



Minutes of AGM held on Wednesday 5 October 2018

commencing at 7.00 pm in the TMO Meeting Room

**Present:**

**Residents:** Kathy Archbold, Martin Awah Atanga, Matilda Awah Atanga, Ursula Deniflee, Barbara Sweet, Boyd Walters, Zoe Kennedy, Philippe Chery, Steph Walker, Dana Tabaquinho, Alex Tabaquinho, Irene Keane.

**Southwark Council Housing Staff:** Alethea Dougal, Tenant Management Initiatives

**Auditor:** Peter Ludlow, Appleby and Wood Accountants

**TMO Staff:** Linda McLaughlin, TMO Manager

**1. Apologies:**

Apologies were received from Roger Sweet, Mark Wraith, Ahmed Serroukh, John Kennedy.

**2. Minutes of previous AGM**

The minutes of the AGM held on 4 October 2017 were presented to the meeting and Zoe Kennedy, Secretary of the TMO signed them off as an accurate record of the meeting.

**Matters arising**

The council had been contacted about the trees and pruning and they attended twice and pruned the trees.

TMO had included an article about DIY, noise and acceptable hour sin a newsletter.

**3. TMO Membership and voting**

Zoe checked that all were members. Becoming a member gives you the right to vote on decisions at the AGM and join the Board.

**4. Financial Report and Annual Accounts**

- a. Peter Ludlow, Appleby and Wood Accountants introduced the Audited Accounts which ran from April 17 – March 2018. He highlighted on page 4 the drop in management and maintenance allowances from the council and the future loss of income from the Radio Mast.
- b. He advised that the flat rate VAT scheme used by the TMO was positive and had allowed them to make a saving of £1,939.00. This will vary from year to year, but to-date had worked in the TMO's favour.
- c. Expenditure – Moorepay had charged the TMO a considerable amount to include pension contribution in their services.
- d. The balance sheet was described, and an explanation of fixed assets was given.
- e. The TMO was in a strong financial position. However, the board would have to be mindful of the reduction in Management & Maintenance allowances and the loss of the radio mast income. It would be challenging to make savings, but it could be done. The auditor

congratulated the Board and its finances. He thanked Linda McLaughlin for her help, hospitality and bookkeeping.

- f. The audited Financial Statements for the Year ended 31 March 2018 were received and accepted on a unanimous vote as a true and fair account.
- g. The appointment of Appleby & Woods as an auditor was accepted on a unanimous vote and the meeting thanked Peter Ludlow for his work.

## 5. Chair's report

Philippe, the Chair, presented his report. Our achievements in 2017/18 includes:

- Rent arrears down to 1.1%. This had taken considerable effort given historic arrears and new arrears as Universal Credit affected residents.
- Office now open 4 days a week with hours advertised on website and notice boards.
- Generating a surplus fund of £123,560.00 for use on improvements to the block
- Distributed a Christmas hamper to our elderly residents and those affected by Universal Credit who were using local food banks.
- Bathroom light replacement programme – started replacing bathroom lights with LED lights for elderly & disabled residents as the light bulbs are difficult to replace.
- Ursa applied for and won a grant of £1000 to install a picture hanging system to rent out the meeting room as an art gallery – all money collected goes back into residents funding. There's been 2 successful shows with local Southwark artists. We've got a booking for next year which will generate £250 for a week's hire.
- Ursa applied for and won a £750 grant for more garden equipment and a gazebo. We used this on the consultation evening and the open allotment day.
- Open allotment day attended by more than 150 local people
- Set up bi-monthly meeting with the Isabella Street bar managers regarding noise and ASB
- Small repairs completed for residents, even if it wasn't TMO or Council responsibility eg cracked bathroom sink. We are a TMO and it's important that residents see the benefits.
- Social event such as bonfire and Halloween film night were very successful and enjoyable.
- Telecom Mast on the roof was removed painlessly
- Board member attended National Federation of Tenant Management Organisation's national conference in Blackpool
- Given advice to new TMOs
- Tenancy checks of council tenants – 100% complete
- Signed up 3 new tenants and TMO members.

## Issues/Challenges

### Leaks

There have been several leaks over the year – in the past these were reported to LB Southwark and repaired. However the Board acknowledges the recent leaks were problematic; it took a long while to identify the sources of the leaks, LBS were going to repair the leaks but then decided at the last minute it was not their responsibility to repair. There were other delays through after health & safety issues were raised. The leaks have now been sorted and the TMO has learnt valuable lessons in how to spot the location of the repairs.

Philippe reported that a formal complaint had been made to the LB Southwark . The TMO had asked to meet with the Director of Housing to bring to his attention 1. the failure of LB Southwark to abide by the Management Agreement, 2. the lack of communication from his department and 3. leaving Southwark residents with water flowing into their bathrooms.

