

Styles House TMO Board Meeting minutes  
30 March 2020  
Zoom Meeting

<b>Present:</b> , Philippe Chery (PC), Linda McLaughlin TMO Manager (LMcL), Zoe Kennedy (ZK), Mark Wraith (MW) Ursa Deniflee (UD)	<b>Apologies:</b> Barbara Sweet (BS); Kathy Archbold (KA) Tracy Stedman (TS)
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**AGREED ACTION from previous meeting**

NAME	TASK	Due date
Zoe/Linda	Zoe to propose new policies on GDPR for all TMOs following training	June 2020
Alethea	Re-check with LBS status of duct repair and cleaning of vents	Ongoing
Alethea/Linda	Communal lights & timer query. Meet with LBS	June 2020
Linda	Write to all board members re training needs	Outstanding
Linda	Amend Financial Standing orders to include new Board delegated authority re write offs to Board and seek LBS approval	COMPLETED & further amendments made.
Linda	Written procedure for taking cash rent payment	April 2020
Philippe/Linda	Plusnet – wind up system and commence using Hyperoptic	March 2020
Philippe	Purchase large mats for hallway	May 2020
Linda	Organise Board mtg for end of April/choose date using a doodle poll	April 2020
Ursa/Linda	Liaise to transfer money to cover Silk & Mackman invoices	April 2020
Linda	Call vulnerable residents twice a week	Apr/May
Zoe	Submit grant application for food boxes	April 2020
Linda	Contact residents re food box preferences	April 2020
Zoe/Phillippe/ Linda	Investigate suppliers and cost of food boxes	April 2020
Philippe/Linda	Produce newsletter	April 2020
Linda	Check Asbestos register re 17 SH	April 2020
Zoe/Phillippe/ Linda/Neal	Meet as Development subgroup to discuss housing needs/size of properties	April 2020
Linda	Confirm with affected residents LBS housing needs assessment	April 2020
Linda	Draft TA letter to bank	April/May 2020
Linda	Bank account with debit card - put in writing to Alethea	COMPLETED
Linda/Ursa	Order raised to paint 1 SH flat door. Check colour Ursa	COMPLETED
Linda	Respond to LBS re legal disrepair responsibility	COMPLETED
Board	To discuss LBS disrepair policy & proposals following LMcL's disrepair training.	COMPLETED
Linda	Hand back of front door responsibility – LBS advise not possible to select 1 repair item – it's a package.	COMPLETED
Linda	Explore alternatives to Pockit	COMPLETED
Linda	Board members to be admin workers for WhatsApp group.	COMPLETED
Linda	Replace bathroom light 12 SH	COMPLETED

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Linda	Look for more electrical contractors	SUSPENDED
Philippe	Improve appearance of dog area - up to £500	SUSPENDED
Linda	Obtain Quote from gardeners	SUSPENDED
Philippe/Linda	Purchase dial in facility if unable to attend meeting	SUSPENDED
Philippe/Linda	Investigate purchase of full version of Office 365	SUSPENDED
Philippe/Linda	Purchase new laptop	SUSPENDED
Philippe/Linda	Purchase wireless mirror dongle	SUSPENDED

1.	<b>Declarations of interest:</b> Linda works for the TMO.	All
2.	<b>Minutes of Last Meeting:</b> Agreed	All
3.	<b>Board Meeting Minutes sign off:</b> Completed	All
4.	<b>Matters Arising: see agreed action table</b>  It was agreed to suspend some matters arising pending the end of lockdown. New dates for action will be agreed with Board and/or Chair when office re-opens.	
5.	<b>Governance</b>  <b>1. Meeting dates and times</b> It was agreed to consider holding a Board meeting at the end of April given the unusual circumstances, if the Board felt it was appropriate. Linda to contact members with a doodle poll. Meeting dates to be changed to Thursdays. <b>2. Disrepair Report back</b> Linda advised that a TMI/TMO meeting to discuss disrepair responsibility and liability had been postponed as a result of the Covid-19 lockdown. TMI team will contact TMOs to arrange another meeting. <b>3. Finance</b> Although Pockit charged 99pcm, the TMO received cashback which balanced out the payments. Other cards had been discontinued or were bank accounts and required more than 1 signature. It was agreed to continue with Pockit.  Board agreed Treasurer to transfer money from Nationwide to cover Silk & Mackman invoices. Ursa and Linda to liaise over amount.	LMcL          UD/LMcL
6.	<b>Community Support</b> Linda was calling/contacting residents once a week. Ursa proposed vulnerable resident be contacted twice a week. Linda advised that she would be asking residents to knock on doors to check all was well as some residents did not have a phone or were not answering them.  Community WhatsApp group had been set up and Linda inviting residents to join as she got in contact with them. Linda had asked residents to wipe down handles of doors to bin chute and stairs plus lift buttons – this was taking place successfully.	LMcL

	<p>Board agreed it should take action to support residents. It was agreed the purchase of a food box would assist residents. Zoe to submit grant application to buy boxes for vulnerable residents. Linda to contact resident to discuss preferences - veg/fruit/essentials</p> <p>Board agreed it would purchase boxes, while we waited to hear outcome of grant application. Philippe/Zoe/Linda to investigate suppliers &amp; costs and agree purchase.</p> <p>Board agreed newsletter to be produced detailing – hardship fund, Linda’s hours &amp; contact details, repairs, bin collections. Linda to email Philippe with details.</p>	<p>ZK LMcL</p> <p>ZK/PC/ LMcL</p> <p>PC/LMcL</p>
7.	<p><b>Hardship Funding</b> Residents can access LBS hardship fund if they were experiencing financial difficulties. Linda advised that she had already referred residents to the foodbank, following the loss of jobs/furloughing</p>	
6.	<p><b>Budget 2020/2021 2019/20 Q3 Income v expenditure Report</b> The Board approved the budget for 2020/21.</p>	
7.	<p><b>Kitemark</b> Given the consultation ballot and the Covid-19 lockdown, it had not been possible to complete this by the end of March. It was agreed to suspend this pending office re-opening.</p>	
8.	<p><b>TMO MANAGER’S REPORT</b> Board accepted report</p> <p>Linda advised that TMI had advised that it was not possible to hand back one responsibility. It was a package that Styles House had agreed.</p> <p>Linda advised that she had received a query about possible asbestos in boiler cupboard. Board advised that LBS had removed all asbestos from properties at time of major works. This had involved shielding materials and asbestos being removed in tiny baskets. Linda to assess asbestos registrar, if possible.</p>	
10.	<p><b>Fire safety</b> Nothing to report</p>	
11.	<p><b>Development Update</b></p> <p>In response to Dan’s email it was agreed to set up sub-committee of Zoe, Philippe, Linda and Neal Purvis to discuss housing needs survey and proposed property size.</p> <p>Confirm with affected residents LBS housing needs assessment</p>	<p>ZK/PC/ LMcL/NP</p> <p>LMcL</p>
12.	<p><b>Arts project</b> Nothing to report</p>	
13.	<p><b>Tenants and Residents association</b> Linda to do letter to regain TRA funds. RS/JK signatories with perhaps RSw &amp; KI as the other signatories.</p>	LMcL
13.	<p><b>AOB</b> Replace large mats on ground floor</p>	PC

14.	DONM	

**Next planned meeting: 28 May 2020**

Venue: Meeting Room

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Philippe Chery  
Chair

Date: