

**Minutes of the FCHS Board Meeting  
held on Thursday 11<sup>th</sup> April 2024  
at Horselydown Offices, 2 Fair Street, London SE1 2XA  
at 6pm**

Attendees	Role
Angela Simpson (AS)	Board Member
Ken Higgins (KH)	Chair
Sarah Armstrong (SA)	Estate Manager
Modupe West (MW)	Vice Chair
Sabrina Francis (SF)	Board Member
Alex Heslop (AH)	Monitoring Officer - TMI Team
Vanessa Shone (VS)	Secretary
IN	Observer – previous board member
Apologies	Role
Ebun West (EW)	Board Member

	Agenda Item	Action
1	<b>Welcome and introductions</b> - an ex-board member was in attendance as an observer and joined the meeting at 6.15pm	
2	<b>Apologies and Attendance Monitor</b>	
3	<b>Declarations of interest</b> - none	
4	<b>Minutes of the previous meeting held on Tuesday 7<sup>th</sup> March 2024</b> The minutes were agreed as a true record.	
5	<b>Matters Arising</b>  <b>Item 5: Castle Water</b> - we don't get a discount for low usage but we could look into having a water meter for the office  <b>Item 8:</b> MW will contact KA by telephone  <b>Item 12:</b> we need to contact at least two providers who can assist with the Continuation Ballot	 <b>SA</b>  <b>MW</b>  <b>SA</b>
6	<b>Housing Services</b>  <b>Performance monitoring - update</b>  Rent collection YTD is standing at 96.87% which is below the 98% target. The Housing Officer has made some rent arrears referrals to Southwark Council. It has been found that some Universal Credit payments are going into a suspense account instead of a tenant's actual rent account where the Universal Credit service has used an incorrect rent account reference number.	

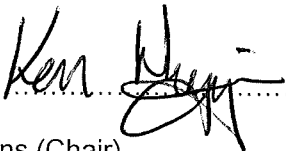
	<p>Voids - we had 3 Voids with a YTD turnaround performance figure of 23.33% (28, 21, 21) against a target of 28 days.</p> <p>Southwark Council are going after possession of a property where there was previously a closure order. This is due to ASB and Legal will be going back to court.</p> <p>Rough sleepers continue to be found on the estate.</p> <p>We have a hoarder who may have had their gas supply disconnected yesterday by Southern Gas Network as one other resident in the block contacted the office to say that they had been disconnected. SA and the Housing Officer, along with the London Fire Brigade, have been to the property and have spoken through the front door to the resident. The Hoarding Panel are also involved and we are waiting to hear from the Legal Team.</p>	
<p>7</p>	<p><b>Environmental</b></p> <p>a. <b>Health and safety</b> - no issues</p> <p>b. <b>Accidents, incidents and near misses</b> - none</p> <p>c. <b>Safeguarding</b> - no issues</p> <p>d. <b>Art installation corner Devon Mansions and Tower Bridge Road (Vertical Garden)</b> - there is a crack in the building so this has gone to the Major Works Team. There is also a Disrepair case with one property. Workers were seen on the Vertical Garden last week.</p> <p>e. <b>Cleaning</b> - the 12<sup>th</sup> March 2024 meeting at the FCHS office was cancelled by R [REDACTED] P [REDACTED]. There was then a meeting the following week with R [REDACTED] P [REDACTED] and M [REDACTED] M [REDACTED] in attendance and staffing changes were updated by R [REDACTED]. He also advised that there had been a problem with the bin lorry not having access to bins due to a resident being allowed to park their vehicle in the way. R [REDACTED] will ask for the lines to be changed so that the waste vehicles can get in and out. Another cleaning meeting will take place next week.</p>	
<p>8</p>	<p><b>Governance</b></p> <p>a. <b>Audited Accounts</b> - our Auditors emailed these to the FCA but were told to submit them via the FCA portal instead. SA then contacted the FCA's office and was told that on this occasion the accounts would be accepted by email.</p> <p>The observer raised a point of order for Southwark Council to respond to and was directed to email Southwark Council directly. The observer also queried that we sent off our 2022/23 Audited Accounts without them being voted on at the AGM. AH said that the board are elected officers and have done the right thing. The audited accounts and balance sheet are presented at the AGM in accordance with</p>	

