

**Minutes of Meeting of the FCHS Board
held at 6.30pm on Tuesday 20th March 2018**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Ina Negoita (IN)	Board Member
Jon Harford (JH)	FCHS Estate Manager
Tim Gadd(TG)	Treasurer
Maeve Campbell (MC)	TMI Monitor Southwark
Christine Nicholls (CN)	Secretary
Vanessa Shone (VS)	Board Member
Apologies	Role
Helen Cadwallader	Vice Chair
Victoria Maduaka	FCHS Service Development Manager

No	Agenda Item	Action
1	Welcome by the Chair	
2	Apologies and Attendance monitor Apologies: VM/HC Apologies for lateness: VS	
3	Declarations of interest and code of conduct None declared	
4	Minutes of Management meeting held on 16th January 2018 The minutes were read and agreed as a true representation and signed by the Chair.	
5	Matters arising Issue of duplication of fob keys: As discussed at previous meeting JH has been to Timpson to attempt to duplicate a fob key to open the security doors . JH confirms that it cannot be done.	
	Report back from Council and other meetings a) Southwark Tenant Management organization Following the Grenfell fire, Southwark Council has issued strict guidelines regarding the management of fire safety on the estates across the Borough. Some TMO's managers have expressed their concerns about the rigidity of those guidelines and their ability to impose	

	<p>and enforced them across all their estates. Views have been expressed that Southwark Management is heavy handed.</p> <p>Southwark Council Managers presented a report on the performance of TMO's. The report had not been presented to the TMO managers beforehand. TMO managers pointed out inaccuracies in the report in relation to data on the performance of some TMO's. In some cases, the data in defined areas did not match the TMO 's management reports.</p> <p>Action: To consider if the relationship with the TMO and Southwark should be identified as a risk in the business plan.</p> <p>Eva Gomez Resident Involvement Manager has contacted the TMO managers to invite them to a Dialogue Session with TMI team and Southwark Senior management on the 11th April in the evening in the Bells Garden Community Hall. This is to discuss the many changes to the composition of the TMI team and the wider context in which it operates. They are hoping to have three representatives per TMO. This would consist of the estate manager, the chair and an additional management committee member. CN has offered to attend with J H, T A and V M. JH to check if the TMO can send 4 representatives.</p> <p>b) Area Forum and Home Owner Council IN attended the Homeowner Council. It was a Conference for Leaseholders. 400 leaseholders apply to attend but the Council could only accommodate 276. The feedback received from attenders has been positive. There were representations from the Council, management and independent organisations. The organisation changes where explained. The main point is that the Council is merging the leaseholders and resident sections. It is felt that those mergers are not working efficiently as leaseholders and residents need representation for issues that are significantly different.</p> <p>c) Riverside Ward Panel there was nothing to report there hasn't been a meeting</p>	<p>All</p>
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	<p>d) Potter’s Field Management Trust. This item is dealt with under item number seven of the agenda.</p>	
7	<p>The Big Get Together Picnic Lunch June Community Event The STRA Core group met on the 7th of March and after a long discussion decided that it did not wish to go ahead with the Big Get Together lunch this year. The STRA Core group would like to discuss with the Fair Community TMO a mutually agreeable community event in 2019.</p> <p>Action: In the meantime, the TMO will explore ways to hold the community event in June for its residents.</p>	JH
8	<p>Manager update JH read the management report. Board members can refer to the full “Management report “and “Investing in Our Estates “. The minutes summarize the main points.</p> <p>a) Performance Rent collection at week commencing the 5th of March we had collected 99.06% of all rent due.</p> <p>Rent arrears the current level of arrears is £81,286.35. The trend has been upwards since early in the financial year largely because of the issues around welfare reforms already mentioned in previous meetings. The Council has recently handed a case back to the TMO which now has nearly £ 9000 in arrears following the Council’s own decision to withdraw legal proceedings against a suspected unauthorised occupant. JH will ask for the case to be withdrawn from the overall TMO performance</p> <p>The Council is also taking longer to accept cases that the TMO refer to them under the hand back procedure.</p> <p>V S joined the meeting at 7:30 pm.</p> <p>Repairs Of the 503 repairs orders 477 where completed within the target time (94.83%).</p> <p>Empty homes. At the end of February to void turnaround</p>	

<p>time is 21 days.</p> <p>Customer service</p> <p>At the end of February, we had received 23 complaints answering 20 within the 15 day timescales. We had received 12 member's enquiries with 10 answered within the 10 working days</p> <p>Simplification of the complaints procedure has happened.</p> <p>b) Business plan update</p> <p>Investing in our estates</p> <p>There have been several obstacles in starting the work on block 47 Devon Mansions. The final obstacle was in relation to ongoing legal action in one with one of the property. We are awaiting the court hearing on the 23rd of March 2018.</p> <p>JH has asked Keegan to produce an amended specification for our lower priority blocks.</p> <p>Lighting improvement has been carried out on St Olaves and Lewis house.</p> <p>Cleaner Safer Greener application was also lodged to increase the children's play area on St John's estate but this has been refused. Should the committee choose to do so it may be possible to fund this ourselves.</p> <p>Taking the service forward</p> <p>We have been supplied with licenses for information work. Staff are using mobile devices to system at work. Committee members will be moving to paperless meetings.</p> <p>We are on the verge of opening negotiations with Southwark on the adoption of the 2013 modular management agreement</p> <p>High-quality housing services for all residence</p> <p>As trial exercise, the TMO has opened negotiation with some neighbouring TMO's regarding provision of repair and maintenance of services. The TMO has ordered</p>	
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	<p>branded clothing for our repairs operative. JH is obtaining quotes to lease or purchase fleets vehicle to assist enough effort to offer a repair service to other TMO's</p> <p>Strengthening our communities</p> <p>We have held additional general meetings and made significant contribution to the picnic events.</p> <p>We have made several funding applications and continue to identify funding streams and will make application in the new financial year.</p> <p>Aware of the high cost of improving and redesigning our office space so that we can be all incorporated in an open plan design and be used as a community space we are considering if they are option to extend using a modular building system and will be meeting a supplier soon.</p> <p>Green and Healthy neighbourhood</p> <p>We have received funding for improvement and activities in the Pocket Park as part of a Dream Garden project in 2018 /2019.The plan is to continue to work with Avant- Gardening on the Dream Garden project to deliver the community activity and environmental improvements</p> <p>c) Briefing General Data Protection Regulation (GDPR)</p> <p>J H and VM attended the training meeting on the 8th of March 2018. The legislation on data protection will be introduced on 25th of May 2018. Implication in terms of how the organisation uses data, protect its data and in relation to the specific purpose of using the data will have to be addressed over the coming months. JH is already making changes to practice.</p>	
9	<p>Finance Report This item is postponed to the next committee meeting</p>	
10	<p>Health and safety Nothing to report</p>	
11	<p>AOB</p>	

11.	<p>a) Tenants and Residents Social Improvement Grant</p> <p>The application for the Dream Garden was successfully submitted last year to support the development of the Pocket Park. The TMO is looking to extend and apply for a further year.</p> <p>VOTE: The Committee agreed unanimously for the application to go ahead for an extension of the grant to continue to further develop the local area.</p> <p>b) NFTMO Conference</p> <p>To be held from 29.06.2018 to 01.07.2018 in Blackpool. Nominations for Early Birds discount by 29.03.2018 to JH</p>	
	<p>There being no further business, the meeting closed at 8.45 pm</p> <p>Date of next Board Meeting: Tuesday 17th April 2018</p>	All