

**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 25 April 2017, at 7pm at Roupell Park Community Centre**

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|  | **PART A** | Action |
| **1** | **Members Present:**Mary Simpson: Chair (MS1), Oni Idigu: Treasurer (OI), Marcia Jones: MJ (Secretary), Molly Sinclair (MS), Alex Ekumah (AE), Tom Parker (TP), Chris Weathers (CW) & Janet Nicholson (JN) **Apologies**Alieu Corneh & Sandra Yamoah**Staff in Attendance**Simon Oelman, Estate Director**Guests**Andy Marshall, London Borough of LambethChris Flynn, London Borough of LambethChair welcomed all to the meeting. |  |
| **2** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**1. No new Shareholder Certificates had been received
2. There were no declarations of Interest or Fraud
3. There were no Gifts and Hospitalities received by Office Staff.
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| **3****3.1****3.2** | **Update on Capital Works – Andy Marshall**Andy reported that overall the works were on target for the designated completion dates and scaffolding was being taken down across the estate.Scope of WorksAndy reported that the overall cost of the scope of works had significantly increased and gave an extensive breakdown of these. These are attached as an annex to the minutes.Chair thanked Andy for his presentation but challenged the claim that the contractors / surveyors are making. At a previous Leaseholder meeting in 2016, the assurance was given that there would be no increases as they would not need to do any additional work.Other Members also expressed their anger/amazement at this and that this would be the third set of estimates that would be sent. It was agreed that there was a huge discrepancy and Andy would look into this and report back.Lengthy discussions and debates on the processes prior to now and the whole subject of the over-charges and who is responsible for this grave error.Chair suggested that a Leaseholder meeting be held first to alert all Leaseholders of this, as we also have vulnerable residents within that group who need to be considered.Chris Flynn - Home OwnershipChris didn't feel it was necessary to have a meeting about the figures, as these were still flexible. The Section 20B letters would be sent within the next 2 weeks.SO reported that the Council needed to be clear that this was not the final bill and does not feel that this decision is viable or would sit well with residents, which should give the opportunity for questions and detailed breakdowns.Secretary raised her questions to Chris about the duty of care and due diligence to residents and challenged why he felt these meetings were not necessary. He responded that he realised this would be difficult, but still felt this was Home Ownership’s priority.Lengthy, angry and disgruntled discussions on the unfairness of this. The maintenance of buildings had not been maintained, to warrant the enormous service charges imposed.MS raised questions about residents being told in advanced about the cost of potential service charges.Chair asked Andy about the surgeries and if this had been raised at any time. Andy would go back to JRP and share concerns about where the original figure of £4m came from.SO's suggestions:* Work together with Leaseholders and be transparent about figures, including background
* Drop-in sessions for leaseholders to share their views, after processing the information
* We may be asked for a public meeting by leaseholders and we need to be prepared for this and how we manage it.
* Transparency is the key
* Invite council and JRP

Andy, Chris & SO to meet during the week of 1.5.17 and invite JRPChair thanked Andy and Chris for the reports and stressed that although this outcome was far from satisfactory, the feedback was welcome.*Andy and Chris left the meeting at 19.55pm**Alex E left the meeting at 20.10pm* | **SO** |
| **4****4.1****5** | **Matters Arising from Minutes of Meeting held on 28 March 2017**Secretary raised one amendment that Janet’s surname was spelt incorrectly.**The Minutes were AGREED as a true record, signed by the Chair and Secretary.**Action Points1. Board to note that NFTMO Reports June 2016 from OI & AE have never been received. Secretary reported that Chair had now completed and forwarded her report.
2. Increase in Shareholder’s List – This would be part of community development door-knocking exercise for 2017. Secretary brought a draft listing of the proposed plans and would forward to Board before the next meeting.
3. Dates for appraisals and planning for involvement. Secretary brought Appraisal forms and dates for Members. This would be finalised outside of the meeting.
4. Invite Home Ownership to Board meeting
5. Continuation ballot.

