



BROCKLEY TENANTS' CO-OP SPRING/SUMMER NEWSLETTER

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o-op

**Special dates
for your diary:**

**Annual General
Meeting –
Saturday 15th
July 2017 –
3.00 p.m. at St.
Johns Church
Hall Lewisham
Way – with
refreshments...**

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**Day trip to
Margate**

**Saturday 19th
August 2017**

**BTC members
only and their
children £5**

The Staff Team welcome you to your spring/Summer Newsletter 2017.

From left to right:

Lindsay Mortimer – Manager, Sam Carrizales – Finance Officer, Kim Nguyen – Housing Officer – Lead Housing Officer for Income, Andy Logan – Housing Officer, Lead Housing Officer for Maintenance and Lenesa Browne – Part-time Administrator.



Please see your Staff Team above –Lola (Income recovery Officer) left us at the end of January 2017 and we welcomed Lenesa Browne in December 2016 and Kim Nguyen in February 2017 who has replaced Lola.

Christmas and New Year Celebration

We would like to thank you for your support at our ‘Christmas New Year Celebration’ in December 2016. The event was held at our BTC Office and it was great to spend some time socializing and getting to know one another better. Over 40 Adult Members and 15 of children attended during the evening. The adults and children all said that they really enjoyed themselves – children pulled Christmas crackers and played pass the parcel ...adults and children enjoyed their quizzes – and the tasty refreshments. We hope to repeat this event again in 2017 and hope you will join us.

Planned Maintenance Cyclical Decoration Programme – 2017/18 - BTC

If you are about to have some BTC cyclical decoration, window replacement or damp works carried out at your home – you will be notified well in advance of these works being carried out. (Hexagon tenant/members will be contacted directly by Hexagon Housing Association as soon as possible regarding their programmes.):

- A budget of £64,000 has been allocated to Cyclical Decorations this financial year. We are spending this amount across 8 properties.
 - A budget of £133,000 has been allocated to Window Replacement at 4 properties during this financial year.
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- The Damp Project from 2016 will continue this year. There are 4 remaining properties to receive work this year – 3 of these are related to condensation and the other has been caused by a historic water pipe leak. All have been budgeted for from the inception of the project.

Polite reminder: What appear to be areas of damp in properties are quite often related to condensation – please try and keep the areas in your home where hot water/steam penetrate the atmosphere well ventilated. If you are worried about ‘damp’ or ‘condensation’ in your home and you have not already informed us please do and we will do all we can to help.

Tenant/Member Involvement and Participation Opportunities - 2017/18

We are looking forward to meeting you all at our **Annual General Meeting on the 15th July 2017 at St. John's Church, Community Hall, Lewisham Way, commencing at 3.00 p.m.**

We have moved the venue because last year our office meeting room was not big enough to get everyone in comfortably! There will be refreshments available at the end of the meeting and we have tried to cater for all dietary needs.

Your participation in this event is really appreciated and we hope to see you there to ‘vote in’ your new Management Committee for 2017/18. The Agenda and Papers will be sent to you 2 weeks before the event.

Last July, at our AGM we had a lot of interest in serving on the Management and Sub-Committees from tenant/members and both staff and committee members enjoyed a Strategy and Training Day held at the Clarendon Hotel, Blackheath, in September. Unfortunately, by the New Year several committee and sub-committee members for various reasons were not able to continue committing to attend meetings regularly. This subsequently led to the merger of all sub-committees into one ‘Management Committee’ at the end of March 2017 – some sub-committee members joined the Management Committee bringing their expertise to these meetings. The last three Management Committee Meetings have been well attended and very productive. (Please note that some tenant/members, from time to time may be (co-opted) asked to serve on the Management Committee as and when required according to their qualifications/knowledge on certain subjects.

Going forward into 2017/18 we hope that the one ‘Management Committee’ and one ‘Elected Officers and Staff Meeting’ per month will be sufficient to manage the business of the Co-op in the most effective way.

Since the last AGM in July 2016 myself and my staff have been holding monthly meetings with the elected Chair, Vice Chair, Secretary and Treasurer in the BTC Offices. These meetings have helped all of us to build good relationships with each other and we believe that through sharing information and knowledge we have been able to deliver a better service to our tenant/members. Being a new staff team we have appreciated the input, help and support given to us by your elected officers and we would like to say a big ‘Thank You’ to them.

Your Co-op needs you.....

- Please think about becoming a Management Committee Member. If you wish to be considered as a fully participating Management Committee Member for 2017/18 please
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read and complete the attached Application, Code of Conduct and Declaration of Interests Forms enclosed and return to the BTC Office on the day of or before the AGM on the 15th July.

