

**Roupell Park Resident Management Organisation**

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

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| **1** | **Members Present:**Mary Simpson (MS1), Chair; Oni Idigu (OI), Treasurer; Marcia Jones (MJ) Secretary; Tom Parker (TP),Chris Weathers (CW), & Molly Sinclair(MS2)**Apologies**Alieuh Corneh, Alex Ekumah & Alex Tsergas**Staff in Attendance**Joy Miles, Finance ManagerSimon Oelman, Estate Director |  |
| **2****2.1****2.2****2.3****2.4****2.5****2.6****2.7** | **Matters Arising from Minutes of Meeting held on 28 June 2016**There were no amendments and the Minutes were agreed as a true record.Action PointsIt was agreed that the following Actions to be carried over to the September meeting:Recruitment of Independent Board MemberVulnerable Resident’s Policy. NFTMO ReportsThe Secretary advised that 4 reports still had not been received and would chase these.Revised dates for Finance Committee MeetingsThese had now been revised and included in ED’s report.Circulate details of Fun DayEva Christmas would be circulating final plans to Board members within the next couple of days.Quality of cleaning to be raised by MearsSO advised that this is ongoing and would update accordingly.Members to return Monitoring FormsSecretary advised that one was outstanding and would continuing chasing. RPRMO AGMSecretary and SO to meet to arrange plans and timelines for invitations to residents. | **MS1/OI/MJ****SO & TP****MJ****SO & JM****EC****SO****MJ****SO & MJ** |
| **3** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**a) There were no declarations.b) No new applications for membership had been received.c) There were no declarations of Fraud, Gifts or Hospitalities |  |
| **4** | **Update on Major Works**There were no new updates on the major works project. | **SO** |
| **5** | **Councillor Update**Councillor Garden had sent his apologies and emailed his report to the Secretary, who would forward to Board Members | **MJ** |
| **6** | **Presentation by Finance Manager**Joy Miles gave us a presentation on her role and an update on RPs financial business. Joy had been in post now for 6 years and it was evident that we were in a stable financial position.Joy reported that RPs financial affairs uses the Sage 200 Accounting System and Sage 50 Payroll, alongside other manual records and systems.JM’s finance operational role is divided into 3 main elements:* Monthly operational phase
* Quarterly phase
* Annual operational phase.

JM further explained each element and the functionality of her role within these elements.JM appended a paper which outlined her role and all the financial systems in greater detail.There were a few questions from members of the Board.* Chair thanked Joy for her continued hard work and diligence.
* CW asked about the aged debtors and are these chased.

JM explained that they were not, because of the nature of our work.* TP asked if we were getting the best bank rate deal, as he noticed that our annual charges were £1,500.

CW explained from a general point of view, this did not appear exceptionally high.JM further explained that we do receive monthly rewards and these are highlighted in our Annual Audited accounts.* Further discussions on our daily relationship with our bankers, including inviting our new bank manager to the office. JM felt that this would be a good way to enhance the relationship with our bankers.

All Board Members thanked JM for her diligence and hard work to raise and maintain the standards of our financial positioning. | **JM** |
| **7** | **Chair’s Action and Update**Chair noted that there were 2 Staff birthdays in August, Stefan & Jeanette and Peter on 15 September. Cards were circulated for Board Members to sign and would be given in time for each birthday.Meets with SO on a 1-2-1 regularly and Chair invited Board Members that they could attend these if they wished. Dates and times would be given on request.Chair is comfortable that the Auditor had reviewed our work and had reported back that we are run well and also on the exceptional work done by all. The only recommendation is to expand the asset register, as per their report. |  |
| **8** | **FOR DECISION****Audited Annual Accounts****Members were asked to AGREE:**1. **That the Accounts are passed to the Annual General Meeting for approval**
2. **To note the comments in the Key Issues Memorandum and comment on its contents**
3. **To agree to increase the transfer to designated reserves to £50,000 from £25000**

OI (Treasurer) presented this report.TO asked a question about our overall income and expenditure.**After brief clarity the Board AGREED for annual accounts to be passed to the AGM for approval, at its next meeting on 13 September.***JM left the meeting at 8pm* |  |
| **9** | **Policy Reviews****The Board are asked to:** 1. **Comment on and agree to the changes to the Recharge Policy attached at Appendix 1.**
2. **Agree that the following polices are agreed without revision with revised review dates of July 2018 subject to legislative change.**
* **Procurement Policy**
* **Response Repairs Policy**

