**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 24 April 2018, at 7pm at Roupell Park Community Centre**

**PART A**

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| **1** | **Members Present:**  Mary Simpson: Chair (MS1), Oni Idigu: Treasurer (OI), Molly Sinclair (MS), Alieu Corneh(AC), Chris Weathers(CW), Sandra Yamoah(SY)  **Apologies**  Marcia Jones, Edward Evans, Tom Parker, Janet Nicholson  **Staff in Attendance**  Simon Oelman, Estate Director (SO), Rosaleen Jones, Customer Services Manager |  |
| **2** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**  There were no declarations of interest, fraud, gifts, hospitality or any new share certificates. |  |
| **3**  **3.1** | **Matters Arising from Minutes of Meeting held on 27 March 2018**  Action Points   1. Training re ASB. SO to discuss with MS(1) 2. Board Appraisals – dates being arranged 3. Wires rear Elstead and Hyperion - closed 4. Report re planned Maintenance – June 2018 5. Resident Survey – Final draft agreed. To be sent out end May. 6. Community Spring Clean – 19 May. All members urged to attend.   The Minutes were agreed as a true record |  |
| **4**  **4.1**  **4.2**  **4.3** | **Chair’s Action and Chair’s Update**  Staff Birthdays – Joy Miles, Colin Carnegie, Milton Thompson, Marsha Temple, Simon Oelman  Board Birthday – Sandra Yamoah  MS(1) updated members on the community gardens project. A number of people were involved in the design process, including children. Site visits were being arranged.  We have been invited to make 2 presentations to the NFTMO conference. A mini bus for attendees had been arranged.  Board appraisals being arranged |  |
| **5**  **5.1**  **5.2** | **Presentation by Rosaleen Jones – Customer Services Manager**  RJ explained her role and that of her team paying particular emphasis on cultural change driving the organisations change in culture, including training for all staff including the DLO and caretakers. A summary of the presentation is attached.  MS(1) thanked RJ for her presentation. She asked about processes for dealing with lone working for caretakers. RJ explained that this was a key discussion at the recent training session. RJ was working on an escalation procedure to deal with these eventualities that would be tested in a drill. SO also explained that all staff were issued with a panic alarm.  MS(1) raised the issue of variations to works and inaccurate ordering. RJ said that this can happen but that the DLO were expected to own and problems and resolve them. Variations would be given after the event.  The Board said that they were very encouraged by the attitude and approach of staff and expressed the hope that this would continue to develop.  MS(1) asked how much work was being done for leaseholders. RJ said that this was being done but could not be prioritised. RJ agreed that we should advertise the service again. | **RJ** |
| **6**  **6.1**  **6.2** | **Performance review and targets 2018/19**  SO introduced the report. He explained that whilst performance had improved overall he was very concerned that performance in relation to complaints was poor. This was shared by the Board. SO explained that procedures had been reviewed and that performance would be closely monitored.  The Board -   * **Agreed the performance targets for 2018/19 set out in the report** * **Noted the performance for 2017/18** | **SO** |
| **7**  **7.1**  **7.2** | **Estate Directors Report**  SO introduced the report. He highlighted   * Surveys in relation to internal rectification were under way, largely carried out by CC * The risk register had been updated. A new risk had been added in relation to long term staff absence. In addition the risk around DLO culture had been upgraded. * Rectification works in relation to slip hazards to communal areas remained unresolved. This had been escalated to the maximum level of risk. * The general meeting had agreed the proposals around the use of surpluses. It had also agreed an increase in parking fees of £10. * Because of long term staff absence and planned leave it was necessary to employ a temporary admin officer for a period of 4 weeks. This would be kept under review.   Members asked why the risk in relation to the DLO had been upgraded. SO explained that this was around the failure to improve levels of productivity and also the apparent unwillingness of staff to take wider ownership of repairs processes. This has worsened on recent weeks but SO had personally addressed with the team.  **The Board**   * **Agreed to the appointment of a temporary administrative officer for a period of 4 weeks to cover sickness and leave absence at a cost of £2500** * **Noted the contents of the report.** | **SO** |
| **8** | **Any Other Business**  SY asked about the performance of the Lambeth Contact Centre. SO explained that the provider had changed to Capita and that there were significant performance issues. Problems should be raised with the Office.  MS(1) raised the issue of fly tipping at Tanhurst. SO explained that we were unable to attribute responsibility. However the CCTV would help to deal with the issues.  CW asked about the damage to the bin store at Warnham. SO explained that there had been an attempted theft for scrap metal. The door would need to be removed. |  |
| **11** | **DONM – 29 May at 6.00pm** |  |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **Training re ASB. Examine options re training for wider resident group** | **SO** | **To discuss with MS(1)** |
| 1. **Board Appraisals – circulate dates** | **MS(1)** | **May 2018** |
| 1. **Advertise DLO services to leaseholders** | **RJ** | **May 2018** |
| 1. **Report re planned Maintenance** | **CC** | **June 2018** |
| 1. **Resident Survey** | **SO/EC** | **May 2018** |
| 1. **Community Spring Clean** | **SO/EC** | **19 May 2018** |

Chair’s Signature: …………………………………………… Date: ………………………

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

**PART B**

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| **1** | **STAFFING ISSUES**  SO outlined the ongoing sickness of SF. She had had a fall whilst at work and had badly hurt her back. She had been sick since January. She had been referred to the RPRMO OH advisor who had said she was not fit for work and had recommended that she should have an MRI scan. Her Dr had been very slow but this was now being taken forward.  Our insurers had been notified and the Council also put on notice.  SO said that he would keep the situation under review as he was very concerned about SF’s health. He would look options to make reasonable adjustments to her role. However this could not interfere with the wider need to deliver services to residents and the financial health of the organisation  SO said that he was not satisfied with caretaker performance and was therefore taking direct management responsibility whilst Colin was busy with inspections. |  |