

**Minutes of the FCHS Board Meeting
held at 5.30pm on the 14th July 2020 via Zoom**

Attendees	Role
Abiola Olatunji (AO)	Interim Estate Manager
Alex Heslop (AH)	TMI Team Southwark
Kenneth Higgins (KH)	Board Member
Angela Simpson (AS)	Board Member
Oteng Asabre (OA)	Vice Chair
Vanessa Shone (VS)	Secretary
Denilson Barduche (DB)	Board Member
Helen Cadwallader (HC)	Chair
Apologies	Role
Sara Brown	Board Member

Item	Agenda Item	Action
1	Welcome and introductions	
2	Apologies and Attendance Monitor	
3	Declarations of interest - none	
4	Minutes of previous meeting held on the 9th June 2020 These were agreed as an accurate representation.	
5	Matters Arising 8A - AO liaised with Sheila from Potters Fields Trust and St John's Churchyard reopened yesterday. 9 - Action Point – AO will provide feedback on the main agenda. 9 - The NFTMO Conference will not go ahead this year due to lockdown. AO has contacted the Chair of NFTMO and has advised that they can keep the fee and we will attend next year. 9 - The Business Plan is out-of-date and we need to review it in light of the pandemic.	All
6	Housing Service a) Q1 Monitoring Report (YTD May'20) Rent collection is at 97% and FCHS is one of the few TMO's where the drop has not been as significant as was originally anticipated due to the suspension of rent activities brought about by government guidance as part of COVID-19 measures. 1 complaint to 31 st May, responded to in time.	

	<p>7 anti-social behaviour cases</p> <p>9 cases open and being dealt with</p> <p>94.12% of repairs completed on time (95% target)</p> <p>AH asked for Fire Risk to be touched on as mentioned in previous minutes and the council has received new guidance on metal security gates.</p> <p>AO had a meeting with the Gavin Jones yesterday about the Vertical Garden. Progress will be reported at next meeting.</p> <p>Fire risk assessment down from over 40 items to 16 with a couple of duplicate items showing. A concerted effort/steps will taken over the next few weeks to reduce outstanding tasks.</p> <p>b) Risk Assessment: Pandemic measures</p> <p>There has been a generic risk assessment for the office and tasks that everyone can do have been looked at previously. Individual risk assessments were also carried out and AO is reasonably comfortable with these. The office is now open on Monday, Tuesday and Wednesday with core officers in the office providing a face-to-face service. There is a maximum of 3/4 members of staff in the office at any one time.</p> <p>KH asked about how we are letting residents know when we're open. HC requested messaging across the estate so that leaseholders and their sub-tenants are also aware and also asked for posters outside of all blocks.</p> <p>HC said that we need to make sure that all the windows in the Devon Mansions stairwells are kept open during the pandemic. This can also go into the messaging to residents.</p>	<p>AO</p> <p>AO</p>
<p>7</p>	<p>Environmental</p> <p>a) Estate Inspections - repairs operatives were doing ad hoc inspections during lockdown. Since staff resumed coming back into the office the estate inspections haven't restarted but we need to get back to normal. The last inspection was 4 weeks ago and they should take place every 5 weeks. HC raise the problem of the gates leading to the basement areas around Devon Mansions not always being locked and if anyone falls as a result then we would be liable.</p> <p>HC asked for cleaning staff to be made aware of the importance of the gates being locked. AO advised that two dozen padlocks are on order. When they arrive the office will ensure all gates are locked and will monitor them via the repairs operatives and during estate inspections.</p>	<p>AO</p>

	<p>b) Vertical Garden - already covered. Necessary steps to be taken in an effort to address the Council's FRA requirements. It is the TMO's intention to outsource (through negotiation) the day to day management of VG to Gavin Jones.</p> <p>c) Major Works – Finance and procurement sub-committee to look consider recommendation in AO's report to be presented at its next meeting. AO clarified that LBS major works programme for Devon Mansions will have to be completed ahead of the TMO's decoration plans.</p> <p>d) Health and safety:</p> <p><input type="checkbox"/> Fire risk assessments update - already covered</p> <p><input type="checkbox"/> Accidents, incidents and near misses - None</p>	
<p>8</p>	<p>Community Engagement</p> <p>a) Residents' Communication - COVID-19 (including open windows in all blocks of Devon Mansions and Hartland House for air circulation). There were also discussions about the upcoming 2020 AGM; St John's Churchyard (pending Press Release).</p> <p>AH said that a new Act of Parliament allows for virtual AGM's to be held up to the end of September 2020. All other rules have to be followed to the letter but we can hold a virtual meeting. We have to file annual returns including audited accounts with the Financial Conduct Authority. What the FCA is encouraging us to do is to make use of their online portal which will allow for faster processing than paper returns.</p> <p>b) 2020 Annual General Meeting - this will be held in September and our annual return has to be no more than three months late to ensure there are no enforcement action against the TMO. HC said we are on target with the audited accounts. The final accounts will need to come to the board meeting on the 11th August for signing off although we can be flexible around this date and AO will chase the auditors tomorrow. The accounts need to come to the next Finance Sub within the next fortnight and we need to give our residents 21 days' notice of the AGM. AH reminded us that we need nominations at the AGM and need to give 28 days' notice to shareholders to be able to stand for the board.</p> <p>AO proposed the following dates for the AGM:</p> <p style="text-align: center;">Wednesday 23rd September Thursday 24th September</p>	<p>Finance Sub</p> <p>AO</p> <p>AO</p>

