Styles House TMO Board Meeting minutes 11th September 2019 TMO Meeting Room

Present:, Philippe Chery (PC), Barbara Sweet (BS), Alethea Dougall LBS (AD)	Apologies:
Linda McLaughlin TMO Manager (LMcL), Kathy Archbold (KA), Zoe Kennedy	Ursa Deniflee (UD), Boyd
(ZK), Mark Wraith (MW)	Walters (BW)

AGREED ACTION from previous meeting

NAME	TASK	Due date
Linda	Linda to contact final ground floor occupant concerning fire resistant	Sept 2019
	door mat	
Linda	Purchase fire door labels for each floor	COMPLETED
Linda	Look for more electrical contractors	ongoing
Linda	Shed & storage now under remit of new development	CLOSED
Linda	Bank account with debit card - put in writing to Alethea	Outstanding
Linda	Bike storage – raise as part of new development	CLOSED
Linda	Circulate LBS training courses when rcvd	COMPLETED
Linda/Zoe	TMO allowances – Linda to send out draft	September 2019
Althea	New garden waste service – signed up but not being collected. To be	September 2019
	chased by Althea	
Zoe/Linda	Zoe to propose new policies on GDPR	November 2019
Linda	Add final amendments to approved Business Continuity Policy and	COMPLETED
	circulate to Board members/ Linda to store emergency contacts on USB	
	stick	
Linda/Kathy	Paint 1 SH front door. Check with Kathy colours	outstanding
Alethea	Re-check with LBS status of duct repair and cleaning of vents	Sept 2019
HR/Linda	fire safety report recommendations – revise draft policy.	November 2019
Philippe	Signage for gate with visual instructions to Joan Street	Completed
Linda	Installation of new door entry system	Completed
Linda	Write to all board members re training needs	July 2019
Linda	Contact LBS for advice on breach of quiet enjoyment	Completed
Linda	Hold parent & baby event in garden	Summer 2019
Linda	Amend Financial Standing orders to include new Board delegated	October 2019
	authority re write offs to Board and seek LBS approval	
Ursa	Monitor Metro high interest time frame for withdrawal	Completed
Ursa/Linda	Liaise on funds for security gates	Completed
Alethea	Provide additional USB sticks	Completed
All/Linda	Commence Kitemark Scheme	September 2019
Linda	To obtain quote for lobby lights to be linked to a timer	COMPLETED
Ursa	Investigate water filter that can be plumbed in.	
Linda	Produce gate Q&A information for all residents	COMPLETED
Boyd	Approach LBS re idea for design of new development (knocking down	COMPLETED
	tower)	

Linda	Contact fibre optic companies re current status	С
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1.	Declarations of interest: Linda works for the TMO. Alethea works for LB Southwark	All
2.	Minutes of Last Meeting: Agreed	All
3.	Board Meeting Minutes sign off: Completed	All
4.	Matters Arising: see agreed action table	
5.	Governance	
	1. Legal disrepair protocol – draft policy	
	Board were not satisfied that it was the responsibility of Styles House to	
	manage and pay for disrepair claims. Agreed need to have a discussion with	
	other TMO's, particularly around counter claims on arrears cases. Board to	ALL
	review policy and feedback	
	2. Finance	
	No update	
	3. Board workload	
	There were a lot of meetings and issues to take account of: Regular Board	
	meetings and work, Kitemark and the proposed new development. It was	
	agreed that Linda would provide a list of meeting dates to assist in the planning	LMcL
	of workloads and pinch points.	
6.	2019/20 Q1 Income v expenditure Report	
	Board approved report	
7.	TMO MANAGER'S REPORT	
	Board accepted report	
8.	Workplan 2019/20	
	Philippe and Linda were in the process of drafting Linda's work programme and	
	target for 2019/20. Board to pass to Philippe any ideas or contributions.	ALL
9.	Fire safety	
	No update	
10.	Maintenance report	
	1. Communal lights	
	As all lights are on a timer aside from lobby lights on each floor, Linda to email	LMcL
	Michael Driscoll to see whether it was necessary for these lights to be on 24 hours.	
	If not could Styles House install a daylight timer.	
11.	Report back from meetings/Training	
	Philippe reported back from the NFTMO conference in Blackpool. He advised that	
	Zoe had also attended at a reduced cost as JMB had a spare place. TMO's 100% yes	
	ballot vote was mentioned & applauded but TMO did not win any awards.	
12.	Training plan	
	There is some excellent training coming up, which is already paid for: the Board	
	should go, managers can also attend.	
	Philippe – Complaints and Appraisals	
	Zoe – Unconscious Bias	
	Linda to review and book	LMcL
13.	Anti-Social Behaviour	
	There are ongoing anti-social behaviour (ASB) issues. There is lots of work taking	

	place in the background and the police has attended on several occasions. However, there is insufficient evidence to act. Linda receives limited information. Linda to write to residents and provide a diary for evidence. Letter to out this week	LMcL
14.	AGM	A 1 1
	Four weeks to go. Board members agreed to meet after the meeting to organise refreshments etc.	ALL
15. 16.	Development Update 1. Gate/lobby Gate is ordered. Going ahead with it being set back, to create a space for cars to park and contact residents. Agreed to put Styles House on the gate. 2. TFL and redevelopment TMI will not pay for RLO Arts project This weekend	
17.	Tenants and Residents association Nothing	
18.	AOB Roof access request - agreed District heating review information provided Agreed that Zoe can claim cost of parking for attending conference in Brighton.	

Next planned meeting: 27th November 2019 Venue: Meeting Room

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Date:

Philippe Chery Chair