

Minutes of the FCHS Board Meeting
held at 6pm on
Tuesday 16th May 2023
at Horselydown Offices, 2 Fair Street, London SE1 2XA

Attendees	Role
Ken Higgins (KH)	Chair
Godfrey Hamilton (GH)	Interim FCHS Estate Manager
Angela Simpson (AS)	Board Member
Modupe West (MW)	Vice Chair
Sabrina Francis (SF)	Board Member
Kathy Atkins (KA)	Treasurer
Ebun West (EW)	Board Member
Alex Heslop (AH)	TMI Team Southwark
Vanessa Shone (VS)	Secretary

	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 11th April 2023 The minutes were agreed as a true record.	
5	Matters Arising Item 5 (7c) - Cleaning issue at St John's - EW still to speak to GH about the address concerned. Item 5 (7) - Team London Bridge services around Lewes House. GH met with Jack from TLB who are going to put up decorative arches at the south end. These are being recycled and are coming over from the Manna Centre Park. Item 5 (9) - AH is on the lookout for Fire Safety Training at the council and it is expected to feature at NFTMO. AH is keeping an eye out for bespoke training for staff. Item 7 - water pooling on new balconies at St Olave's and St John's. GH spoke to [REDACTED], Estate Cleaning Supervisor. Its not a big problem as the water does drain away. However, MW saw backsurgng in the drains last week at St Olave's and it caused flooding on the balcony. Someone from the council did attend but by that time MW and her neighbour had brushed the water away.	<p style="text-align: center;">EW</p> <p style="text-align: center;">AH</p>

	<p>GH has asked Ade Adams to raise a works order to clear the drains. Water was falling directly onto the car park as there is no downpipe.</p> <p>Item 8: Castle Water discount to be pursued - L [redacted] still working on it.</p> <p>Item 8: Fair Street window boxes to be looked at - not progressed yet.</p> <p>Item 9: KH has not received any emails regarding training from Harold Markham recently but will forward them to everyone when received.</p>	<p>Pending</p> <p>Pending</p>
<p>6</p>	<p>Housing Service</p> <p>Performance monitoring - update</p> <p>We received a Rent credit as we achieved a 99.21% collection rate for the past year.</p> <p>We are allowed a 28 day turnaround for Voids so are below what the council asks of us.</p> <p>There remains one untidy tenancy with the council's Legal Team close to an agreement as we've made an offer to move the tenant from a 2 bed and there will be a payment plan to manage the existing arrears. The council is responsible for any enforcement action. They made a final offer to the occupier's solicitors. Direct payments have been received from Universal Credit and the debt won't appear on our rent roll.</p> <p>There were two rent arrears cases which were referred back to the council. Where agreements are in place then FCHS works with the tenants to avoid sending them back to the council.</p> <p>There is an ASB case where there is a closure order. This went to court in February 2023. The person is not allowed to stay at their flat for a certain amount of time. The TMO has an agreement to hand this over to SASBU when it gets to a high level. The individual was threatening the Cleaner so SASBU applied to the court for a closure order in February. The person was told to leave his flat for a minimum of 3 months but there was a duty to refer him to the Homeless Unit under the homelessness prevention act and he was placed in a hostel.</p> <p>The closure order ended yesterday and GH went to court again. He spoke with SASBU and they said they would seek an extension. A resident can be excluded for up to 6 months. The judge allowed the</p>	