**Under the terms of the MMA and for the effective management of the organisation, RPRMO must have a comprehensive body of policies and procedures. This has been put in place over the last two years but some are now in need of review. The other policies have not been subject to substantive review and are available on request.**The policy sets out four sets of circumstances where a resident may be recharged for works – * Where a tenant had through an act or omission caused damage that if not repaired will create a health and safety risk or result in damage to the structure or other people’s property.
* When a tenant had moved out of a property and has left it in an unacceptable condition.
* Where because of the failure to carry out a necessary repair which is resulting in damage to the structure or a neighbour’s property.
* Where damage had been caused to communal areas.

Discussions around the need for the Recharges, to take into account adding VAT.Important to be aware that everyday tasks need to be completed as a priority, therefore Staff could not be overstretched when offering services to leaseholders. There was a view to look at charging a competitive hourly rate, in order to provide a minimal service to leaseholders and the capacity to do so.As the DLO is currently running at 80% so we could offer a 20% service as a baseline. This would potentially generate some income and offer a wider service to our community.**The Board AGREED this Policy.**These policies had not been subject to substantive review and are available on request and were on our website. | **SO/BOARD** |
| **10** | **Business Plan – Achievements and Risks****Members were asked to note and comment on the papers Appendix 1 and 2**SO spoke on this item. Discussions on Appendix 2, Members had some initial concerns and the following were raised:* TP - Board sustainability
* CW - Staffing
* OI - wider government impact
* MJ - impact on UC and WF. There is a welfare benefits unit in the borough, who we are currently working with
* MS1 - 0-hours contract and the impact this is having
* Board sustainability and skills - this could include offering training to any potential Board Members
* CW - volunteers on the DLO workforce, what happens if they leave, possibly increase our volunteering
* The Increased level of ASB including street prostitution, due to funding cuts

SO asked Members to think about achievements which would be tabled at the October meeting. Any additional thoughts to be passed to SO by 1 October. Any other risks by 5 August. | **SO/BOARD** |
| **11.****11.1****11.2****11.3****11.4****11.5****11.6****11.7****11.8****11.9****11.10****11.11****11.12****11.13****11.14** | **Estate Director’s Report**LHS internal WorksAs the Board was aware negotiations between Wates and the Council were ongoing. At the time of writing no further information was available. It is hoped that an update if any would be given at the September meeting.External WorksWhilst there were delays in completing Tanhurst, Thursley and Outwood it was still not anticipated that there would be a delay to the project as a whole. It was also hoped that time would be made up on the latter 2 blocks.There had been some issues around the final design of the balcony balustrades but these had now been resolved. There have also been delays caused by the failure of residents to clear their balconies. Most of these had now been resolved but legal action would be taken where required. In cases where residents are vulnerable we were working with residents or their relatives to resolve any problems.There were ongoing concerns about issues around cleaning, communications and the way in which some operatives were working. This had been raised with the site manager and also formally at the project meeting. We will continue to closely monitor the position.Risk ManagementAn updated risk map is attached at Appendix 1. Three risks had been increased all within the capital works area:* Risk 23 – with ongoing uncertainty about the process of carrying out remedial repairs some issues which were not previously urgent were becoming more so, especially for vulnerable residents. In addition more repairs were becoming evident and Lambeth appear increasingly unwilling to engage in the process. This was being raised formally at a senior level in Lambeth.
* Risk 27 – whilst it was not anticipated at this stage that the main programme will slip there are delays on Tanhurst, Outwood and Thursley. This was caused by a number of issues but the causes for the delay should be avoided on subsequent blocks.
* Risk 30 – whilst the number of complaints had remained low a number of themes had become apparent, around cleaning standards, communications with residents and poor planning. These had been raised at project team as well as at an operational level and would continue to be monitored by RPRMO staff and issues would be escalated if needed.

Governance - AGMMembers were reminded that the AGM would be held on 13 September. The time table was as follows – * Nominations requested for Board Membership (Not less than 21 days before the date of the meeting) 19 August.
* Formal notice (not less than 2 weeks before meeting) 26 August – includes agenda, Annual Accounts, Minutes of 2015 AGM.
* Reminder with annual report WC 5 September.
* Return date for Nominations 6 September.
* AGM 13 September.

