

Styles House TMO Board Meeting

12th October 2016
TMO Meeting Room

Present : John Marenghi (LBS) and Joe Coggins (OCO), Philippe Cheri, Michael Conlan, Ursa Deniflee, Cristene Van Jaarsveld, Zoe Kennedy (Minutes), Richard Walsh, TMO Manager	Apologies: Karen Illingworth, Tracy Stedman
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AGREED ACTIONS from previous meeting

NAME	TASK	When
RW	Chase drain clearance. Done half of it, need to do the other half.	To be done
TS/RW	Can print rent statements, but TS supports us getting a Council printer, Richard to chase	Asap
PC	PC to arrange purchase of projector, up to £400. Will show he has compared sites.	To be done
UD	Hard drive – Ursa will do some quotes for cloud storage	Done
PC	Quote for office redecoration – have had an offer of corporate volunteers. They could do the decoration. Had an offer of volunteering from a resident, Richard to get confidentiality form from Mahmood.	Ongoing

Item	Topic	Actions
1.	Apologies: As above	
2.	Declarations of interest: Richard works for the TMO	
3.	Minutes of Last Meeting: Agreed	
4.	Board Meeting Minutes sign off: Done	
5.	Matters Arising: Tenancy check, done 9 so far PDR, asking us to sign a contract, Philippe to meet with them later this month Richard to chase finance subcommittee meeting and get on website. Alex to contact Fair Community Zoe to bring disciplinary procedure to next meeting Richard to do list of outstanding policies and procedures so we know what needs to be done.	RW PC RW AT ZK RW
6.	Elections: Zoe, secretary, Cristene VC, Philippe Chair, Ursa Treasurer Everyone needs to sign TMO Board Member paperwork, Richard to make available for people to come in and sign TMO forum – Michael to attend, Cristene deputy. The TMO will not be sending someone to the area forum as it does not have the resources to do so.	RW MC All to note

7.	<p>Heating</p> <p>There have been problems for the last six months with the heating going on and off. No one understands the system. People can't make the central heating work.</p> <ul style="list-style-type: none"> • There are poor communications and residents and the TMO Manager are having to raise repeated orders for the same flat, e.g. 46, OCO to look at order history. • Call Centre, issue with district heating calls. If one person calls in they treat as a dwelling problem, if get multiple calls will treat as plant issue. • Transducer/index circuit re noise issue to be checked carefully • Concern about the repeated leaks, is it linked to the noise issue? LBS says it wasn't related, was more of a plumbing issue. • Do a letter drop asking people to check their immersion is off. • Will do a 10% check on operations of controls • OCO to do a site visit with Richard and look at a flat • Will get Styles House updated for summer/winter info 	
6.	<p>Bank Account</p> <p>Need to get new signatories – Philippe, Barbara, Ursa, Alex, Zoe</p>	ZB/PC
7.	<p>Development Update</p> <p>Meeting on Wednesday 2nd November 2pm</p>	
8.	<p>Door Entry system</p> <p>Meeting on 19th, Richard to put quotes into a table</p>	RW
9.	<p>Business Plan</p> <p>Richard to send to Alex to get on the website.</p> <p>Reviewed the action plan, and will review again for next year</p> <p>Would like an action plan, that someone leads on.</p>	PC/RW
10.	<p>Business Continuity Plan</p> <p>Weakness is storage of data, will redo and then review at next meeting and sign off.</p> <p>Will be part of the HR/HS sub</p> <p>Richard to write to people to ask if they object to being included on the emergency plan</p> <p>Agreed to buy hi vis, torches, couple of foil blankets.</p>	RW
11.	<p>Manager's Report/quarterly report –</p> <p>Quarterly report due</p> <p>Highlight report – put on agenda for next meeting</p> <p>See managers' report</p> <p>Kwaku to do 8-11 rather than 9-12</p> <p>Agreed living wage pay rise</p> <p>Water rates – the council has not done the refund for accounts they manage, Richard to raise urgently.</p> <p>Next newsletter – Xmas</p> <p>New board members have to complete declaration of interest form and provide other info</p>	RW ALL
13.	<p>AOB</p> <p>Richard to do reminder for 19th October front door meeting</p> <p>Induction for new board members – Richard to arrange between Boyd, Philippe and Ursa. Suggesting 19th at 1pm.</p> <p>Lights in the front garden – will get a quote from electrician</p>	RW RW/PC

	Need to ensure we follow the proper process when spending money, particularly paying attention to the procurement contract.	
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Next planned meeting: 14th December 2016

Venue: Meeting Room

Minutes agreed on: 14 December 2016

Signed (Chair): *Philippe Chery*