	<p>person to get legal advice and the next hearing is on the 30th May. The resident cannot return to his flat before then and other residents in the block have had a peaceful time. SASBU needs to decide if there's enough evidence for an eviction order. Yesterday he admitted to dealing with things in the wrong way and there was contrition in his voice. He is on Universal Credit so his rent is paid. The council pays for the hostel.</p> <p>There are a number of low level cases going on concerning noise nuisance in Devon Mansions.</p> <p>Responsive Repairs Management - 184 repairs carried out</p> <p>There were two board meetings in the last quarter and we agreed to take January off due to the holiday season.</p> <p>Visitors to the office:</p> <p>75 in January 63 in February 69 in March</p>	
7	<p>Environmental</p> <p>a. Health and safety:</p> <p>b. Issues in Block 15 Devon Mansions - there is a rough sleeper in Block 15. Previously we had a rough sleeper in Blocks 21/ 22. In mid-March there were issues in Block 15 when someone broke into the roof space. GH asked him to leave, he did, and the door was re-secured. The person was then seen on the top floor landing smoking drugs. Blocks 14 and 15 are checked daily now as leaseholders have been complaining. Southwark Council agreed to replicate the doors at Blocks 20 and 21 for the rest of the blocks where there is internal roof access and this will involve Section 20 notices going out. The rough sleeper moved to Block 10, the Cleaners advise on him and Police have warned him. ■■■■■, Resident Involvement Manager, is dealing with the issue with both the Police and the Wardens involved and its expected to be an ongoing issue. There are some cleaning issues at this end of the street as the new guy is not very good. ■■■■■ does Blocks 1, 2 and 3 Devon Mansions, Fair Street Flats and St Olave's. SF asked him to clean the St Olave's stairs but at the end of the day he hadn't cleaned</p>	

	<p>them. [REDACTED] was on the estate inspection last Tuesday with GH and said he'd get St Olave's cleaned but it wasn't done. [REDACTED] is very good and does the middle blocks of Devon Mansions. [REDACTED] does St John's Estate and the cleaning is good.</p> <p>[REDACTED], Building Safety Manager, is to get his team to clean the Devon Mansions basements. The nosing in Block 3 Devon Mansions going down to the basement is hazardous and GH nearly tripped on it. Communal Repairs are responsible for this repair and its currently taped up with yellow tape.</p> <p>c. Accidents, incidents and near misses - VS sent GH an email earlier today from the Complaints inbox concerning an insurance claim. Communal Repairs are responsible for a repair outstanding since March 2023 and GH will chase it up with them. The complainant has called into 160 Tooley Street twice about the outstanding insurance claim and repair. She had a nasty fall outside of Block 2 Devon Mansions.</p> <p>d. Safeguarding - none</p>	<p style="text-align: center;">GH</p>
<p>8</p>	<p>Governance</p> <p>a) HR Sub-Committee Meeting - Update on Estate Manager - GH advised board members that it was his last day today at FCHS otherwise he will lose a job offer at Ealing Council. Following interviews on Friday 12th May 2023, we interviewed Sarah Armstrong, offered her the position of Estate Manager the same day, and she responded yesterday and accepted the role. She will have a start date of Tuesday 30th May 2023. Sarah will need to have a positive relationship with the council and with the board and we all need to keep the support of our residents. KH spoke about a Fair Street Flats neighbour's cooker blowing up and how Daniel assisted the resident in getting a new one through an application to United Charities in Druid Street.</p> <ul style="list-style-type: none"> New Team Leader - Yvonne Crossley started at FCHS yesterday, 15th May 2023. GH spent the whole day with YC and she was asked to look at improving the cleaning service. 	

	<ul style="list-style-type: none"> • Date of next HR Sub-Committee meeting - this is not needed for a couple of months. <p>b) Finance and Procurement feedback - Update from previous meeting held on the 27th April 2023 - the Auditors were here for two days last week. [REDACTED] [REDACTED] [REDACTED]</p> <ul style="list-style-type: none"> • New Web site provider - [REDACTED] wanted us to use the GGTMO provider at a cost of £11,000. GH found a better quote for £3,500. Daniel has worked on websites before so the existing providers will work with him. Safetech and Daniel will start a complete refresh as we need an active website where its currently static. Each block will have its own page. Community Noticeboards, minutes, AGM coming up, a leak somewhere as an example can be flagged up. Links to parking permits, rents, a general contact page where residents can report issues can be included. Photos to be updated including local landmarks. The development team are going to contact Daniel and the website could be ready in 2 or 3 months. The board will be sent previews of the website before it goes live. Safetech are who we are currently using and they may be able to attend the July 2023 board meeting. • Date of next Finance and Procurement meeting - to be advised <p>c) Social Events & Community Engagement Subcommittee updates - none</p>	
9	<p>Training</p> <p>NFTMO Annual Conference - 23rd to 25th June 2023</p> <p>The coach has been booked and we will share it with GGTMO. The leaving time is still flexible.</p>	
10	<p>Report back from Council and other meeting</p> <ul style="list-style-type: none"> • Southwark Tenant Management Organisation Committee - no meeting since December 2022 – AH expects a meeting in the autumn. 	

