

**Annual General Meeting**  
**Fair Community Housing Services**  
 held at the Hilton London Tower Bridge  
 on Wednesday 22<sup>nd</sup> September 2021  
 at 6.30pm (refreshments from 6pm)

<b>Guests</b>	<b>Representing</b>
Ray Williams	Auditor, Appleby & Wood London Ltd
Alex Heslop	Tenant Management Initiatives Team, Southwark Council
Richard Amoah	Tenant Management Initiatives Team, Southwark Council
Councillor William Hougbo	London Bridge & West Bermondsey
Councillor Damian O'Brien	London Bridge & West Bermondsey
Councillor Humaira Ali	London Bridge & West Bermondsey

<b>No</b>	<b>Item</b>
<b>1</b>	<p><b><u>Welcomes and introductions</u></b></p> <p>All of the guests were introduced and thanked for their attendance.</p> <p>Susan Powell was introduced to everyone. Susan joined us as a Temporary Housing Officer on the 8th September 2021.</p> <p>Alex Heslop continues in the post of FCHS's Monitoring Officer. Alex makes sure that board members and staff follow the Rules and the Management Agreement and helps us by liaising with various departments within the council.</p> <p>All 7 current board members were in attendance:</p> <p>Teddy Amoyaw          Oteng Asabre          Kathy Atkins          Ken Higgins          Vanessa Shone          Angela Simpson          Patricia Strobino</p> <p>Patricia Strobino, Chair, and Abiola Olatunji, Interim Estate Manager, gave a presentation on who FCHS is and what we do.</p>

<p><b>2</b></p>	<p><b><u>Minutes of the previous AGM held on Thursday 24<sup>th</sup> September 2020 and Matters Arising</u></b></p> <p>Access to minutes - for clarification, members can inspect the minutes to see that these records are being kept</p> <ul style="list-style-type: none"> <li>• <i>board minutes are confidential (in un-redacted form)</i></li> <li>• <i>AGM minutes are open</i></li> </ul> <p>The minutes were agreed as an accurate record.</p> <p>19 for 1 against 14 abstentions (not in attendance last year)</p>
<p><b>3</b></p>	<p><b><u>Presentation of Audited Accounts - 2020/21</u></b></p> <p>Ray Williams explained how the Auditors look at our systems and different areas of our work and do various random sample testing. If there is an anomaly then they look at that area in depth. Ray explained the accounts in detail and took questions from the floor. It was also noted that copies of the accounts had been distributed in advance of the meeting and are available on request.</p> <ul style="list-style-type: none"> <li>• Q. What are disrepair costs?</li> <li>• A. <i>Abiola explained about legal disrepair and how these costs can be recovered from the council as they are responsible for disrepair costs. FCHS carries out repairs then claims back the costs from the council.</i></li> <li>• Q. Communal lighting was £2,987 in 2020 and £952 in 2021. Why did the costs go down?</li> <li>• A. <i>Abiola said that it reflected in fixings like bulbs, not electricity costs.</i></li> <li>• Q. In the report of the management committee it says that they have opted to hand back responsibility for communal decoration works to the council. Where will the money go?</li> <li>• A. <i>Alex explained that external decorations money is ring-fenced. If the communal decoration works are handed back to the council then the ring-fenced money in the reserve funds will be handed over to the council. Alex explained that no external decorations can take place until the current major works are completed.</i></li> <li>• Q. The TMO has a pending court case. How much provision has been made for this in the accounts?</li> <li>• A. <i>Ray said that you would set a provision when you know the amount involved. You can only put it into the accounts when you can quantify it. Ray said he is aware of a legal case pending and referred to the Independent Auditor's Report of the organisation's affairs as at the 31<sup>st</sup> March 2021 which he read out for clarification.</i></li> </ul>

