**Roupell Park Resident Management Organisation**

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

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| **1** | **Members Present:**  Mary Simpson: Chair (MS1), Oni Idigu: Treasurer (OI), Marcia Jones: Secretary (MJ), Molly Sinclair (MS), Alex Ekumah (AE), Alieu Corneh(AC), Tom Parker(TP), Chris Weathers (CW), Nike Onikosi (NO) & Edward Evans (EE)    **Apologies**  Janet Nicholson  Idham Ramadi, Lambeth Client Team (attended AGM on 19.9.17)  **Staff in Attendance**  Simon Oelman, Estate Director  Eva Christmas, Community & Development Manager  **In Attendance**  Cllr Adrian Garden  Chair welcomed all to the meeting, particularly our new Members, who were elected at the AGM on 19.9.17. Chair further outlined responsibilities for new Members and that induction training would be arranged as soon as possible. |  |
| **2** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**   1. 1 new Shareholder Certificate had been received: Edward Evans. Secretary to arrange his Certificate 2. There were no declarations of Interest or Fraud 3. There were no Gifts and Hospitalities received by Office Staff. |  |
| **3**  **3.1** | **Matters Arising from Minutes of Meeting held on 25 July 2017**  **The Minutes were AGREED as a true record and signed by the Chair and Secretary.**  Action Points   1. **Board Appraisals.** Chair expressed her concerns that one Appraisal was still outstanding and stressed the urgency of this to OI. 2. **Letter to Leaseholders**. These had been sent 3. **Door Knocking.** Secretary gave Members’ their task and suggested working together to complete this over the autumn. | **MJ**  **SO**  **MJ/Board** |
| **4** | **Chair’s Report & Updates**   * Chair reported that our recent AGM was successful and well attended. * Staff birthdays, Eva 16 Oct & Peter 9 Oct * Our accounts were accepted by the AGM and will be lodged in good time to avoid a fine. * Thanked Board Members for their support and hard work this past year, particularly through the exceptional difficulties of the major works. Chair also thanked SO and the whole staff team for their commitment to seeing the works through, including going over and beyond their roles. * As per our MMA Rules, Chair stepped down and handed Meeting to Secretary who conducted the re-election process. Chair was unanimously re-elected. * Secretary's role for re-election, but had already notified Board and due to personal reasons, she would be standing down as Secretary, but would remain as a Board member. * Chair thanked Secretary for her work and support during her role. Chair asked for nominations or volunteers to fulfil the role. SO reminded that it is in our MMA Rules that we need to have a Secretary and as part of our KPIs our governance rating by Lambeth would be reduced if the role was not filled asap. * Reminded Members of the training on 27.9.17, at the Community Centre, on ASB, with a view to repeating in the future. * Chair reminded Members to complete their Declaration of Interest forms during the meeting, as our Audit was due the following week. |  |
| **5** | **Fun Day – Social Impact Assessment**  EC presented this report, which is based on completed surveys and verbal feedback from those who attended the event, which includes Board, staff and residents. The report also uses statistics from last year’s event in order to produce comparative data.  **Expenditure and Costs**:   1. The approved budget for the event was £5,500 and the event came in significantly under budget, with only 58% of the total approved budget being spent. The total cost of the event was £3,178.37. 2. There was also a 24% increase in cash takings, in comparison to last year’s event, generated from the sale of raffle tickets, games, the inflatables, the slide and food. Total cash takings were £1,130.86. 3. The total cost of the event was almost the same as last year, with just £5 less spent this year. This year we had £150 less in cash donations but the difference was made up by the increase in cash takings on the day, so the total income still had an increase of 3%. 4. The overall contributions met 17.4% of the overall event costs; income generated from the stalls met 21.5% of the overall event cost. Formal policy on vulnerable and elderly residents might be useful and look at how we monitor.   The Board congratulated Eva for a very successful, positive Fund Day and brief discussions were held. The report was very thorough and highlighted some very key areas around the impact on our community, which could be used for future evidence or strategic case studies.   * Cllr Garden felt it was the best he had attended over the years. He further suggested contacting Blenheim Gardens as they and some other TMOs had a process in place for a Vulnerability Policy. * Discussions on some aspects of the day particularly that the positives outweighed the minor negatives.   Feedback from staff was noted and would suggest they need a year off from running an event of this size, due to the overall commitment, time and effort it requires from each member of staff to successfully deliver the Fun Day. The event is in its 4th consecutive year, and it can hardly be made better or bigger.  However, Board members have strongly advocated running the Fun Day event again next year and are prepared to put in more time and effort in order to make this happen. Suggestions that planning starts as soon as possible to ensure effective communication. |  |