- **Potters' Fields Park Management Trust** - a new lady has taken over from [REDACTED]. If KA can't make a meeting she can deputise one of the board members to attend in her place.
- **Safer Neighbourhood Team meeting** -VS and KH attended the meeting on Monday 24th April 2023 at 7pm at the Bermondsey Village Hall. Issues raised included problems with drug use at the Two Bridges public house, also late night revellers sitting on the outside wooden benches as late as 4am which is disturbing residents in Block 3 Devon Mansions and Fair Street Flats. Councillor Sam Dalton was at the meeting and is taking up the issues with the Licensing Team.

London Bridge and West Bermondsey SNT ward Priorities are:

- Robbery / Weapons
- Vagrants ASB
- Abbey Street / St Saviour's Estate - Drugs activity

EW raised the issues of ASB outside of the Hop Kingdom premises very late at night including noise, shrieking, drugs and drinking after it has closed.

VS to invite Councillor Sam Dalton to next board meeting.

AH said that we can ask for a review of the licences in the local drinking places. We can all record dates and times of ASB.

- **LBS QHIP Scheme: Resident Participation Group** - there was a meeting on Thursday 11th May 2023 which GH and VS attended. [REDACTED] was there and acknowledged that the major works didn't go as well as they should have and agreed to an independent review of what happened during the works. The sunken garden came up and the vertical garden. Both were damaged due to the major works. The basement areas were discussed which are in need of cleaning. Two trees were broken in a resident's garden during works on St John's. GH will send details so that board members can have input into the independent review. There was also an issue of a leak from guttering at Block 1 Devon Mansions and multiple leaks from the new downpipes at Block 3 Devon Mansions. EW said that you can ski on the

VS

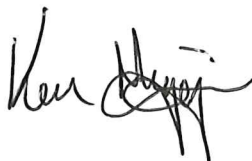
GH

	<p>balcony at St John's as its so slippery when it rains and she has to sweep the water away. The drains are blocked on St John's as well. Equans will be coming back at their own expense with cherry pickers for guttering repairs, etc.</p>	
<p>11</p>	<p>Any other business</p> <p>AGM - KH has sent an email to ██████████ regarding the internal decs and has not had a response yet and our AGM is in three months' time. We need to have a response if questions are asked at the AGM. We still need to study the report and to have time to respond to it. AH to chase ██████████ for this.</p> <p>The council have had the report since February. ██████████ asked if he could come to the February meeting to brief us on it but then didn't attend. He has since said he's not available to attend our meetings.</p> <p>KA has been asked by Team London Bridge if we would like to have a get together as Putting Down Roots are happy to work with people on Thursday mornings to grow vegetables in St John's Churchyard near the raised beds across from the table tennis pitch.</p> <p>KH has been looking at the AGM venue which could possibly be at 160 Tooley Street or at Team London Bridge or the Dixon's Hotel.</p> <p>VS said that the Continuation Ballot is taking place next year so we need to make sure now that the estate looks good and that the cleaning is taking place.</p> <p>KH said that the 13th June gives Sarah Armstrong a couple of weeks to settle in before the next board meeting.</p>	<p>AH</p>

There being no further business, the meeting ended at 8.10pm.

Date of next meeting - Tuesday 13th June 2023 at 6pm

Signed:



Ken Higgins (Chair)

