##

**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 30 May 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), Sandra Yamoah (SY) Alieu Corneh (AC), Agnes Nyuma (AN)Present: Simon Oelman Estate Director, Lucy Sudbury LBL**Apologies**Kayla Reid, David McKinnon, Ethel Fosu, Molly | **Action** |
| **2****2.1** | **Minutes and Matters Arising 28 March 2023**The Minutes of 28 March 2023 were agreed. A date for the Chairs appraisal was to be arranged after which those for members could take place. | Chair  |
| **3** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**No Declaration of Interest, Fraud, Gifts & Hospitalities were reported. |  |
| **4****4.1****4.2****4.3** | **Chairs Report**Declarations due had now been received from all but one member.The gardening project was going and the first planters has been completed at Dunsfold. The next block to be tackled would be Tanhurst. All are welcome.A lunch club was now operating in the community centre one day a week in memory of Amanda Knopp |  |
| **5****5.1****5.2****5.3****5.4****5.4****5.6****5.7** | **Targets and Performance**SO introduced the paper. He explained that the targets on rent and service charge collection had been missed and accepted full responsibility. Action plans had been put in place to ensure that performance would be improved but this would mean taking more enforcement action, along with support.SO also highlighted than new PI’s had been added in relation to the management of complaints, ASB and members enquiries.In relation to ASB he highlighted the need to differentiate between ASB and nuisance as per the recently approved policy and advice from the Ombudsman.MS expressed special concern about ongoing performance on rent arrears given the steep increase in gas and hot water charges.She also requested that the issues of ASB and nuisance and damp and condensation appear on the Agenda of the AGM.**The Board** * **Noted the Performance for 2022/23**
* **Agree the performance targets for 2023/24**
 | **SO** |
| **6****6.1****6.2****6.3****6.4****6.5****6.6** | **Policy Review**SO introduced the report. There was a need to carry out significant changes to the policies in relation to repairs, rent collection and service charge collection.He highlighted -**Repairs**The most significant changes are as follows – 1. Where the tenant makes any changes to fixtures and fittings, they are responsible for all future repairs.
2. RPRMO’s responsibilities for repairing and replacing fixtures and fittings are set out in detail.
3. Expectations around tenant responsibilities when repairs are to be carried out are expanded.
4. A new section relating to the management of damp and mould has been added.
5. The requirement for leaseholders to seek landlords consent before carrying out work is included.

**Rent Collection and Arrears**The primary change is one of emphasis. Whilst delays in the assessment of Universal Credit is no longer a significant issue, the policy has been changed to highlight the impact of the cost of living crisis. This places a greater need to balance the need for support and enforcement in relation to rent arrears.**Service Charge Collection and Arrears**The most significant changes are as follows - 1. An explanation that debt attaches to the lease and not the leaseholder.
2. A recognition that because of the cost of living crisis leaseholders are also under significant financial pressure.
3. At the same time setting out a framework for dealing with payments and debts, including enforcement of terms.

**Members agreed revised policies relating to*** **Repairs**
* **Rent Collection and Arrears**
* **Service Charge Collection and Arrears**
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| **7****7.1** | **Estate Directors Report**SO introduced the report. He highlighted - * A disrepair claim had been received relating to subsidence at Elstead. This had been passed to the Council for action.
* No significant changes had been made to the risk map.
* Progress was being made in relation to the projects funded from surplus.
* Details of the revised website had been circulated for information before it went live.
* The gardening project was underway.
* The internal audit would be undertaken over the summer.
* The AGM would be held on 12 September. SO would give further details at the July meeting.
* We have been awarded £4,683 from the Lambeth Well Being fund for the lunch club to be run.
* **The Board noted the report**
 | **SO** |
| **8****8.1** | **Finance Update****The Board noted the report.** |  |
| **9****9.1** | **AOB**AC asked about further deliveries of compost and storage.SO said he would look at storage for materials and how to facilitate its delivery. The tipper truck could be used for transporting it. | **SO** |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **Board Appraisals**
 | **Chair** | **Form Circulated** |
| 1. **Cost of living crisis**
 | **SO** | **Ongoing** |

**Date of Next Meeting 25 July 2023**