	<p>Rule 13. As per Rule 50, the Auditors will be invited to attend the AGM. The accounts are not voted on at the AGM.</p> <p>KH advised the meeting that the accounts will go online on Tuesday 16<sup>th</sup> April 2024. Invitations to the AGM will be sent out on the 16<sup>th</sup> April. The AGM will take place on Friday 3<sup>rd</sup> May 2024 at the Dixon's Hotel, Tooley Street.</p> <p><b>b. Social Events &amp; Community Engagement Sub-Committee</b> - KA had a successful Cleaner Greener Safer bid for £3,800 for us to do some gardening improvements on our estate. We need to do the work ourselves so can arrange a special day where our residents can take part in the improvements.</p>	
9	<p><b>Training</b> - check on the website for training and the NFTMO Conference is taking place between the 28<sup>th</sup> June and 30<sup>th</sup> June 2024 at Stratford-upon-Avon.</p> <p>5 board members and 2 members of staff have volunteered to attend the NFTMO weekend this year.</p>	
10	<p><b>Report back from Council and other meetings</b></p> <p>a) <b>STMOC</b> - the next meeting is on Wednesday 24<sup>th</sup> April 2024 at 5.30pm at 160 Tooley Street</p> <div data-bbox="220 996 1241 1301" style="border: 1px solid black; padding: 5px;"> <p>Suggested agenda items as at 03/04/2024:</p> <ul style="list-style-type: none"> <li>• Responding to the shortfall in the external decorations funds</li> <li>• Frequency / cycle of future STMOC meetings</li> <li>• EWSI certificates Building Safety</li> <li>• Update from TMO Managers Meeting</li> <li>• Update from TMO Chairs Group meeting</li> </ul> </div> <p>b) <b>Potters Fields Park Management Trust</b> - no update</p> <p>c) <b>Safer Neighbourhood Team Meeting</b> - KH and VS were unable to attend as there was a change of venue. The next meeting is on Tuesday 14<sup>th</sup> May 2024 at 7pm at the Magdalen TRA Hall, Purbrook Street SE1.</p> <div data-bbox="220 1592 1241 1861" style="border: 1px solid black; padding: 5px;"> <p><b>Your Ward Priorities</b></p> <ul style="list-style-type: none"> <li>• <i>Robbery / Weapons</i></li> <li>• <i>Vagrancy: ASB</i></li> <li>• <i>Abbey Street / St Saviour's Estate</i></li> </ul> </div>	

	d) <b>Fair Street RPT</b> - no meeting	
11	<b>Communal Decorations</b> - we handed back £1,000,000 to Southwark Council in March 2024. We have still not had sight of the BDO report. We are told it is with the Strategic Director who will want to meet with us to discuss repayments.	
12	<b>Continuation Ballot</b> - we need an independent agency to carry out the ballot. KH and SA will meet on Tuesday 16 <sup>th</sup> April 2024 during the afternoon to discuss this. We can get recommendations about providers from other TMO's and will need at least two quotes. Secure tenants and leaseholders can have a vote. Leaseholders' sub-tenants are not entitled to a vote although they can have membership of the TMO.  The AGM vote on whether to continue is an indicative vote as to whether to continue and is for members only.	
13	<b>Any other Business</b> - there are serious IT issues at the Fair Street Office so Southwark Council will pay for laptops and staff can then go into 160 Tooley Street if necessary. The IT problems have been very noticeable since January 2024. Today SA was unable to print the paperwork for tonight's meeting and AH had to print them off.  The next board meeting will take place a week early in order to follow on within two working days of the AGM.	

There being no further business the meeting ended at 7pm.

Next Meeting - Tuesday 7<sup>th</sup> May 2024 at 6pm

Agreed ...  .....

Ken Higgins (Chair)