The Board also needed to consider the re-election of existing Board Members. The Rules are as follows - D12.1 At every annual general meeting not less than one third of the elected Board Members shall retire from office.D12.2 Board members forming the retiring third shall be those who have been longest in office since they were last elected or re-elected to the Board. If the choice is between people who became Board members on the same day those to retire shall be chosen by lot if not agreed. Therefore given we have 11 members 4 must stand down for re-election.Our records show people being elected as followsMarcia – 2013Alieu – 2013Mary – 2014Alex A – 2014Oni – 2014Molly – 2015Sandra – 2015Alex T – 2015Chris – 2015Tom – 2015Janet – 2015 Therefore Marcia and Alieu plus 2 of Mary, Alex A and Oni must stand for re-election should they wish to do so. We have drawn lots in the office and having done so Mary and Oni must step down.Finance SubMembers had requested that the dates of the Finance and Audit Committee be revised. These had now been agreed by the Committee as follows:* 6 September 2016
* 8 November 2016
* 17 January 2017 (this is the budget meeting and may be subject to change)
* 21 February 2017

All Members are welcome to attend.Management AllowanceMembers had been circulated with an indicative timetable for the review of TMO allowances. This is as follows –

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| **Allowance Calculation - Key Stages** | **Period** |
| Input from TMOs/Considerations for allowance calculation | June 2016 |
| Council review allowance | July-August 2016 |
| Consultation with TMOs | September 2016 |
| Finalisation/Council internal approval process | November 2016 |
| Notice letters out to TMOs | December 2016  |

Community DevelopmentLeaflets for the summer programme had been circulated offering 15 different activities over the summer holidays, many of which have multiple sessions. This was an increase from 11 last summer. Other than the two coach trips run by RPRMO to Margate for all residents and to Wisley Gardens for our older residents, all are free. As part of our social impact pilot a report would be presented to the September meeting on the outcome of the fun day, whilst at the October meeting a report on the social impact of the summer programme will be given which will include a wider report on our strategy.Equalities and Diversity ImplicationsThe contents of this report had been considered in terms of RPRMO’s commitment to equalities and valuing the diversity of the estate. Health and SafetyIt was noted that one set of storage sheds had been closed because of recent subsidence. Lambeth are involved, and decisions on repairs were ongoing. Apart from this issue, there were no health and safety issues on the estate since the last meeting.Financial ImplicationsMembers will note that we anticipated an under-spend against the summer programme budget, which combined with the savings realised on the fun day gives us capacity to continue to invest in community development on the estate.Members will also note the risk identified in relation to delays in carrying out remedial works due to delivery failures by Wates. Whilst this risk was not current we would need to continue to monitor this to protect our finances.Finally the issue of the level of allowances to be paid for the period 2017/18 through to 2019/20 is now coming up for discussion which could have a fundamental impact on the way in which we deliver services.*Oni left meeting at 9.05pm* | **SO** |

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| **12****12.1****12.2****12.3** | **Any Other Business – Confidential Briefing by ED**Discussions on an issue with motorbike under scaffolding at Hyperion House. SO would deal with this.Issue with resident who experiencing difficulties in her home. Longstanding issues with both properties Residents’ Day TripMembers were asked to be available on the day to facilitate getting residents on/off coach and the head count.Brief discussions on this and the following Members would be available on the day:MaryChrisJanetTomMarciaJeanette Masters (the only Staff who would be attending).It was AGREED that Board members helping on the day will not need to pay, this did not extend to their family group. | **SO****BOARD** |
| **13** | **Date of Next Meeting****Tuesday 27 September @ 7pm** |  |

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| **ACTION** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| Appointment of Independent Board Member | MS1/OI/MJ | Autumn 2016 |
| Consider vulnerable residents policy | TP/SO | Autumn 2016 |
| Quality of cleaning to be raised with Mears | SO | Ongoing |
| Summary of NFTMO workshops to be given to MJ | All delegates | 18/7/16 |
| Members to return monitoring forms to MJ | All | Immediate |
| Increase in Shareholder’s List | MJ | Ongoing |

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

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