**Chair’s Report & Updates*** Staff birthdays - Marsha 4 May / JM & CC 16 May / So & MT 26 May
* Board birthdays - Molly 5 May and Sandra 8 May
* reminded all to confirm dates and times for their appraisals
* NFTMO conference is upcoming and that RPRMO has been asked to run a workshop or possibly 2
* Attended the Youth Forum meeting – the chair of this has been selected on the Lambeth Youth Commission Team – this is cause for celebration. We should support them where we can
 | MJ**MJ****MS1/OI/MJ** |
| **6****6.1****6.2** | **POLICY PAPERS FOR DECISION****Members are requested to:**1. **Agree the new Staff Bonus Policy attached at Appendix 1 and that terms and conditions of employment in staff contracts are changed accordingly**
2. **Agree to amend the time off policy by inserting the section attached at Appendix 2**

At its meeting of 28 February the Board had a lengthy discussion about the introduction of Staff Bonus and Leave Purchase policies. As a result of that discussion more detailed documents have been produced. The first at Appendix 1 is a full policy in relation to the payment of staff bonuses. This process would also require an amendment to staff contracts of employment.At Appendix 2 is attached a suggested amendment to the existing time off policy.Secretary's questions about how often this could be paid. ED said that this could be paid annually. CW asked for a clearer definition how one staff member's enhanced performance would be identified/clarified.SO clarified that through 1-2-1s and all the usual processes to monitor “enhanced performance” will be place and robust systems will determine the outcome of these payments.Purchase Leave PolicyIn order to take into account the needs of staff they may apply to purchase leave in order to increase the number of days available for leave. The conditions within the policy would be applied. **The Board AGREED to the Staff Bonus Payments and Purchasing Leave Policy to be amended and be put in place.** | **SO** |
| **7** | **FOR DECISION****Continuation Ballot**1. **Members are requested to approve the process and timetable for running the continuation ballot.**
2. **Members may also wish to consider how they will be actively involved in ensuring a yes vote.**

Our Management Agreement with the Council obliges us to carry out a ballot of all the residents on the estate every 5 years to determine whether they wish RPRMO to continue to manage the property on the Roupell Park Estate.The last ballot was carried out in June/July 2012 and as such another one must be run this year. This report sets out the proposed process for carrying out the ballot and the timetable to be followed.The ballot box would be opened and votes counted by independent people at a general meeting on 11 July.It should also be noted that there is no need for the Board or staff to be impartial in the process and therefore should be actively campaigning for a “Yes” vote.Chair reminded Board that it was the Secretary’s responsibility to note the future date for the next five years to June/July 2022.* No longer have to go under seal.
* One vote for every joint tenant of leaseholder
* Secure tenant
* Leaseholder
* Introduction tenants
* MJ suggested name badges for Board members doing door knocking
* Chair reminded Members about their involvement with this. Fun Day would be a positive opportunity to attract more interest.

**The Board AGREED to the dates and process of the Continuation Ballot.** | **SO****SO** |
| **8****8.1** | **FOR DECISION****Social Value Strategy****Members are requested to agree the RPRMO social value strategy attached.**Members have had a number of reports and a training session in relation to the measurement of social value for RPRMO’s activities, particularly in relation to community development.SO included a paper as a suggested social value strategy that would set the framework to measure effectiveness and value for money of our services going forward.SO briefly outlined the strategy.1. We have for some time been working on developing methods for measuring the social value of what we do, in particular in relation to our community development strategy.
2. As part of the process agreed at the training session in February we have been developing a strategy for this in partnership with our consultant Louise Thompson. This is attached to this report.
3. This is done within the context three priorities, which in turn reflect the priorities set out in our business plan –
* Creating life chances
* Improving wellbeing
* Building a strong community

Moving Forward1. This strategy is supported by an operational delivery plan and tool kit for staff. This will enable us to produce an annual social value report that will show our progress against our objectives.
2. Once we have established effective monitoring of our community development functions we will examine ways of extending this to our wider operation, in part to demonstrate that we offer value for money in comparison with other delivery methods.
3. We have since been asked to do a presentation at the NFTMO. This would be a good opportunity to showcase the investment and positive work being done on Roupell Park.