If you have any specific skills or qualifications that you may think will assist the Co-op with its day to day business please ensure that you indicate these on the application form or send us an email offering your services.

- We need more people to volunteer to arrange and run Social Events
- We need more people to volunteer to help us with large mail-outs
- We need more people to volunteer to help our infirm and elderly tenants with gardening, a decorating, window cleaning and shopping

Day Out for Everyone – Members and their Children/Staff

Our Vice Chair, Alan will be hosting a ‘**day out to Margate**’ for all our members and their children only on Saturday **19th August, 2017 - £5.00 for adults and £3.00 for children.** **Please complete the tear off – slip below with payment in cash in person to: Lenesa Browne by the 15th July 2017.**

-----Tear off slip -----

I of

would like to book spaces on the coach from:

Brockley Tenants Co-op – at 10.00 a.m. 249 Lewisham Way on 19th August 2017 to Margate – returning on the same day to the a.m. pick-up point leaving Margate at 6.00 p.m.

No. Adults (£5.00) No. Children..... (£3.00)

Total Payment £..... herewith

Signed(Member) Tel:

Signed

Received Payment: L. Browne, Administrator - Date:

BTC Web-site

We apologise for the delay in resolving some of the technical issues that we have experienced with our Web-site.

Please note that this is now being regularly up dated with all kinds of important information i.e., Approved Minutes of Open Management Committee Meetings, Dates and times of various meetings etc.

We would be very grateful if you could kindly complete the section which asks for your email address and telephone numbers so that we can up-date our records. We would also like to use text messaging to remind tenants/members of various meeting dates – this was a recent suggestion from a tenant/member who attended a Management Committee Meeting.

Walk-in Welfare Benefits Surgery

This is held all day every Thursday – no appointment necessary. Closed from 12.30 – 1.30 p.m. for lunch.

If we can help in any way please do not hesitate to come and see us and use this confidential service.

Many thanks for all your interest and for supporting in your Co-op.

Kind regards,



Lindsay Mortimer (Ms)
Manager

COME AND JOIN -THE MANAGEMENT COMMITTEE AND INFLUENCE THE WAY THAT YOUR CO-OP IS MANAGED

During the A.GM the General Membership elects the Management Committee in line with the Co-op Rules. You do not need to have specialist housing knowledge to join the committee however; we are looking for people who are passionate, innovative and able to commit time to focus on what matters most to the Co-op.

We will offer you a full induction to the Management Committee and more importantly we will give you training where necessary. If you have had thoughts in the past about putting yourself forward for an Officer role (Chair, Secretary or Treasurer) we can give you the necessary training to fulfil your obligation.

- **Management Committee** – leads on the strategic elements of the Co-op and the overall delivery of service to the Members’.

Being on this Committee will give you transferrable skills that will help you when applying for jobs. This is just one good reason for you to join in, but, more so, it gives you a say in how the Co-op is governed and enables you to be a part of the changes that take place.

It is vitally important that the Co-op has a succession plan for future membership, so if you are interested in joining the Management Committee, come and speak to a Committee or Staff member and we can offer you support and advice.

We hope you agree – approximately 2 hours every month is a small price to pay for being well housed.

The Co-op could do with some help to organise more social events and we would like to continue to make our Co-op attractive to others.

Help us organise and achieve this! Don't leave it all to someone else!

You agreed when you joined that you would spend some time on a committee – well there is a place waiting for you! **Now is the time.**

Get some experience of running a small business.

Really control your own housing.

Improve your CV – learn about Housing.

Fill in the attached form(s) and **Join the Management Committee!**

NOMINATION FORM for MANGAGEMENT COMMITTEE PARTICIPATION

To be considered, fill in the form below and either bring it back to the office or hand it to a member of staff at the AGM before the meeting starts at **3.00 p.m. Saturday 15th July 2017.**
 To be a Management Committee Member you will need another Co-operative member to sign the 'Co-op Member' section of the form.