	<ul style="list-style-type: none"> <li>• Q. Communications concerning the legal matter - is it in the minutes?</li> <li>• A. <i>Patricia said that it is not in the minutes.</i></li>   <li>• Q. Are members of the TMO allowed to see that communication?</li> <li>• A. <i>Patricia said no but members may ask questions about any of the heads in the accounts.</i></li> </ul> <p>The accounts were ratified by the organisation's membership at the meeting.</p>
4	<p><b><u>Appointment of Auditor for 2021/2022</u></b></p> <p>Our recommendation was to retain the services of Appleby and Wood London Ltd again.</p> <ul style="list-style-type: none"> <li>• 31 votes in favour</li> <li>• 6 against</li> <li>• 0 abstentions</li> </ul>
5	<p><b><u>Annual Report for 2020/2021</u></b></p> <p>The report covered the period from 1<sup>st</sup> April 2020 to the 31<sup>st</sup> March 2021 inclusive.</p> <p>Patricia, provided a brief context of the period</p> <ul style="list-style-type: none"> <li>• The period was dominated by the public health emergency: COVID-19</li> <li>• Lockdowns and its impact on Core services &amp; environmental and Social</li> </ul> <p>She went on thank all residents for their support as well as all partners the TMO worked with over the period. Special thank you was extended to the management board for all their effort during a period of significant challenges within the organisation. She also thanked staff for the effort during the same period.</p> <p>This was followed by a presentation on the following areas:</p> <p>Housing Services Environment Community Engagement &amp; Training.</p> <p>Housing services – There was a presentation about the TMO' core services</p> <ul style="list-style-type: none"> <li>• Estate Cleaning</li> <li>• Grounds maintenance</li> <li>• Day to day repairs</li> <li>• Income collection</li> <li>• Tenancy management</li> </ul> <p>The presented also included information related to the TMO's performance against targets across these areas.</p> <p>There was a query about the complaints figures but the issues raised were:</p> <ol style="list-style-type: none"> <li>1) <i>council issues re major works which are a council retained function</i></li> <li>2) <i>from three years ago which would appear in the 2018 figures</i></li> </ol>

One resident said that she received prompt assistance when she complained. The issue was dealt with straight away.

Patricia said that we need to aim to let residents know if we are passing complaints over to the council such as major works, service charges, etc. Abiola asked residents to contact him if FCHS has said it's a council retained function and the council has then in turn said that it's a TMO retained function.

Councillor Hougbo thought it would help to email the residents to tell them who is responsible. They will then have an email to show to the council saying that they are responsible. Patricia said we need someone at director level at the council to liaise with.

- Q. Why wasn't the phone answered before 10am? When the phone was answered a member of staff told the resident to phone the council about the issue as it was a council retained function.
- A. *Patricia explained that staff were not coming in until 10am due to the pandemic in order to minimise their exposure to other commuters during the rush hour on public transport. It was noted that staff could be more proactive and report issues to the council themselves when it was not a TMO retained function.*
- Q. There was a query about cleaning standards.
- A. *Abiola advised that the TMO was working with the contractor to help improve standards. He went on to explain that residents could contribute towards driving up improvement by attending the weekly Estate Inspection on Thursdays at 11am. Timetable in all noticeboard and generally commence from outside the TMO housing office. The Cleaning Supervisor is usually in attendance.*

### **Community engagement presentation by Kathy Atkins**

There were limited opportunities to deliver the range of community focused events similar to those of previous years due to government guidelines and the series of lockdowns. The following represent some of the opportunities to engage with residents over the period.

- *A replacement of the annual Senior Citizens' Christmas Lunch 2020 with gift vouchers redeemable at Marks & Spencer and a large number of other organisations.*
- *Membership engagement in the form of a Special General Meeting held on the 25<sup>th</sup> March 2021*
- *FCHS' collaboration with United Charities ensured some of our most vulnerable members in the community benefitted from vouchers and gifts with a combined total value of over £4,500.*

- *Successful bids for the Neighbourhood Fund and Cleaner Greener Safer grants.*
- *FCHS partnered with Avant Gardening to secure funding and deliver on a number of gardening initiatives. The most recent of these was the Fair Street Pocket Park Workshop - sponsored by the Mayor's Fund.*
- *During Cleaner Greener Safer bidding it was requested that St John's Estate receives grounds maintenance.*
- *Q. Who can have membership?*
- *A. This will be explained in the Newsletter.*
- *Q. The lighting in Block 4 Devon Mansions comes on at 1pm and will increase the service charges for leaseholders.*
- *A. This will be looked into.*
- *Q. What is Abiola's status and hours?*
- *A. Patricia said that we hire Abiola as a service from another Southwark based TMO so she can't go into details. Abiola is at FCHS 2.5 days a week.*
- *Q. Are staff managed in the office?*
- *A. Patricia said that yes, staff are properly managed.*

### **Training - board oversight and coordination - Ken Higgins**

The TMO's Management Board place great value on training and development across the organisation and recognise that this will help attain a motivated, knowledgeable and engaged governance and operational team which in turn will result in positive outcomes and experiences for residents.

