the Cleaning Team should also be part of the estate inspections.</p> <p>Repairs operatives will now catch up with jobs they could not do during lockdown with appropriate precautions taken whilst on site – use of PPE, routinely washing hands, social distancing practised.</p> <p>Accidents, incidents and near misses - none</p>	<p>EG/AO</p> <p>AO</p>
<p>7</p>	<p>Community Engagement</p> <p>a) Special General Meeting - reflection, feedback and updates on the meeting. Next steps and actions captured.</p> <p>b) Newsletter preparation - KA thought that the information in the Newsletter was not really what people want. In our next Newsletter we need to ask our residents whether they want hard copies or soft copies as this will save on printing costs. We could include some of the following items:</p> <ul style="list-style-type: none"> • an update of what our priorities are and what we are focussing on next • upcoming events 	

- contact information to report anti-social behaviour/noise
- contact details for councillors
- changes
- summary of minutes
- list of board members
- a list of summer events
- we are looking at reintroducing coffee mornings on a Saturday
- annual budget

AO asked the board to focus on 5 or 6 things for the next 6 months. The risk register will be dealt with shortly and then we could have 5 things for the next 5 months. KH would like to see updates on things that we have started so that residents know they are going ahead and if we are unable to complete a project then we can provide an update.

AH said that all TMO's technically have to do is to have a communication from the board feeding back on what we've done for the past year, the headlines. The Newsletter could reflect this in advance of the AGM with an invitation to come to our AGM if you wish to get involved. AO will draw up a list of priorities for the next board meeting. KH and AS to email ideas over to KA for the Newsletter.

AO
KH/AS

- c) **Gig grant funding** - this will be discussed at a meeting tomorrow evening which PS will be attending. This could assist with our website funding.
- d) **Website** - we cannot shut it down so it needs a comprehensive review but there are both financial and time-wise implications. It will take about 2 months to secure funding and development of the website will take about 6 months. We need it to be an information platform that serves both tenants and leaseholders. AO has applied for the TRA Fund that would give the organisation around £2,000 but how we fund this needs to be discussed.

PS

TA asked that we obtain at least 3 separate quotes. AO said we will not have a new website until the end of the year so we could put something on the existing website about our seeking funding to help revamp it and how we use it going forwards.

VS is going to the Shad Thames meeting tomorrow and PS is going to the Gig Grant Funding meeting which clashes. The Finance and Procurement Sub-Committee meeting on the 22nd April 2021 will discuss and minute the website and will submit a recommendation to the board.

8

Governance

a. HR Sub-Committee

[Redacted]

TA/PS

[Redacted]

[Redacted]

b. Finance and Procurement Sub-Committee

Recommendation: Response to communal decoration report from Eva Gomez's report. AO will have something for us to agree and will bring this to the Sub-Committee meeting for discussion on the 22nd April 2021.

AO

c. MMA - agree next steps

Richard Amoah is keen for us to do whatever work is needed to wrap this up and we will present it at our September 2021 AGM. We also need to present the amended Rules to the membership at the AGM.

We need a further meeting with the MMA Sub Group of Teddy, Vanessa and Oteng and the Chair needs to be there as well in addition to Richard Amoah and Abiola. It's a new agreement and a very large document of over 200 pages. We can indicate the changes. Next steps are to arrange with RA another meeting to look at the MMA.

AO

d. Deputation

Deputation to London Borough of Southwark Cabinet Meeting on the 9th March 2021 regarding *'fire and heat alarms should not be rechargeable to leaseholders'*.

Leaseholders had the support of the local councillors. AO had to submit some information to the council to go into the final response which he has not had sight of.

The TMO cannot be responsible for the council putting a structure over a cracked wall. We need to ensure leaseholders are not charged twice if the FRA equipment is removed in order to plaster the walls and then reinstate the FRA equipment. The TMO is not

	<p>responsible for the cracks in the walls. This is still with the council as there are many issues to be gone through.</p> <p>e. Training - decision required</p> <p>AH distributed information to everyone in advance of tonight's meeting. Previously all TMO's paid £1,000 towards a training programme in 2019/20. Not all of the money was used due to lockdown and there was a £6,000 underspend. Training would be via e-learning and webinars. We all agreed to pay the £1,000 in 2021/22, everyone in favour.</p> <p>KH previously sent out a training needs assessment to all board members but has only received three responses. Everyone else to send their training needs to KH asap.</p>	All
9	<p>Report back from Council and other meeting</p> <ul style="list-style-type: none"> • Southwark Tenant Management Organisation Committee - the next meeting will take place on Wednesday 28th April 2021 at 5.30pm • North West Area Housing Forum - no report back as it took place early on in the day • Potters' Fields Park Management Trust - there's a meeting on Friday but KA has a clash 	
	<p>Any Other Business</p> <p>A young mother is working with the councillors to look at improving the Alfred Salter Playground. Ali McCullough met up with AO and the councillors. Ali has sent out an online questionnaire which will expire in about 1.5 weeks. Notices have been placed in the entrances to all blocks in the area advertising the online questionnaire. AO raised this item and board members agreed to fully support this initiative.</p> <p>Emergency meeting tomorrow – this will include Shad Thames residents, councillors and police. It will look at ASB in the local area.</p>	

There being no further business, the meeting closed at 8.48pm

Date of next meeting: Tuesday 11th May 2021