PRINT NAME			
I agree to be nominated as a member of the Brockley Tenants' Management Committee:			
I declare that neither I nor any of my close relatives hold a directorship or own a business which is currently trading with the Co-operative and that I am a Member of the Co-operative			
SIGNED			DATED
In signing this form I consent to records of personal details relating to my committee membership being kept by the Co-operative			
ADDRESS			
OCCUPATION			
HOME No.		WORK No.	
MOBILE No.		EMAIL	
I prefer not to share my email and 'phone numbers with other committee members (Tick the box if this is the case)			
As a Co-op Member, I nominate the above person to be a member of the Management Committee			
SIGNED			DATED
		(Co-op Member)	
PRINT NAME			
In signing this form, I consent to records of personal details relating to my Committee Membership being kept by the Co-operative			
To be completed by the Nominated Tenant Member			Tick in the box below to Join
I want to join the Management Committee			
			Tick boxes below if Interested
I am interested in helping to organise parties and social events			
I am interested in being consulted on updates and changes to Co-op policies			
I am interested in being considered for the position of Chair, Secretary, Treasurer (please circle)			

EQUAL OPPORTUNITIES MONITORING FORM

BTC recognises the need for equality of opportunity and the management of diversity in all aspects of our operations including, governance. It is our intention to ensure that nobody receives less favourable treatment on the grounds of gender, race, colour, ethnic or national origin, marital status, responsibility for dependent's, sexual orientation, disability, age, gender reassignment, social status, political, cultural or religious beliefs. BTC is committed to a governance structure that reflects the diversity of our customer base. The information provided on this form will only be used for the purposes of gathering statistical information for the purposes of monitoring. In all cases, please tick the appropriate box.

GENDER

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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AGE

16-20	<input type="checkbox"/>	21-30	<input type="checkbox"/>	31-40	<input type="checkbox"/>	41-50	<input type="checkbox"/>	50+	<input type="checkbox"/>
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SEXUALITY

Hetero- sexual	<input type="checkbox"/>	Lesbian or Gay	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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ETHNIC ORIGIN

White – British/ European		Black – British/ Other	
White - Irish		Asian / South-East Asian	
Black - African		Chinese	
Black – Caribbean		Other (please specify)	

DISABILITY

Do you consider yourself to be disabled? YES/NO

If yes, please describe the nature of your disability.

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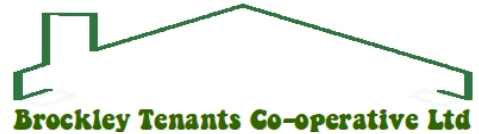
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Code of Conduct

1 Objective

The objective of this policy is to specify how members should behave within the co-Operative and, when engaged on the co-operative's business, how members should maintain a high standard of conduct, probity and business ethics. It also outlines how employees should conduct themselves in carrying out the duties of their roles.

2 General

2.1 The co-operative will, from time to time, review its stated values and how those values are implemented in practice.

2.2 The co-operative has signed up to the joint Confederation of Co-operative Housing / National Housing Federation Code of Governance for Housing Co-operatives. From time to time, the co-operative will review how the co-op is implementing the principles within the Code of Governance.

3 Member Behaviour

3.1 Members will not commit or allow members of their household, guests or visitors to commit any form of harassment or cause offence to any employees and contractors of the co-operative, or any other visitor to the premises on the co-operative's business.

3.2 Members will not resort to behaviour that could be considered threatening, abusive or insulting when addressing employees, contractors or any other visitor to the premises on the co-operative's business.

4 Meeting Conduct

4.1 Members must ensure that their private and personal interests do not influence their decisions, and that they do not use positions of responsibility within the co-operative to obtain personal gain of any sort that does not apply equitably to all members.

4.2 Members will abide always, by the co-operative's rules and policies.

4.3 Members will respect other members' viewpoints and encourage all members to express themselves.

4.4 Members will abide by the agenda prepared for the meeting. Discussions that are not pertinent to the meeting should not take place during the meeting.

4.5 Members will remember that 'Matters Arising' is for feedback on actions following previous decisions and not for revisiting previous debates.

4.6 Members will not bring up issues at a meeting if they must be referred to other Sub-Committees or dealt with through other channels as agreed by the co-operative's policies.

4.7 If members wish to raise issues not on the agenda, they should bring this up under 'Any Other Business'. Wherever possible, the Chair should be notified of such items before the meeting. Items that are not urgent, that can wait until the next meeting, have already been discussed at previous meetings or that require a long discussion must not be brought up under AOB and should be put on the agenda for the following meeting.

4.8 Members must recognise the role of the Chair throughout the meeting. All questions, comments and points of view should be expressed through the Chair. Members wishing to speak will indicate this by raising their hand. Members should express their opinion once during a debate; this does not restrict members' ability to respond to direct questions arising from their statement.

4.9 The Chair will keep note of the order of the speakers and will name the person who has the turn to speak. To ensure that all members have an equal opportunity to speak, the chair will call speakers on the list who have not yet spoken to speak before others who had already expressed their points of view or comments.