Training and development is important across the organisation and is a requirement of the Management Agreement. There is a dedicated allowance from the council which is reviewed and monitored. It is designed to ensure that membership and the organisation's operational team have the necessary skills and tools to run the organisation effectively.

There is a structured approach with Training Needs Analysis to collate information.

Some of the essential training on the menu includes: GDPR, equality, diversity and inclusion.

We also aim to engage with our members and hope to ensure they have access to training such as employability sessions in the future.

A snapshot of training sessions attended by Board/staff over the period include:

- Health and Safety

- Chair skills

	<ul style="list-style-type: none"> <li>- Treasurer skills</li> <li>- Committee skills</li> <li>- Safeguarding</li> <li>- Data Protection</li> <li>- Great Estates &amp; New builds</li> <li>- Anti-social behaviour management</li> <li>- Supporting People experiencing domestic violence</li> <li>- Secretary skills</li> <li>- Knowing your constitution</li> <li>- Unconscious bias</li> <li>- How to apply for funding</li> </ul> <p>Finally, the Council has a pool of free training and an online library which are available to all residents. These can be accessed via its website.</p> <p><a href="https://www.southwark.gov.uk/housing/housing-getting-involved/free-resident-training-and-online-library">https://www.southwark.gov.uk/housing/housing-getting-involved/free-resident-training-and-online-library</a></p>
<p><b>6</b></p>	<p><b><u>Vote to Continue for the year ahead</u></b></p> <p>Alex asked members to vote on whether they wished the TMO to continue for the coming year.</p> <ul style="list-style-type: none"> <li>• 22 in favour</li> <li>• 13 against</li> <li>• 1 abstention</li> </ul>
<p><b>7</b></p>	<p><b><u>Election of Officers</u></b></p> <p>Teddy Amoyaw, Vanessa Shone and Sara Brown have to step down in accordance with our Rules but can stand again for election. All members of the organisation can nominate other people or themselves.</p> <p>Modupe West nominated herself and was seconded by Ebun West but Modupe was not in the room.</p> <ul style="list-style-type: none"> <li>• For 9</li> <li>• Against 17</li> </ul> <p>Kathy Atkins nominated Vanessa Shone and was seconded by Oteng Asabre.</p> <ul style="list-style-type: none"> <li>• For 17</li> <li>• Against 1</li> <li>• Abstentions 0</li> </ul> <p>Ken Higgins nominated Teddy Amoyaw and was seconded by Angela Simpson.</p> <ul style="list-style-type: none"> <li>• For 14</li> <li>• Against 13</li> <li>• Abstentions 0</li> </ul> <p>Phillipa Ferreira nominated herself and was seconded by Angela Simpson.</p> <ul style="list-style-type: none"> <li>• For 22</li> <li>• Against 0</li> </ul>

	<ul style="list-style-type: none"> <li>• Abstentions 0</li> </ul> <p>Abiola advised that it was now 9.25pm and as such other items due for consideration today would need take place under a future General Meeting.</p> <p>Councillor Humaira Ali suggested that Desmond Vincent, new head of Major Works, be invited to the next meeting to answer questions about the major works currently in progress. Sonia asked about 24/7 parking and it was suggested that we could invite a Parking Officer to also attend the next meeting.</p>
8	<p><b><u>Raffle</u></b></p> <p>3<sup>rd</sup> prize      ticket number 176</p> <p>2<sup>nd</sup> prize      ticket number 132</p> <p>1<sup>st</sup> prize      ticket number 170</p>

**The meeting closed at 9.35pm and will meet again in October**