### **Cleaning services**

Kwaku had retired due to ill health. Until he retired he was ill for several months which left the TMO Manager trying to find temporary cleaners to cover. Although we were using a temp agency, Linda spent considerable time explaining the cleaning schedule only for the cleaner not to turn up the next day. In the end we asked several cleaning contractors to provide a service on a temporary basis while the Board decided what action to take. This also had an effect on finances as we were paying for both sick pay and a temporary cleaner for several months.

The Board decided that using a cleaning contractor provided a constant service as, in the event of illness or holidays it is the cleaning contractor's responsibility to provide a substitute eg Marcia was ill and Esskay provided 3 people on site to carry out in 1 hour the normal 3 hour cleaning. Although it is a more expensive service than employing our own cleaner directly, it does provide a continuous service. After tendering the service, we appointed Esskay but we will keep the service under review.

### **Rough Sleepers**

Recently there has been trouble with rough sleepers again. We have worked with Better Bankside wardens and the Police to remove the rough sleepers from the building. It was reported that intruders were climbing to the 2<sup>nd</sup> floor to gain access to the building to let others in front door – usually to take drugs. In response we have painted anti-vandal paint on concrete and railings. We have asked and just been given permission by LBS to extend second floor railings to ceiling which will prevent access. We are also looking at first floor railings to see whether they should be changed to restrict access and stop them being used as a climbing frame.

Priority for next year is to keep arrears low and install the gate,

## **6. TMO Performance 2016/17**

Ursa Deniflee, Treasurer, advised that the LB Southwark has Key Performance Indicators (KPI) which all TMOs and LB Southwark measured themselves against. Ursa reported on Styles performance which she advised Styles House TMO either slightly bettered or matched LB Southwark's performance.

Alethea highlighted that Styles House and the other TMOs significantly bettered LB Southwark's performance and tenant satisfaction with TMOs is higher than other council tenants.

Ursa presented a report from the TMI Team which included comparison graphs to show Styles House , other TMOs and LB Southwark's' performance.

**7. Resolution to continue**

There was a unanimous vote to continue the TMO.

**8. Election of the Board (chaired from this point by Alethea Dougall)**

There was a unanimous vote to re-elect existing board members.

**9. Continuation Ballot**

Zoe advised that every 5 years the TMO is required to have a formal ballot to ask ALL residents whether they are happy for the TMO to continue. This is a formal ballot, with a ballot papers. Alethea commented that at the AGM shareholders voted for the TMO to continue but the Continuation ballot was a ballot of all residents whether a shareholder or not.

Meeting discussed whether Leaseholder tenants could vote; Alethea confirmed that absentee leaseholders would have a vote. Whether private tenants could vote would depend on our Rules. Linda agreed to check the rules.

**10. Development**

Linda provided a report on the outcome of the gate consultation. The majority of residents preferred option F. The meeting agreed that non-resident garage users should be charged a higher premium for a fob to the gates. Several questionnaires had raised the issue of the Joan street entrance and that intruders could use this gate. Linda advised that originally, she had not included the chalets in the consultation as it concerned the car parking gates on Hatfields. However, she now needed to consult Joan Street residents and would commence that shortly.

The meeting confirmed that the purpose of the new gates were to increase security and stop intruders and that meeting car owners' requirements was not the primary aim. Zoe advised the meeting that LBS had given the TMO permission to extend the railings on the 2<sup>nd</sup> floor landings to the ceiling to stop intruders climbing up and gaining entry. Dana asked if the TMO still intended to carry out work to the bin area. Philippe confirmed this was on the agenda after the gates were completed.

**11. Proposed Development Update**

Zoe updated the meeting on events to-date including LB Southwark's recommitment that no building will take place without residents agreeing to it. Zoe proposed that resident meet with Councillors on site to express dissatisfaction with TfL's proposals and press the councillors to support the TMO's plans to build more council housing in a much more sympathetic manner. It was not fair that resident in chalets did not know what was going to happen after so many years. Meeting to take place in 3-4 weeks and advertised in newsletter

**12. Planning for future events**

Steph suggested the TMO organise an outing for residents. Meeting discussed a subsidised trip to France. Agreed to ask for interest amongst residents and to raise with other TMOs .

Boyd advised he will organise a winter event.

**13. Tenant & Residents Association (TRA)**

There were no issues.

14. **AOB**

- a) Linda reminded everyone to sign the attendance sheet and provide their email as in future will email papers to people rather than waste papers.
- b) Martin reported that communal door of 48-56 did not close when you exited the building.