4.10 The person responsible for the Minutes will take minutes only from the person speaking who has been given his/her turn by the Chair and will only record statements of fact and decisions made. The recognised speaker is hereafter referred to as 'the prime speaker'.

4.11 The Chair may only speak on agenda items in introduction and then in summary when all other members wishing to do so have spoken.

4.12 Speakers will restrict their comments to matters pertinent to the agenda item under discussion. They should avoid repetition of comments made by previous speakers.

4.13 The prime speaker should not speak for more than 5 minutes. If this is exceeded the Chair will impose a guillotine on the speaker.

4.14 Members should not interrupt the prime speaker. The Chair will inform the person interrupting that they should not do so. If such a member is told more than once in any meeting, the Chair will instruct that member to leave the meeting.

4.15 If after discussion the meeting decides to defer an item to a subsequent meeting, any member who spoke on the original discussion shall be given the priority in speaking when it is re-discussed.

4.16 Members will not attend the meeting under the influence of alcohol or non-prescription drugs.

4.17 Members will abide by the co-operative's Equality and Diversity Policy at meetings and should ensure that no comments are made that could be deemed offensive.

4.18 Members will conduct themselves in a manner that ensures that discussions take place in a mature and constructive manner.

4.19 The Chair will warn members using abusive or threatening language not to do so. If such a member is told more than once in any meeting, the Chair will instruct that member to leave the meeting.

4.20 If the member refuses to leave the meeting at the request of the Chair the meeting should be adjourned until the member leaves.

4.21 If a Management Committee member behaves unacceptably at meetings they will be warned by the Chair not to do so and if they continue they may be expelled, by the Chair, from the Management Committee.

5 Declaring Personal Interest

5.1 All members should complete an annual declaration of interest statement and inform the Secretary or the Chair of any interests that may lead to potential conflict of interest as they arise. The co-operative will maintain a register of interests.

5.2 Members should inform the Chair of any personal interest in an issue prior to the discussion of said issue on the agenda.

5.3 Depending upon the nature of the personal interest they may be required to leave the meeting whilst the issue is discussed.

5.4 Members should not attempt to influence another member of an issue for which they might have a potential conflict of interest.

5.5 Members who breach these rules regarding conflicts of interest face being removed from the Management Committee and sub-committees.

6 Confidentiality

6.1 All members of the Management Committee and sub-committees must sign a Confidentiality Agreement before taking up their position.

6.2 Members should not disclose items deemed confidential. Members of the Management Committee who discuss confidential items and members of any sub-committee should keep all members' personal information strictly confidential.

6.3 Members who breach confidentiality face being removed from the Management Committee and sub-committees.

7 Hospitality and Gifts

7.1 Members and employees should ensure that all instances of receiving hospitality and gifts when on the co-operative's business are meticulously recorded.

7.2 Personal gifts should not be accepted.

8 Employees

8.1 Always employees should treat members with courtesy and respect.

8.2 Employees will remember that whilst Management Committee members can advise on general policy matters they are not to be drawn into the management of individual tenancies.

8.3 Employees must not provide or discuss details of the personal circumstances of members without the written permission of that member.

8.4 Employees will remember that Management Committee members' homes are not offices.

8.5 Employees will ensure that they do not allow outside interests to affect their work for the co-operative.

8.6 Employees will not make disparaging remarks about members.

9 Management Committee and Sub-Committee Members

9.1 Committee members will address employees in a professional manner. Personal attacks and comments are not acceptable.

9.2 Committee members will not ask employees about their personal views about the management of the co-operative.

9.3 Committee members will not give employees direct instructions on the day to day performance of their duties.

9.4 Committee members should remember that although employees will attempt to be available at short notice, access may be restricted by the demands on other parts of their work.

9.5 Employees will try to attend meetings outside of normal office hours which are relevant to the running of the co-operative. However, Committee members should appreciate that such availability will sometimes be restricted by family and private commitments.

9.6 Committee members should remember that the co-operative's office is the workplace of employees. Access to the co-operative's office by committee members will not be unreasonably restricted. However, committee members will normally attend the offices by appointment. If the matter is urgent they will make their presence known at the agreed reception point. Committee members should not enter offices unannounced.

9.7 Committee Members must not expect favourable treatment from employees nor should they be treated any less favourably. All requests as a resident should be made through the accepted reporting channels (e.g. repairs).

9.8 Committee members should not put themselves in a position whereby they seek to oppose action taken by employees or officers on behalf of the co-operative.

9.9 Committee members should remember that all decisions taken by the committees are binding and that they should not seek to disassociate themselves publicly from the decisions taken.

