**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 26 May 2020, at 7pm**

**Meeting held over Zoom**

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| **1** | **Members Present**  Mary Simpson (Chair), Oni Idigu (Treasurer OI), Agnes Nyuma (Secretary AN), Sandra Yamoah (SY), Alieu Corneh (AC), Eddie Andrews (EA), Janet Nicholson (JN), Alex Ekumah (AE), Amanda Knopp (AK)  **Apologies**  Molly Sinclair  In attendance: Simon Oelman, Estate Director, Cllr Adrian Garden | **Action** |
| **2**  **2.1**  **2.2** | **Minutes and Matters Arising**  The minutes of the meeting of 28 April 2020 were agreed.  A date for the Chairs Appraisal was set for 29 May.  The provision of a Microwave to RPCC was carried forward |  |
| **3** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**  None. |  |
| **4**  **4.1** | **Chairs Report**  There are no Staff Birthdays.  Board Birthdays Agnes and Mary. |  |
| **5** | Cllr Garden noted that a response had still not been received re major works. He had chased for a response although clearly officers and members were busy dealing with the Covid-19 pandemic.  The chair raised the issue of the proposal to replace the small lift at Tanhurst House. She said this did not offer VFM. Cllr Garden agreed to take this up with officers although he said he could not guarantee a favourable response.  SO requested to know what proposals were for reopening Council buildings to the public. Cllr Garden agreed to ask. |  |
| **6**  **6.1**  **6.2**  **6.3**  **6.4**  **6.5**  **6.6**  **6.7** | **Performance outturns 2019/20 and Targets 2020/21**  SO introduced the paper.  He explained that although we had hit our rent collection targets there would be significant pressures going forward due to the rapid increase in Universal Credit claims.  The main issue in relation to performance related to service charge collection which was again significantly below target. SO explained that this was due to:   * The high level of actual charges applied to accounts in September * The overhanging major works debt * The inability to claim service charge debt from lenders as they were unwilling to pay due to uncertainty about liabilities relating to major repairs.   Members noted the success in carrying out gas servicing.  Members asked why we had not completed 100% of repairs on time. SO explained that there were several reasons for this and that he believed that these were due to operational issues beyond RPRMO control.  Members noted that the targets for 2020/21 would be hard to achieve, particularly in relation to arrears and tenancy checks.  **Members noted the performance outturns for 2019/20 and agreed the targets for 2020/21** |  |
| **7**  **7.1**  **7.2**  **7.3**  **7.4**  **7.5**  **7.6**  **7.7**  **7.8**  **7.9**  **7.10**  **7.11** | **Policy Review**  SO introduced the report. He had previously circulated the Counter-Fraud policy and Data Protection policy to members for comment. He also pointed out that these applied to Board members as well as staff so they needed to be aware of their contents.  The chair emphasised that all members should read them before the next meeting.  **Counter-Fraud Policy**  SO said that the Anti-Fraud policy had not had any material changes made to it.  **Data Protection Policy**  SO explained that the General Data Protection Regulation (GDPR) of 2016 came into force from 25 May 2018 and replaces all previous Data Protection (DP) laws. This had significant impacts on organisations DP policies and therefore the policy had been rewritten in full.  The policy committed RPRMO to ensuring that it complies with the six data protection principles and the other requirements of GDPR, as follows:   * Personal data must be processed lawfully, fairly and transparently. * Personal data can only be collected for specified, explicit and legitimate purposes. * Personal data must be adequate, relevant and limited to the purpose for which the data is processed. * Personal data must be accurate and kept up to date. * Personal data must be kept in a form such that the data subject can be identified only as long as is necessary for the processing purposes. * Personal data must be processed in a manner that ensures the appropriate security.   The policy applies to all employees, board members and others who may be involved in the collection of and processing of personal information on behalf of RPRMO and extends to data whether it is held on paper or by electronic means.  The policy’s objectives are to:   * Protect the personal data interests of individuals and other key stakeholders using appropriate procedures and controls * Provide the supporting framework for achieving and maintaining compliance * Ensure RPRMO meets applicable statutory, regulatory, contractual and or professional duties * RPRMO uses personal data information when it carries out many aspects of its day to day business. The organisation is subject to this policy, with some requirements spreading out and imposing responsibilities on partner organisations, e.g. our maintenance contractors * Personal data is all data within our computer systems, including the Housing Management System, Document Management System, email, Word documents, Excel worksheets, plus manual filing systems that refer to a living Data Subject * Special categories of personal data are more sensitive and so need more protection. These include racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade-union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation * This policy applies to all RPRMO’s personal data processing functions, including those performed on personal data and any other personal data processed from any source, relating to: * Tenants, leaseholders and nominees * Any organisation or people to who we provide a service * Suppliers and partners * Board Members * Our employees and job applicants.   The policy also recognised the need to comply with RPRMO’s safeguarding policies which may mean that data was revealed to prevent harm. This could also apply in relation to the prevention or detection of crime.  JN queried whether Board Member emails should be shared with other members do to GDPR. SO explained that he believed that this was covered by a principle of applied consent. However, JN said that she did not believe this to be the case.  After discussion SO said that he would circulate a further discussion document to members in relation to this issue.  **Members agreed that Counter Fraud and Data Protection Policies.** |  |
| **8**  **8.1**  **8.2** | **Estate Directors Report**  SO introduced the report. He highlighted   * The Government had written to social housing tenants saying that there was an expectation that a full repairs service would be delivered, but without setting a time scale. SO said he was awaiting guidance from the Council. * SO explained that he had consulted with staff about working and visiting residents’ homes going forward and working patterns for the future. As a result, an agreement had been reached although this needed to be kept under review. * The lift programme was scheduled to begin in June and last through to October. * SO had chased for a reply to the letter of complaint submitted to the LBL Chief Executive. * SO outlined the issues in relation to leave caused by the Covid-19 pandemic which had meant staff has been unable to take planned leave. He requested that members agree that staff should be able to carry over 10 days as long as they were taken in the first three months of the next leave year. Board members consent was required as this was a variation of the time off policy. **This was agreed.**   SO explained we needed to progress the design of the football pitch to obtain planning permission and funding to allow the scheme to progress. Muga-UK had already done works in relation to previous funding applications and he therefore requested that standing orders were waived to allow their appointment.  **The Board agreed:**   * **That staff should be able to carry over 10 days leave into the next leave year as long as this was taken in the first three months** * **To waive standing orders to appoint MUGA-UK as our consultants for the delivery of the new multi-sport play area at a cost of £12,384 including VAT.** * **Note the contents of the report.** |  |
| **9** | **Financial Update**  Members noted the report |  |
| **10**  **10.1**  **10.2**  **10.3**  **10.4** | **Any Other Business**  AK asked about renting sheds in the blocks. SO explained that there was a waiting list and people should apply to the office.  The Chair and AE asked about the works being carried out in front of Tanhurst House. SO explained that a new cable company were installing their infrastructure. Once this was completed they would be asking residents wished to be connected. However this would be dependent on agreement of the method statement.  AE asked that he could help with the painting of communal areas. SO said he would ask that STG contact him to allow this to happen. He also asked about the staining of the communal walkways. SO acknowledged that this remained a problem and that we would again need to ensure that the cleaning machines were used.  The Board wished SO a very happy birthday. SO thanked the Board for their good wishes. |  |
|  | **DONM – 30 June at 7.00. Venue TBA** |  |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **Chair Appraisal** | **Chair** | **May 2020** |
| **2. Microwave for RPCC** | **RJ** | **TBA** |

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

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