

## Styles House TRA/TMO

13/05/2014

TRA Hall

<b>Present :</b>	<b>Apologies :</b>
Zoe Kennedy (Chair) Karen Illingworth (Treasurer) Louise Howard-Spencer (Secretary and Minutes) Richard Walsh(TMO Manager) Philippe Cherry Barbara Sweet Sue Dellet Dana Tabaquinho Alex Tabaquinho Jackie Richards (LBS)	Tracey Stedman (LBS) Michael Conlan

Item	Topic	Actions
1.	<p><b>Last Meeting Minutes &amp; Matters Arising</b></p> <ul style="list-style-type: none"> <li>• Minutes should be completed 7 days prior to meetings.</li> <li>• LS sometimes finds this difficult due to work commitments.</li> <li>• Richard the new TMO Manager has started.</li> <li>• Richard could do the minutes in future.</li> <li>• We have missed two of the training workshops (including the one on TMOs and the law due to no reminders being sent out by the LBS team.</li> </ul>	
2.	<p><b>TMO Manager's Report</b></p> <ul style="list-style-type: none"> <li>• RW will discuss his hours and working days with ZK when they meet for their 1-1. We <u>must</u> agree a fixed schedule of office hours.</li> <li>• 9-5 workers may make an appointment to see RW on Wednesday evenings.</li> <li>• RW should monitor and report on staff absences. In all cases of absence a return to work interview and form must be completed by the member of staff's line manager.</li> <li>• The Board discussed the number of caretaking and cleaning hours the TMO needs.</li> <li>• RW asked the board if they would agree to reduce Murray's hours to 10 or 12 hours per week. The board thought there is enough work particularly if he carries out additional maintenance. RW will be managing Murray more closely in future. RW will also give Murray his probation interview and will set him additional tasks as necessary.</li> </ul>	<p style="text-align: right;"><b>RW, ZK</b></p> <p style="text-align: right;"><b>RW</b></p> <p style="text-align: right;"><b>RW</b></p>

	<ul style="list-style-type: none"> <li>• An alternative ely, we could approach Leathermarket or another TMO for caretaking and hire a local cleaner.</li> <li>• It was suggested we offer Murray a 3-day week, 1 of which should be Wednesday, when the recycling is collected, and 1 to be Saturday.</li> <li>• It is queried whether there is any caretaker/handyman training Murray could attend.</li> <li>• <b>Proposal:</b> Richard to manage Murray closely, his work days be fixed at Monday, Wednesday and Saturday, to be reviewed in a month. Proposal agreed.</li> <li>• AT wants to put Richard and Murray's hours on the website, but will need to know what they are firmly.</li> <li>• RW will concentrate on rent arrears. He has sent out letters, which have received a positive reaction.</li> <li>• RW has signed an agreement with Leathermarket for repairs. But the Lengard/major works issues are a separate matter, they are for LBS to resolve.</li> <li>• RW to follow up Kathy's window repair with LBS.</li> <li>• The Newsletter, with garden news, is due at the beginning of June. Any contributions welcome as always.</li> <li>• The Social Committee will discuss refreshments for Open Square Gardens weekend.</li> <li>• A BBQ briefing on safety and etiquette will be given at the next meeting.</li> <li>• RW &amp; AT to have a meeting to discuss IT and the website.</li> <li>• Any sub-committee minutes to be sent to the board and RW.</li> <li>• Finance: We have a surplus of £13k; we would like to keep a reserve of 6% of annual turnover. Suggestions as to how we could spend the surplus less the reserve were invited.</li> <li>• SD suggested we refurbish the lobby area which met with outstanding approval. RW will get provide an estimate for this work.</li> <li>• An invitation to submit suggestions newsletter. Very visible work such as the lobby are very good for showing residents the quick wins that can be gained through the TMO.</li> <li>• RW to include complaints/compliments correspondence in future reports. He is also to include hall bookings.</li> </ul>	<p><b>RW</b></p> <p><b>AT</b></p> <p><b>RW</b></p> <p><b>RW</b></p> <p><b>LS, SD, BS. MC, PC</b></p> <p><b>SD</b></p> <p><b>RW, AT</b></p> <p><b>RW</b></p> <p><b>RW</b></p>
<p><b>3.</b></p>	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Still trying to sort out a more appropriate bank account.</li> <li>• KI, PC &amp; SD will book a meeting with the local Nat</li> </ul>	<p><b>KI, PC, SD</b></p>

	West.	
4.	<p><b>Repairs</b></p> <ul style="list-style-type: none"> <li>No additions.</li> </ul>	
5.	<p><b>Caretaking</b></p> <ul style="list-style-type: none"> <li>No additions.</li> </ul>	
6.	<p><b>Estate Issues</b></p> <ul style="list-style-type: none"> <li>LBS have agreed to install an outdoor electric socket and a tap to the boiler house to facilitate garden upkeep. But we don't know when. ZK will enquire.</li> <li>We have a problem with people dumping furniture and other large items near the bin area. A poster giving instructions as to how to dispose of bulky waste will be made and displayed on the ground floor.</li> <li>Murray to remove the notice board outside the main entrance door, change the lock and move it to the annexe.</li> </ul>	<p><b>ZK</b></p> <p><b>RW</b></p>
7.	<p><b>Income Generation</b></p> <p>No additions</p>	
8.	<p><b>Board Development</b></p> <ul style="list-style-type: none"> <li>LS and PC expressed interest in attending the Resident Involvement training workshop in September.</li> </ul>	
9.	<p><b>External Issues</b></p> <ul style="list-style-type: none"> <li>None.</li> </ul>	
10.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>It was suggested that we organise more frequent social events, maybe once a month.</li> <li>Engaging residents in activities to be put on next agenda.</li> <li>Business planning. A possible awayday for board members .to be put on next agenda.</li> </ul>	<p><b>ZK</b></p> <p><b>ZK</b></p>

**Next planned meeting:**  
 Tuesday 11 June 2014  
 Members' Meeting & TRA Matters  
 Venue TRA Hall