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**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 29 November 2022, at 7pm**

**Meeting held over Zoom**

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| **1** | **Members Present**Mary Simpson (Chair), Oni Idigu (OI) Simon Senior (SS), Alieu Corneh (AC), Kayla Reid (KR), David McKinnon (DMc) Present: Simon Oelman Estate Director, Michael Jellow LBL**Apologies**Molly Sinclair, Eddie Andrews | **Action** |
| **2****2.1** | **Minutes and Matters Arising 4 October 2022**The Minutes of 4 October 2022 were agreed. The Chair will circulate dates for member appraisals in January.Meeting being held re Rush Common on 5 December | Chair |
| **3** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**No Declaration of Interest, Fraud, Gifts & Hospitalities were reportedThe following new members were approvedHaroon Smith – 29 ElsteadMaddie Charles - 46 Hyperion | SO |
| **4****4.1****4.2****4.3****4.4** | **Chairs Report**The Chair reported that Amanda Knopp has died. She had been a huge support to the organisation as well as a Board member. She was highly intelligent and well educated who would be sadly missed.MS thanked the Board for their support and explained election process.Appraisal documentation would be sent out and would be held in January.Staff Birthdays, Robert Jones, Peter Chang, Steve Fagan | **Chair** |
| **5** | **Election of Officers****Chair – Mary Simpson****Secretary - Eddie Andrews****Secretary – Oni Idigu** |  |
| **6****6.1****6.2****6.3****6.4****6.5****6.6** | **Business Plan Update - Objectives**SO introduced the paper. He explained that as part of the review of the Business Plan we needed set strategic objectives for the next 3 years.Staff had already considered this and this had been circulated to members. The Board discussed the report.They expressed the view that the objectives expressed by the staff should be simplified.They also requested that issues around income generation and service sharing should be explored.They also wanted to ensure that RPRMO continue to develop its national profile and leadership through the NFTMO and other channels.SO agreed to circulate a revised schedule to members. | **SO** |
| **7****7.1****7.2** | **Business Continuity Plan**SO introduced the report. He explained that the Business Continuity Plan formed one part of the wider risk management strategy.The plan concentrated its focuson a number of specific operational issues and how services would be delivered in the event of several scenarios. **The Board agreed the revised Business Continuity Plan and Matrix** |  |
| **8****8.1****8.2** | **Policy Review – Travel and Subsistence**SO had circulated the policy in advance.SS suggested that paragraph 2.1 be amended to begin, ‘where possible.’ This was agreed.**The Board agreed the revised Travel and Subsistence Policy** |  |
| **9****9.1****9.2****9.3****9.4****9.5** | **Performance**SO said that performance for both rent and service charge arrears was well below target.In relation to rent arrears SO explained that there were very few new cases slipping into arrears. However, many of the residents already in arrears were increasingly struggling to keep to existing arrangements as they were already struggling financially. In addition, there remained considerable delays in getting cases to Court and Judges were then unlikely to give outright possession even in extreme cases or were giving very generous terms.The Board recognised that this was likely to remain a problem and asked about referrals to debt advice centres. SO confirmed that referrals were being made but that there was a very high demand for their services.The Board expressed the view that there was a difficult balance between support and enforcement in the current environment and that the Council should consider changing its performance indicators.In relation to service charge arrears SO set out several complicating factors. However, he assured the Board that more rigorous enforcement was being undertaken, where necessary in conjunction with home ownership.**The Board Agreed**1. **That an update on arrears performance should be included in the ED report or a separate report at every meeting**
2. **Noted the contents of the report**
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| **10****10.1** | **Estate Directors Report**SO introduced the report. He highlighted* Whilst a stock condition survey was being carried out, its remit did not include the infrastructure of the estate. As such issues like the replacement of soil stacks may not be included in planned capital programmes. The Board asked SO to raise the matter again with the client team.
* Changes had been made to the risk map in relation to financial risks, stock condition, water tanks and climate change and communal heating.
* The communal heating system had broken down over a weekend and had twice subsequently. SO had asked several questions which had not been answered.
* A follow up meeting re Rush Common was being held on 5 December.
* The bulk email system had proved very useful during the breakdown in the heating system by ensuring timely updates were given. Members were urged to join.
* There have been 3 recent claims for disrepair issues. It was noted that a solicitor was touting for business. There was a significant financial risk as each case is very expensive to defend even where there is no case to answer.
* The Ombudsman has issued new guidance on the management of noise nuisance and have recommended that a separate policy be issued rather than use of the current ASB policy. SO will produce this at a later meeting
* **The Board noted the report**
 | **SO** |
| **11****11.1** | **Finance Update**Members noted the report |  |
| **12****12.1****12.2** | **AOB**SO introduced a late paper in relation to upgrading the CCTV system. Because of the cost this would need to be funded from surplus due to current revenue budget pressures.**The Board agreed to authorise the expenditure of £6346.86 plus VAT to upgrade the CCTV system, with the costs met from surplus.** OI requested an update in relation to the recent Court case relating to mould in property. SO said that guidance had yet to be produced from the Council. However, it was worth noting that the Ombudsman had recently issued guidance that lifestyle should not be taken as the main cause of condensation and mould growth.SO assured the Board that we were taking a proactive approach in relation to mould and condensation in our properties and were ensuring that all cases were inspected and advice given and works done as necessary.The Chair said she is preparing for the Christmas Hamper deliveries. This would include some identified vulnerable households. She would require help in this process in mid December.The Chair had met with a member of the Quakers about increasing local links. She asked members if they would like to take this forward with officers.The Chair said she wanted to reinstate the budget for staff birthday vouchers. This was agreed. | **SO****SO** |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **Board Appraisals**
 | **Chair** | **January** |
| 1. **Seating on Rush Common**
 | **SO** | **January** |
| 1. **Noise Nuisance Procedure**
 | **SO** | **March** |
| 1. **Fuel Poverty**
 | **SO** | **Ongoing** |

**Date of Next Meeting 31 January 2023**