## 

**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 28 March 2023, at 7pm**

**Meeting held over Zoom**

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| **1** | **Members Present**  Mary Simpson (Chair), Oni Idigu (OI), Eddie Andrews (EA), Jasper Osei, (JO) Ethel Fosu, (EF)Simon Senior (SS), Sandra Yamoah (SY)  Present: Simon Oelman Estate Director,  **Apologies**  Molly Sinclair, Kayla Reid, Agnes Nyuma, David McKinnon, Alieu Corneh, Alex Ekumah, Michael Jellow | **Action** |
| **2**  **2.1** | **Minutes and Matters Arising 31 January 2023**  The Minutes of 31 January 2023 were agreed.  The Chair has circulated dates for member appraisals. Dates TBA.  SO explained that the increase in heating service charges was having a major impact on the tenants on the shared heating system. They made the point that they could not choose between ‘heat and eat’ as the heating element was included in the rent. Several complaints were being made to the Council.  SO noted that this was certain to impact of rent collection. The Chair requested that this was taken into account by the Council when setting arrears targets and requested that SO obtain some info on the breakdown of the increased charges to be distributed to the residents. | Chair |
| **3** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**  No Declaration of Interest, Fraud, Gifts & Hospitalities were reported |  |
| **4**  **4.1** | **Chairs Report**  The Chair highlighted the ongoing issues around ASB from Rush Common. SO would address this further in his report. |  |
| **5**  **5.1** | **Policy Review**  SO introduced the report. He reported that there were no substantive changes to the policies since they were last agreed and therefore requested that they were agreed without further consideration.  **Members agreed -**  **The policies relating to**   1. **Capability** 2. **Change Management** 3. **Dignity at Work** 4. **Disciplinary** 5. **Flexible Working** 6. **Grievance** 7. **Induction and Probation** 8. **Learning and Development** 9. **Leavers** 10. **Recruitment** 11. **Sickness** 12. **Time Off** 13. **Travel and Subsistence** 14. **Whistle Blowing** |  |
| **6**  **6.1**  **6.2**  **6.3**  **6.4**  **6.5**  **6.6**  **6.7**  **6.8**  **6.9**  **6.10**  **6.11**  **6.12** | **Noise Nuisance and Good Neighbourhood Management Policy.**  SO introduced the paper. He explained that the Housing Ombudsman had published guidance in relation to the management of complaints of noise nuisance that required action from all landlords. He said that the report had been produced because of the large number of complaints received by the Ombudsman and the high proportion that were upheld. As such landlords needed to review how they managed these complaints.  The Ombudsman reported that most landlords treated complaints of noise nuisance under their ASB procedure. However, in many cases the noise was because of day to day living, and/or the design of the building. As such a different approach needed to be taken and complaints dealt with under a different policy.  RPRMO already excluded areas relating to noise nuisance from its ASB policy and as such was in a strong position to manage the issue, especially because there was also an emphasis on good neighborhood management and community development.  Key areas were transparency, ensuring residents understood the difference between the way ASB and complaints would be managed, and understood the definition of both.  In addition, the void standards should be examined to ensure measures were taken at letting to minimise transmission and that in all cases careful records were taken, including records of whether there were underlying issues with the property design.  The Ombudsman also places a major emphasis on communication with residents, both when a complaint is received and in ensuring that there was a clear understanding of the difference between ASB and noise nuisance and the difference between the two.  The chair asked for the following amendments to the policy –   * To remove the words ‘banging doors from the definition * To specify that unreasonable hours for DIY was specified as 8 pm to 8 am.   **These were agreed**.  The Board discussed the paper. They noted that is was a fine line between ASB and noise nuisance in some cases and that managing the problem must be a 2 way process.  In response to a question from EA, SO said that using drugs in the communal area would always be classed as ASB.  The chair emphasised that communicating the new policy was key. A leaflet should be given to all residents at sign up and to complainants and alleged perpetrators at the start of the process.  There should also be wider discussion as a topic at a general meeting or the AGM.  **This was agreed**.  **Subject to minor amendments above the Board agreed the Noise Nuisance and Good Neighbourhood Management Policy.** | SO  SO  SO |
| **7**  **7.1** | **Estate Directors Report**  SO introduced the report. He highlighted   * Structural surveys of Elstead House and Outwood House had been completed and we are awaiting feedback. * No significant changes had been made to the risk map. * There was ongoing action by the police and Council to tackle ASB on Tanhurst House and Rush Common. * Very few comments had been received on the business plan. A working group had been established to deliver the proposed projects funded from surplus with a view to deliver in 2023/24. * SO was making minor changes to the staffing structure which would make small savings. Whilst the Change Management Policy said that consultation could last for 30 days the proposals were drawn up in partnership with the staff and were already agreed. SO therefore intended to introduce the new structure on 1 April. * Work on the new website was approaching completion. Board members would be sent the Beta version for comment before it went live. * **The Board noted the report** | EC |
| **8**  **8.1** | **Finance Update**  **The Board noted the report** |  |
| **9**  **9.1** | **AOB**  SO said that the NFTMO conference was taking place 23/25 June. 4 places had been reserved.  OI proposed that 2 places be made available to the Board and 2 for staff. This was agreed. The Chair requested that anyone who was interested should contact SO. | All |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **Board Appraisals** | **Chair** | **Form Circulated** |
| 1. **Website** | **EC** | **May** |
| 1. **NFTMO conference** | **Board** | **May** |
| 1. **Fuel Poverty** | **SO** | **Ongoing** |

**Date of Next Meeting 30 May 2023**