MANCOM Meeting Minutes
Tuesday 13th January 2026
In person at 249 Lewisham Way, SE4 1XF
at 7.00pm
And also on Zoom

Present in person: SL – (Chair), GE- (Treasurer), AS- (CM) & PB

Present online: BR (CM), LW (CM), SC (CM), IRJ-T, AH, OA, CM, KV, EU, CJ, MA, CM & **Perspective Member:** DR

In attendance in person: MC (Operations Manager) SJ (Finance Manager), GO (Maintenance Surveyor), LB- (Housing Officer) & SKU (Administrator & Notes)

Item No:	Agenda Item	Action Approval Decision
1.	**Welcome and Apologies:** The Chair welcomed all those in attendance and declared the meeting quorate. **Apologies were received from:** MM- (Vice Chair), ED (CM), JC (CM), HU, TG, HS, & **Perspective Member:** CC	
2.	**Declaration of interest:** None	
3.	**Approve the minutes of 16th December 2025 General Meeting:** Members were asked to review the minutes for accuracy while the details remain fresh in their minds. If any further corrections are identified later, these can be emailed to Michaela or Sahana. The meeting minutes will be presented for approval at the next General Meeting.	

4.	**Action List Updates:**	
24.10.27.7	**Census:** We are continuing to chase members to complete their Tenancy Audit forms. we have received a few completed forms.	
24.10.23.7	**Law Commission:** The update from the Law Commission is in the managers' report.	
	Away day:	
	Away day six action still outstanding	
16.01.24.6	**Plans for our new build**: The decision regarding the planning permission is pending. MC has been in contact with Councillor Smidt, who is looking into the matter. We are waiting for his feedback before deciding whether to move forward with challenging this formally.	
17.09.24.8	**Home Visits:** There are still three more home visits to be carried out. We had two volunteers in the last meeting LB to chase this up.	LB to chase this up and coordinate home visits
16.09.25	**Management Agreement from Hexagon:** We Have not received anything back from Hexagon about the Management Agreement. It was noted that they have to give BTC three months' notice on the old Management Agreement before we can sign the new contract. **Sarah Buwah:** Sarah Buwah who monitors the Co-ops has returned from maternity leave. MC noted that Hexagon has advertised a job-share position to support the management of agencies and Co-ops within Hexagon, which is a positive indication that Co-ops will continue to be needed.	
28.10.25.6	**Last Away Day actions:** Nothing to report back on the actions as last meeting was only in December.	
5.	**Report Back from Voice Group:** BR reported back on behalf of BTC Voice Group. **Theatre Trip – Cancellation and Refunds:** The pantomime performance was cancelled one hour prior to performance due to illness among the cast. The theatre was unable to accommodate the group	Voice Group to liaise with SJ

	of 43 on the original date but offered alternative dates. Nine tickets were unused as attendees could not reschedule; refunds will be issued for these tickets. **Summer beach trip- Accessibility and Transport Arrangements:** BTC Voice organises two major events each year: a winter theatre trip and a summer beach trip. This year's beach trip is planned for Clacton-on-Sea. The date is yet to be confirmed, but it will take place on a Saturday in August. Further details will be provided at the February meeting. BR has contacted the coach company used for the previous three beach trips but has not yet received any quotes. Unfortunately, the company no longer has coaches with wheelchair access. BR has made enquiries with alternative coach companies; however, their quotes are significantly higher and require immediate payment, whereas the previous provider has been more flexible with payment terms. BR remains hopeful about attending the beach trip and will make further enquiries. An update will be provided at the next meeting. **Upcoming Meetings and Events:** There was no meeting held in January. The next BTC Voice meeting is scheduled for Tuesday, 3rd February at 7:30pm onwards and all members are welcome to attend. Zoom details will be sent out soon. The next coffee afternoon will take place on Saturday, 7th February, at Costa Coffee in Lewisham from 2:00 pm to 3:30 pm. The venue is easily accessible, with several bus routes serving the area. If anyone has difficulty in getting to the venue BTC Voice can arrange for transport for anyone wishing to attend the coffee afternoon. BR also confirmed that the BTC voice are also happy to pay for parking and noted that parking on Saturday at Lewisham is £2 for the whole day Therefore, there should be no barriers to attending the coffee afternoon. **BTC Voice Newsletter:** The BTC Voice newsletter is expected to be distributed at the end of	Members