| **6**  **6.1** | **Controlled Parking Zone**  Chris spoke to this item, which had become a serious issue for residents on RP, living on Upper Tulse Hill and comes into effect on 2.10.1. Noticed the difference in fewer cars, as preparation was in process.  Suggestion that RP could paint our own parking bays, perhaps in a different colour. Need to ensure that residents are clear what the new procedures were and residents know what their options were.  Discussions about who owned the bays and what happens to the areas of roads throughout the estate that are not Lambeth-owned.  Cllr Garden would be happy to take any questions or concerns we had forward. SO would write on our behalf to Cllr Garden, outlining our concerns.  *Chris left meeting at 20.05pm* | **SO** |
| **7**  **7.1**  **7.2**  **7.3**  **7.4** | **Councillor’s Report**  Councillor gave his verbal report on key/on-going issues within Lambeth.  Toyota property on Brixton Hill, recently taken over by squatters, who were evicted. The property was boarded up, but had a rave within the past week and had taken over again. The Police were called, but the negative is the amount of rubbish that has been left, which has raised numerous concerns.  Air quality in Brixton is one of highest in London. Council trying to do some research on air quality, with a view how to address this.  Trees and the various roads in Lambeth with ongoing issues.  MS raised the issue again about the paving stones on Upper Tulse Hill. Cllr had raises this from his last visit and would raise again.  The men outside the betting shop on Brixton Hill.  EE raised the issue of the loud noises from a local restaurant on Brixton Hill. Cllr agreed to re-visit the above points and report back to us.  Members thanked Cllr Garden for his input and updates.  *Cllr Garden left the meeting at 20.25pm* |  |
| **8** | **FOR DECISION**  **Policy Review**  Members are requested to agree policies relating to:   1. Adult Safeguarding 2. Children’s Safeguarding 3. Lone Working 4. Compensation 5. Gifts and Hospitality (Attached at appendix 1)   RPRMO must have in place a full range of policies and procedures and to keep them under review. Under the timetable set need to review our policies in relation to Adult Safeguarding, Children’s Safeguarding, Lone Working, Compensation and Gifts and Hospitality.  Other than in the case of the Gifts and Hospitality Policy the policies do not need amendment and therefore are not attached to this report. They are however available to view on request or on the Website. Members are reminded that these are the strategic policies that guide the operational framework for delivery.  **Board AGREED to the policy reviews.** | **SO** |
| **9**  **9.1**  **9.2**  **9.3**  **9.4**  **9.5**  **9.6**  **9.7**  **9.8**  **9.9** | **ED Report**  The report updates Members on issues affecting the management of the estate.  **FOR DECISION**   * To agree to appoint Global MSC Security Ltd to assist in the procurement of a CCTV system at a cost of £8340 plus VAT to be met from reserves * To note the contents of this report.   LHS internal works  Works for making good defective internal LHS works are due to commence in the New Year. However no details of the scope of the work or a project plan had been provided and there were some signs that the Council may be rowing back on their original commitments in relation to the scope of works.  External works  The external works remain on schedule to complete in November and the replacement of the staircase balustrades are well under way.  Issues remain about omissions from the contract scope but these are being addressed on a case by case basis and where needed Roupell Park will pick up the costs or complete the work to ensure the work is fit for purpose.  A very positive meeting was held with leaseholder’s on 22 August which as requested by the Board was facilitated by RPRMO.  The meeting selected and action group to take the initial legal advice as regards to a challenge in relation to a challenge to the increase service charge costs arising from the works.  Whilst we will continue to help to facilitate the process this will need to be driven by the leaseholders themselves as it is not appropriate for us to take this forward as an organisation.  Risk Management  An updated risk map was attached at Appendix 1.  There was only one significant change which relates to the DLO culture. Considerable work had been carried out in this respect, including carrying out a detailed process mapping exercise involving all interested parties. This emphasised the ownership of the process by the DLO operatives, clarified processes in relation to variations and freedom of action and the emphasised the need for flexibility in delivering great customer care.  In addition we had also developed a more effective planned maintenance programme which would increase levels of productivity.  We would continue to monitor performance but it was hoped that this was a major step forward.  Three additional risks had also been added to the risk map.   * 25a relates to the possibility that Lambeth were seeking to renege on previous commitments relating to the scope of works and the degree of testing to be carried out on electrical installations. This would require careful management and if necessary political intervention to manage. This could easily escalate to become a red risk. * 35a and 35b both relate to fire safety. * 35a is about the management of advice given to residents and the management process, and whilst this is a green risk it needs to be recorded. * 35b related to the circumstances outlined in paragraph 21 below. This will need to be carefully monitored.   