10 Breaches

10.1 Any member who is in breach of the Code of Conduct faces being excluded from active participation; this may be a temporary or permanent exclusion. Serious breaches will be investigated by an external body as determined by the Management Committee.

10.2 Any committee member who has had successful legal action taken against them for rent arrears (possession order or suspended possession order obtained) will be suspended from all committees until the outstanding arrears have been cleared.

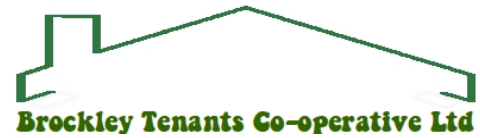
10.3 Any member engaged in legal action against the co-operative cannot be involved on both sides of a dispute due to the conflict of interest that this creates. Therefore, any member engaged in such actions will be suspended from all relevant committees or discussions until the legal action is concluded.

As a Management Committee Member for Brockley Tenants Co-operative Limited, I agree that I have read and understood my obligations to adhere to this Code of Conduct and the consequences of breaching the code:

Signed:	Name:
Date:	Address:

Revised: 7 March 2016

Approved: 22 March 2016



Declaration of Interest

It is important that, as employees and Board or Committee Members, we can show that we do not get improper personal benefits because of our BTC activities. It is also important that we are all seen to abide by the spirit of the “Nolan Principles” (attached) which were developed as a general code for standards of behaviour in public life.

One of the ways in which we provide assurance about this is to have a formal process for declaring openly any relevant ‘interests’ that staff or members may have. New Tenant Members, staff and Board/Committee members sign a Declaration of Interest before taking up their duties and declarations are updated annually at the beginning of each calendar year.

The declaration covers any circumstances where the individual or a close relative could in theory receive a personal or business benefit (other than salary and expenses) because of any Society activity.

There are two main cases where a benefit could occur:

- (i) *a Duality of Interest*: this is where the circumstances potentially could bring about some personal or business gain;
- (ii) *a Conflict of Interest*: this is where a conflict exists between a personal/business interest and the interests of BTC.

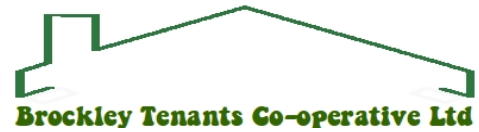
Both types of interest must be disclosed. Such interests could include the following:

- (a) a direct or indirect interest in a co-operative that BTC is working for
- (b) a direct or indirect interest in a property that BTC is buying
- (c) living in a property owned or managed by BTC
- (d) a business or personal or family relationship with a person or firm earning fees/income from work placed by the Society (directly or on behalf of others)
- (e) a business or personal or family relationship with a person or firm with whom BTC does or may compete (including involvement in an organisation or body in a personal or voluntary capacity)

These are just examples and you should declare anything that you feel could present a conflict or duality of interest.

It is important to understand that the existence of such interests is not a problem. Once such interests are known and declared, any potential conflict of interest can be managed openly and therefore will not cause damage to the Co-op nor to our reputation. If you are unsure whether or not to declare an interest or a potential conflict, please speak with the Manager at BTC and generally err on the side of caution.

PERSONAL DECLARATION OF INTEREST



NAME: _____ (PRINT)

JOB /ROLE: _____

I have read and understood BTC’s guide to the interests that need to be declared. Having done so, I do / do not have interests to declare. I understand that if this position changes, it is my responsibility to notify the BTC Manager in writing within 28 days of the change.

Please complete all entries in block capitals.

	<p>Company or Person with whom you have a connection/interest</p>	<p>Nature of the connection of interest</p> <ul style="list-style-type: none"> • The names and addresses of all family members living in the co-operative. • The names of any family members with an employment or business link with any organisation that the co-operative trades with, • The company details of any organisation that the co-operative trades with that the member is an employee, director or board member of. <p>(E.g. ‘friend’, ‘company owned by family member’, “I am a shareholder in this company”, “I do voluntary work for this advice service”</p>
<p>1.</p>		

2.		
3		
4.		
	Signed:	Date:

Please continue on an additional sheet if necessary. Once signed return to the BTC Office

The **Nolan Principles**, were defined by the [Committee for Standards in Public Life](#) and set a general code of behaviour for all public/publicly funded organisations' including quangos.

They are:

- **Selflessness**
Holders of public office should act solely in terms of the public interest. They should not do so to gain financial or other benefits for themselves, their family or their friends.
 - **Integrity**
Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
 - **Objectivity**
In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
 - **Accountability**
Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
 - **Openness**
Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.
 - **Honesty**
Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
 - **Leadership**
Holders of public office should promote and support these principles by leadership and example.
-