Chair reminded SO to arrange for the URH signage to be removed from our buildings.Social value toolkit and money saving game. Aim to roll this out in the future.**The Board AGREED to the Social Value Strategy** |  |
| **9****9.1****9.2****9.3****9.4****9.5****9.6****9.7** | **FOR DECISION****Estate Director’s Report – SO Briefly Highlighted the Following**Members are asked to:* Approve the revised scheme of delegations at appendix 2
* Agree that the AGM is held on Tuesday 19 September
* Note the contents of this report.

**Summary****This paper updates members on issues affecting the management of the estate. It also requests approval of a revised scheme of delegations reflecting the revised management structure**Scheme of Delegations1. Members are aware that they must authorise a scheme of delegations for expenditure to different officers.
2. At its last meeting the Board agreed to make changes in relation to the Community Engagement Officer and the Customer Services Manager.
3. A revised scheme of delegations is therefore attached at appendix 2 for formal approval by the Board.

Chair asked about Finance Manager making payments in the event of SO having no capacity, Chair to authorise (bank line access). SO confirmed this was correct.Payment authorisation type – there were no objections.Authorisation levels – there were no objections.A technical report has been completed to scope what is required to bring the CHP into operation. This has been shared with the Estate Director and is currently being evaluated by the Council. It is hoped that a more detailed report will be made to a meeting on 1.5.17, which CC would attend.Refuse CollectionAs was to be expected the new refuse timetable is causing significant problems. This is partly due to the unreliability of the service, for instance the recycling was not collected until Monday rather than the scheduled Saturday which led to an accumulation of rubbish.Further the bin stores are being left open over the weekend and the bins left on the street rather than pushed back. This means that there is an increased risk of the misuse of the bin stores and of the bins being moved or abused.The Chair raised this with local members who in turn raised this with the relevant director. However a substantive reply has not been received. Chair to chase this issue again.Fun DayA reminder that Members are to be involved as far as possible.Youth ForumThere had been 2 meetings of an estate Youth Forum. It is as yet early days but there was clear evidence of leadership from a number of young people. It is hoped that representatives will come to the May Board meeting.AGMDate agreed for 19 September.Risk MapSecretary raised question about the training offered to the DLO and had there been any improvements. SO reported that there were some improvements but all was a work in progress. |  |
| **10** | **STAR Outcomes**The following was noted:* Deterioration with cleaning processes due to the major works
* Quality of homes
* Satisfaction with neighbourhood
* Satisfaction with dealing with ASB
* A view to run our own survey in 2018 once the works in order.
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| **11****11.1****11.3****11.4****11.5** | **Any Other Business**Secretary raised issues of curtains/blinds cannot be put back up because nailing into the new window frames will invalidate the guarantee.Workmen cracked the paintwork on walls, which have now been re-plastered, but need to be re-painted. SO would investigate.Door knocking and appraisal forms would be emailed and a team effort is needed by the Board to accomplish our goalsCW raised issues of toilet windows not being replaced on the ground levels at Warnham. He was told by contractors that this could not be done.Satellite dishes from Warnham still have not been removed. SO would investigateChair raised the issues of increased levels of ASB - the youths appear to move between Tilford and Warnham House. Brief discussions on this. SO making efforts to have CCTV across the estate and would attempt to seek permission to use*The meeting ended at 9.10pm* | **SO****MJ/MS1/****BOARD****SO****SO** |
| **12** | **Date of Next Meeting**Tuesday 30 May @ 7pm |  |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. Board to note that NFTMO Reports June 2016 from OI & AE have never been received
 | OI/AE | May 2017 |
| 1. Increase in Shareholder’s List
 | MJ | Ongoing |
| 1. Refuse Collection – member response
 | MJ/Members | May 2017 |
| 1. How to refix curtains and blinds in Warnham
 | SO | May 2017 |
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Chair’s Signature: ……………………………………………… Date: …………………………………

Secretary’s Signature: …………………………………………… Date: ………………………………..