	February/March. The group is requesting any photographs taken during the theatre trip from members willing to have them published in the newsletter. **BTC merchandise:** BTC Voice are still looking for photos of BTC merchandise in everyday situations for the upcoming February/March 2026 newsletter - all photos are welcome. **Window stickers:** These are discreet window stickers that members can display on their windows to identify themselves to other Co-op members in the community. Participation is completely voluntary and the stickers are available for collection from the BTC office. **Street trees:** The deadline for the street trees application is on the 31st of January 2026. There is still opportunity for people to put their names forward to care for a street tree. BR will be submitting the final application the week commencing 20th January 2026. MC has agreed to resend the street tree flyer to all members as a reminder.	Members MC to resend Street Trees flyer to Members
6.	**Managers' report:** **Law commission:** We received an email to say they are going to publish their recommendations in the draft bill in the summer so hopefully we can get some information about possible new rules and update ours accordingly. MC is signed up to emails from them so gets any updates sent to her. **Stop Social Housing Stigma Campaign:** We joined the Stop the Social Housing Stigma Campaign, and they have a survey open until the end of January for tenants to complete. The email address is in MC's report. **National Housing Federation (NATFED):** MC sent out a call from NATFED they want tenant members on their steering committee anyone interested should contact them. No questions raised on the Mangers report.	

	Housing Officer Report: LB provided a brief overview of her report. **Rent arrears and court cases:** Rent arrears have decreased slightly. We have several court dates scheduled for February and March relating to rent arrears, the majority of which concern Hexagon-managed properties. SL highlighted the high costs associated with taking Hexagon tenants to court, as we are required to instruct solicitors, adding additional expenses that are then applied to the tenant's debt. SL also informed tenants that anyone who reaches six weeks of rent arrears should expect to receive a letter. **Void property:** One void property has now been allocated. **Quarterly checks & Tenancy Audits:** LB is continuing to carry out quarterly checks and will be contacting tenants to complete their Tenancy Audit forms. No questions were raised regarding the Housing Officer's report. **Maintenance Report:** Go noted that repair numbers are expected to be higher this time of the year. No questions were raised on the Maintenance Report **Finance managers' report:** SJ highlighted the overspend on the maintenance budget, explaining that this was due to two properties initially being omitted from the windows programme and later added back in. Some of the window replacement costs should have been allocated to the 2024–2025 financial year and some to 2025–2026, but this did not occur because the invoices were not received in time.	SJ to action

	It has been agreed that £40,000 will be taken from last year's surplus of £96,000, leaving a remaining balance of £56,000. No questions were raised regarding the Finance report.	
7.	**Rent increase:** It was noted that Hexagon will be implementing a 4.8% rent increase across its properties, which is outside of our control. The tables included in MC's report relate specifically to Brockley properties. The first table outlines the projected increase—or loss—in rent roll at each percentage point. The second table shows the percentage increase applied to average rents for different property sizes. Under the government's formula, the maximum permissible rent increase is 4.8%. The group discussed potential rent increases for Brockley properties. The Chair proposed a 3.5% increase, after which committee members were asked to vote. Five members agreed, and one member abstained. **Salary review:** BTC is carrying out a salary review. This matter will be discussed further at the Officer's meeting in February, and the findings will be reported back at the March meeting.	LB to action 3.5%rent increase for rent rise 2026/2027
8.	**Minutes of Policy Group 18th November 2025:** The minutes were included in the pack for information only, allowing members to review the discussions held in relation to the policies presented for approval.	
9.	**Anti-Social Behaviour:** This lengthy document has been reviewed in detail and discussed line by line at the Policy Group meetings. MC noted that the policies effectiveness will only become clear once it is in use. The Chair invited members to vote on the approval of the Anti-Social Behaviour Policy. No objections were raised, and the policy was approved.	

10.	**Data Subject Access:** The Policy Group added additional clarification to support understanding of this complex document. MC is identified as the Data Protection Officer, as stated in section 2.4 of the policy. The Chair invited members to vote on the approval of the Data Subject Access Policy. No objections were raised, and the policy was approved.	
11.	**New Management Agreement:** No update yet	
12.	**AOB:** None	

Next meeting Tuesday 24th February 2026 at 7pm

Signature.....Date.24/2/2026..