Fire Safety  ED had now received the FRA’s for all of the blocks on the estate. The same issues had been identified across the estate and the majority of these fell to Lambeth. There are however issues around signage which would need to be addressed.  Concerns with the quality of the reports which appear in many cases to have been cloned. In addition it was clear that for a limited number of blocks a different assessor was used. These were in a different format and picked up issues in identical blocks that had not been identified.  Whilst as free holder the Council is strictly liable, concerns that there was a risk to RP residents. Recommendation to fund Colin Carnegie to carry out a fire risk assessor’s course so that we are confident that our blocks are safe.  Other Issues  ED had now met with three contractors and had made contact with two others. Each had a different idea on the solution and it is the view that given the likely cost we would need to employ and consultant to draw a specification, help to assess a bid and to assist in the project management as neither CC nor ED have the necessary knowledge and experience in this work.  Initial discussions with a supplier indicate that comprehensive coverage will be achieved at a cost of approximately £200k plus ongoing support costs.  ED had therefore identified a consultant Global MSG Securities Ltd who could help in this process. The estimated cost would be £8340 plus VAT. This would be added to the overall project costs and would therefore be met from reserves.  **Board AGREED for this work to go ahead and AGREED to quote for MSG.**  Internal Audit Team  A pre meeting had now been held with the internal audit team pending the Audit due to be held in October. The terms of reference had been agreed and completed an initial review of the preliminary audit survey.  Waste Collection  Some progress had been made in relation to the collection of waste on the estate. Wednesday collections were starting marginally earlier which did allow the caretakers to pull out and put back the bins.  However no progress had been made in relation to Saturday collections and we were going to have to look at our caretakers working patterns to deal with the issue.  HR  Alison Spence our HR adviser had decided to retire and therefore would no longer be able to give us support. Peninsular may not be used for all our HR support as we may not get the type of advice we require in many cases. ED had asked Alison if she was able to recommend anyone to assist us in the future.  Members agreed that Alison had provided an invaluable service and support over the years and a card would be bought and signed.  Board thanks ED for his continuous diligence to operational work and the Staff Team. | **SO**  **SO**  **SO**  **SO**  **SO**  **SO/CC**  **SO/CC**  **SO** |
| **10** | **Allowances**  SO spoke to this item. 1.68% less on our Allowances. Overall, we are doing much better than was anticipated. SO provided a list of all the proposed amounts, but ultimately, RP is in a good financial standing.  Members were happy with the list. | **SO** |
| **11** | **FOR INFORMATION**  **Business Plan**  Members are asked to note and comment on progress against the 2017/20 Business Plan Action Plan.  At its meeting of 28.3.17 the Board verified the RPRMO business plan action plan for 2017/20 and requested that it be considered on a quarterly basis. Given the recent nature of the plan this is the first update to the Board.  The Board will however wish to note that there were three targets where were late. Targets 1 and 2 both related to Lambeth major works projects and were therefore outside of our control. However target 12 in relation had been delayed as costs were considerably higher than anticipated. We were seeking an additional quote but it was likely that we would need to reduce the scope of the work to make it affordable.  Finally it should be noted that there were a number of targets that were the responsibility of the Board who would need to agree a way of meeting them. | **SO**  **SO/**  **BOARD** |
| **12** | **Finance Update**  Members noted the Finance Minutes and reports. Our Auditors were pleased with our financial managed for the past year and congratulated SO and JM for their hard work in keeping RP a strong financial business. | **SO/JM** |
| **13**  **13.1**  **13.2**  **13.3** | **AOB**  **Bikes in Hyperion House** – MS raised her concerns about this again and SO agreed to follow up with CC  **ASB** –AE raised the issue of young men in stairways on Tanhurst smoking drugs and how intimidating this can be. SO confirmed that this is a Police matter, so always call the Police and not personally attempt to tackle, to keep ourselves safe.  Brief discussions on the positive ways we could engage the young people.  **Brixton Energy** – Discussions on the finances raised from Brixton Energy and how these can be utilised. | **SO/CC**  **SO/BOARD** |
| **14.** | **Date of Next Meeting**  **Tuesday 31 October @ 7pm** |  |
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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **One more Board Appraisal outstanding** | **OI** | **June 2017** |
| 1. **Board Door Knocking** | **MJ & Board** | **September –November 2017** |
| 1. **Brixton Energy – use of surplus** | **SO** | **October 2017** |
| 1. **Bikes under Hyperion House** | **CC** | **October 2017** |
| 1. **Contact Cllr Garden re parking controls** | **SO** | **October 2017** |

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

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