

**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 26 January 2016, at Roupell Park Community Centre**

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|  |  | **Action** |
| **1** | **Present**Mary Simpson (MS1) Chair; Marcia Jones (MJ) Secretary; Oni Idigu (OI), Treasurer; Tom Parker (TP) Member; Alieu Corneh (AC) Member; Chris Weathers (CW), Member; Sandra Yamoah (SM); Member Molly Sinclair(MS2), Member; Alex Tsergas (AT), Member; Janet Nicholson (JN)**Apologies**Alex Ekumah, Member; Idham Ramadi, Lambeth**In Attendance**Andy Marshall, Senior Project Manager, Lambeth; Tam Laniado**Staff in Attendance**Simon Oelman, Estate DirectorStefan Gustave-Tavernier, Housing Officer; Sylvia Faucher, Housing Officer |  |
| **2** | **Major Works**Andy Marshall updated the meeting on the progress of the external and internal major works programmes. **Internal Works** Andy explained that Wates returned to site in July but their performance remained poor. 249 inspections done but only 68 had been completed. Further no electrical works had been undertaken because Lambeth and Roupell Park had no faith in their capabilities. A meeting had been held with Chuka Umunna and it had subsequently been agreed to remove Wates from the contract. However there were ongoing negotiations about the compensation that Lambeth would receive. If agreement was not reached the case to go to Court or Arbitration.New contractors from the Lambeth Framework would be appointed to do the works with the aim to start in February. No further surveys would be undertaken until the new contractor was on site to stop further raising of expectations. New contractors will do all the work including electrics. They will have own site manager and RLO. All electrical installations would be checked to ensure is safe.MS(1) important that people can communicate with residents.**External Works**Works started 25 January and were scheduled to end in September 2017. The contract value is £7m. Work commenced on Tanhurst and the scaffold will take about 1 month to erect. After that it will move onto the next block. A full revised programme will be made available on the Website.Roupell Park would act in the client role. It was agreed that Mat Wyatt would provide full scope of works to SO. It was agreed that given past experience communications were key. Therefore all communications would need to be by SO. Monthly project meetings were being held with SO in attendance and there would be regular contact on site to deal with operational issues such as cleaning. Mears Staff would all wear numbered high vis jackets so that if there were complaints against individual workers they could be identified. Details would also be given to all residents of key Mears contacts including the site Resident Liaison Officer. These would also be available on the website.SO raised the risks of the 2 projects overlapping and Andy recognised that this would need to be carefully co-ordinated.The Board thanked Andy for his update and welcomed that progress appeared to be being made.*Matthew left the meeting at 7.35pm.* | **AM/SO****AM** |
| **3** | **Minutes of meeting held 24 November 2015**1. MS(2) had attended the meeting.
2. Independent board members – it had not been possible to recruit. Members were awaiting to see if a candidate who had not been able to attend due to sickness was still interested. Otherwise it would be necessary to recommence the process
3. Board appraisals had been completed. SO to complete writing them up.
4. Board meal to take place 29 January.
 | **MS(1)/MJ****SO** |
| **4** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**1. There were no declarations.
2. No new applications for membership had been received.
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| **5** | **Housing Officer Presentation**Stefan and Sylvia addressed the meeting describing their roles.Key Housing Officer roles are* Rent collection where the emphasis here is on sustaining peoples tenancy by giving support and advice and encouraging tenants to discuss their problems with us so we can help. However enforcement action including eviction was taken if needed. Stefan and Sylvia attend court but Lambeth do not allow them to act in person and we have to employ solicitors. There are significant budget implications for this.
* Service charges – making arrangement to pay and collection including enforcement
* Dealing with ASB although it was noted that crime rates on the estate are very low and there are very few ASB cases on the estate. Stef and Sylvia deal with complaints by active early intervention and encouraging residents to talk together to reach an amicable arrangement.
* Advice to people doing RTB about the implications in relation to service charges and paying for major works
* Helping people to move either through mutual exchanges or Lambeth’s transfer system
* Estate inspections to monitor caretaking and to deal with any repair issues
* Tenancy checks which involved visiting people on a random basis to check who is living at the property. We recently got back a property due to tenancy fraud.
* Dealing with complaints where they try to resolve them before they become formal
* Coms from Lambeth

Stef and Sylvia go beyond the role normally associated with a housing officer. Their understanding of the estate and its residents means they are able to help vulnerable, sick and lonely residents by visiting or trying to ensure they get the necessary support. Residents will also often tell them when they have concerns about their neighbours. Sylvia explained how her worries about a tenant led her to call the police and ambulance for a tenant and that they had to force entry. The ambulance crew said that had Sylvia not called them the tenant would have died.Stefan and Sylvia both felt that they had the trust of most of the residents of the estate which help them to deliver a good service. They work very closely together and are therefore able to cover each others patches when one is off. Both said how much they enjoy working at Roupell Park.The Board thanked Stef and Sylvia for all their hard work and commitment. Their passion for their work was evident and showed in the way in which the estate is run. This was in contrast with the way LBL estates were often run.MJ said she looked forward to shadowing Stef and Sylvia in their roles |  |
| **5** | **Chairs Report**1. Birthdays – Stevie, Marcia, Chris, Alex T
2. Kitemark has been awarded subject to formal confirmation. MS(1) thanked everyone for their hard work and commitment
3. All hampers delivered – thanks to Marcia, Chris and Tom for their help.
4. Appraisals over – SO to finish writing up. A lot of common themes. MS/SO to develop training and development programme
5. MS(1) requested members responded to offers of training
6. NFTMO conference 17 – 19 June at Stratford on Avon. Members to inform SO/RJ if they wish to attend.
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| **8** | **Estate Director’s Report**1. SO introduced the report.
2. Members noted the contents of the report
3. Members requested that residents be given help to complete the survey should this be needed
4. Members noted that a general meeting was to be held on 9 February with the main agenda item being the way in which we deliver the repairs and maintenance service.

**Members agreed that a special board meeting could be held on 16 February if this was required.** | **SO****ALL** |
| **10** | **Update Business Plan**Members noted the report and the changed priorities contained within in. Members agreed that these be considered as part of the wider business plan review.  | **SO** |
| **12** | **Any Other Business**1. TP suggested we should devise a vulnerable tenants policy and would give ideas as to what it might contain
2. MJ asked if there would be a Board Away Day. SO said it was intended to hold one in April or May. Members were asked to consider where this might be held.– board staff social
3. MJ asked if a joint Board/Staff event could be held. SO to examine options
4. Cllr Garden asked about how Board could best use Councillor attendance and how often this should happen. It was suggested that a quarterly report on the wider issues in Brixton Hill Ward and wider Lambeth issues would be valuable.
 | **TP****ALL****SO****Cllrs/MJ** |
| **13** | **Date of Next Meeting – Tuesday 23 February 2016** |  |

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| **ACTION** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| Independent Board Members  | MS(1)/OT/MJ | Consider need for appointment |
| Defer decision on expansion of CCTV network until new budget making process | Board/SO | On Agenda |
| SO complete appraisal write up | SO | Feb 2016 |
| Consider vulnerable residents policy | TP/SO |  |
| Consider Venue for Away Day | All | April 2016 |
| Invite members to quarterly meetings for Cllr Report | MJ |  |
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