	<p>It was discussed and agreed that although our elderly residents are most likely to attend the AGM, they are also most likely not to have access to the internet. A potential way forward will be to use a combination of virtual and physical meeting. AO was charged with exploring the possibility of holding a physical meeting with which adheres to social distancing guidance. Should an appropriate space be identified, there will be no food or drink served. Also the room will need to have natural ventilation via windows. A potential location for suggested to hold the event is Browns at Butlers Wharf. AO to feedback.</p>	<p>AO</p>
<p>9</p>	<p>Governance</p> <p>a. HR Subcommittee - Staff changes update</p> <p>[REDACTED]</p> <p>(DB left the meeting at 8pm)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>b. Finance and Procurement subcommittee</p> <ul style="list-style-type: none"> • Management Allowance Review Report: STMOC are due to meet next Wed where the report will be presented to the group. 	<p>AO/PT</p> <p>AO/VS/ AS</p>

c. Correspondence / Leaseholder issue:

LBS Disrepair Correspondence

Disrepair - Stephen Douglass, Director of Communities, sent a letter to all TMO Chairs about an ongoing irregularity to do with the disrepair function. FCHS currently have 3 live cases but because of this letter we are managing these although we'd prefer the council to deal with them.

TMOs argue that disrepair is a retained function for the council and STMOC is discussing whether there is an allowance for the disrepair function. TMOs also argue that they should never have had responsibility for carrying out this function.

AH was asked to comment and said there are ongoing discussions within the council and some sort of report is going to make its way to the senior management team in Housing and Modernisation sometime in August. There will then be a formal communication going out which will come to STMOC.

AH

Leaseholder correspondence: Minutes on website; counts analysis.

The organisation received a request from a Devon Mansions resident to be provided with the TMO management board's minutes. They also queried why these are not up to date on the TMO's website. This is a governance issue which requires the board's consideration.

Board minutes on website

This is the legacy of the past when the board at the time had thought that it would be considered transparent to place minutes of its meeting on its website. The practical aspect of this presents a number of challenges – this includes the need to redact items which is a rather time consuming exercise.

When elected as board members at the AGM, individuals accept responsibility for the day-to-day strategic management of the organisation as per the rules. The rules are clear about requesting to see the minutes as a member – such member will need to visit the office to view/inspect the minutes. The rule does not allow for copies of the minutes to be taken away during such inspection.

The content of the organisation's rules should inform its decision on this item. It states:

The Board shall ensure that proper minutes are kept of all General, Board and sub-committee meetings of the Society. Such minutes shall include a record of those present and of any decisions taken and shall be available for inspection by any member and any Board member of the Society at all reasonable times.

The resident's request was acknowledged and was informed that the board will consider the request at its next meeting. .

Agreed position

The management board agreed to halt the placing of minutes of its meetings on its website going forward. Also, in line with the rules, residents are able to attend the office to inspect minutes.

All in favour of the above

AO to follow up with a response to the outstanding correspondence from resident about the above related item.

AO

There was a further email for consideration by the board in which the same resident seeks answers to a series of questions about the audited accounts for 2018/19.

General advice

There is a clear scrutiny path in place for the organisation's audited accounts. The process commences with the TMO's finance subcommittee who in turn recommend the audited accounts to the management board. Once approved by the board, the TMO's membership has an opportunity to ratify the accounts at its AGM. There are no provisions for an individual to scrutinise the audited accounts within the rules or MMA.

The above scrutiny path was agreed by the board,

AO to follow up with a response to the outstanding correspondence from resident about the above related item.

AO

d. Committee training and development

TMI training - all TMOs within Southwark have paid £1,000 each in advance for training and Richard Amoah (RA) sent out an email about training arrangements recently and asked for feedback by the end of July. TMO's should all prepare a training plan at the beginning of each financial year. Last year the TMI Team arranged training so that all TMOs covered what they needed to but due to the pandemic it has not been possible to continue with training.

All

RA is looking at whether or not to retain a portion of the Communication and Committee Allowance in order to provide training for the coming year. Alex asked us to think about this and to get back to RA by the end of July to tell him what we think although we can only do training remotely. AH said that RA is seeking for TMO's to continue to contribute as before.

	<p>AH explained that TMO's received £5,000.00 for Committee and Communications allowance plus £10.00 per property. AO asked if there were likely to be savings/economies if training are delivered virtually/online.</p> <p>AH said that there needs to be further work in development to shape the training. A re-circulation of the training documents from earlier this year so we can make a decision about our individual training needs. HR and Governance were agreed as important training issues for board members at FCHS.</p> <p>NFTMO Conference update - already covered</p> <p>e. Planning:</p> <p>1 Development of Annual Planner - AO has not added anything new to the annual planner since the last meeting. There are no upcoming social activities but he will populate the next 3 months which will include the AGM planning. We need to see a finished version of the annual planner as soon as possible.</p> <p>2 Business Plan- to be revised in light of the pandemic</p>	AO
10	<p>Report back from Council and other meeting - deferred</p> <p>Southwark Tenant Management Organisation Committee - STMOC will hold a Zoom meeting next Wednesday at 5.30pm</p> <p>Home Owner Council - no feedback</p> <p>London Bridge and West Bermondsey Ward panel - no meeting due to lockdown</p> <p>Potters Field Park Management Trust – upcoming meeting the week after next</p>	
11	<p>Any Other Business - none</p>	

There being no further business, the meeting ended at 7.55pm