Open Meeting Minutes
Tuesday 16th September 2025
In person at 249 Lewisham Way, SE4 1XF
at 7.00pm
And also on Zoom

Present in person: SL – Chair (CM), SC- Vice Chair (CM), BR- (CM), GE- Treasurer (CM), ED- (CM), AH & PB (**Prospective Member)** CC

Present online: SF (CM), FJ (CM), LW (CM), AG (CM), SJ - Secretary (CM), IRJ- T, EU, MP, MA & **(Prospective Member)** DR

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

Item No:	Agenda Item	Action Approval Decision
1.	**Welcome and apologies:** The Chair welcomed all those present and declared meeting quorate. **Apologies were received from:** JC (CM), AS (CM), DD, CM, HS, TG, JH & **(Prospective Member)** CR	
2.	**Declaration of interest:** None	
3.	**Officers Elections:** The officers' roles were confirmed. **Chair** – SL **Secretary-** SF **Treasurer-** GE **CMRC-** AH	

	The Chair announced that there is a vacancy for Vice Chair and asked if anyone would be interested in taking up the position. MM agreed to be Vice Chair which was seconded by the Chair.	
4.	**Approve minutes of 27th May 2025:** Approved	
5.	**Action List Updates:**	
13.09.22.8	**Allotments:** No further updates were reported. This action has now been closed.	
24.10.23.7	**Census:** The census remains in progress. We are required to gain this information by the housing regulator.	
17.09.24.6	**Law Commission:** The second round of consultation has concluded. We are now awaiting the Law Commission's proposals.	
16.01.24.6	**Plans for our new build:** Drawings have been submitted to the planning department; we are expecting them to respond after 15th October 2025.	
21.01.25	**Home Visits:** Two home visits are still pending completion.	
21.01.25	**Street Trees:** Street trees have been labelled. Photographs will be included in the October edition of the Voice Group newsletter.	
15.04.25.8	**First Aid Training:** Two places have been booked for the first aid training which is a one-day course run at Brockley Rise Centre, Brockley Rise, Crofton Park, SE23 2PR. MC will send out an email as soon as course dates are released. **Rent Setting:** A new rent setting formula will take effect from April 2026 and remain in place for ten years. The government has confirmed the continuation of the CPI rate in September plus 1%. **June Training Day:** MC reported that the recent training day organised by HECMAF was successful.	
24.10.23.7	**Away Day:** The "Away Day" has been scheduled for Saturday 27 September 2025 from 9am-5pm at the Bromley Court Hotel. MC will circulate a reminder with details of the event closer to the date.	

21.01.25	**Invoices:** Hexagon has settled all outstanding invoices, thanks to a collective team effort by the staff.	
6.	**Report Back from Voice Group:** **Seaside Trip:** BR fed back on behalf of The Voice Group. The trip to Broadstairs was reported as a great success. BR expressed appreciation to the staff for arranging refreshments to be left at the café next to the office, despite being unable to attend. The same coach company was used, and the journey was smooth. Photographs from the day will be featured in the upcoming newsletter. Plans are underway for next year's trip to Clacton-On-Sea. **Theatre Trip:** BR is also liaising with Catford Theatre for this year's theatre trip. The group plans to see "Dick Whittington and the Catford Cat" and is looking to book 40 tickets for Sunday 21st of December, though the date is not yet confirmed. The estimated cost for the tickets is between £800 and £900 **Street Trees:** Labels have now been fixed to the existing street trees. The group has agreed to allocate funding for two additional trees from their £3,000 budget. The deadline for planting is 30th January 2026. **BTC Voice Meeting:** The next BTC Voice meeting will take place via Zoom on Sunday 5th October 2025 at 2:00 p.m. All are welcome to attend.	
7.	**Managers' report:** **Rent arrears and court action:** More court action is being taken to address rent arrears. While we try to implement rent arrears agreements first, it's worth noting that the highest arrears are among Hexagon tenants. The court process for these cases is more expensive and time-consuming, with a court cost of £390 plus legal fees. For Brockley tenants, we can handle the court process ourselves, which also has a court cost of £390.	

	HECMAF training event: MC went into detail about the very successful training event at Hexagon in June. The training event was organised by the eight groups that form HECMAF. LM, JC and MM represented BTC. The event was well attended by Hexagon staff they know who we are and what we do, and it has improved communications. LM spoke about how the Voice Group operate. We used portraits from the AGM and Hexagon asked if they could keep them up in their offices for the staff that were unable to attend for a further two weeks. **Net Zero funding:** We joined a consortium with the G320 members and bid for some funding from the mayor's office to get some free consultation about how we make our properties fit for Net Zero by 2030. We won the bid MC and GO have met with them a couple of times. They are in the process of coming up with a report to give BTC options on how we can meet Net Zero along with funding options. **Complaints:** We have had three complaints two about noise transference and one about youths smoking cannabis in the corridors. **Ombudsman Case:** The stage two complaint we heard last year about Saturday appointments has been submitted to the Ombudsman. All necessary information has been provided, and we are awaiting the outcome. **Disrepair Claim:** A claim for disrepair has been made by one member and is currently with Hexagon's lawyers. **Compliments:** We received six compliments, including positive feedback about: • The enjoyment of the recent AGM. • The swift provision of a key safe. • The organisation of the seaside trip. **Decent home standards two:** This is coming soon and the consultation about that ended last week.	

	One of the proposals that has got everyone talking is the provision of carpet throughout a property at the stage of letting. This has generated discussions within the housing sector, especially regarding financial implications. **Proposed change to kitchen policy:** There is another change proposed to kitchens, bathrooms and other major component replacements. Instead of basing it on the age of the component, the new criteria may be its condition **Allotment open day:** BR announced that the allotment group will hold an open day on Sunday19th October from 11-1pm. She visited the site and described it as a peaceful, relaxing, and wheelchair-friendly place where everyone is welcome. **Housing Officers report:** **Legal Action:** Legal proceedings are underway to address rent arrears, primarily with Hexagon tenants. She is currently working with solicitors to confirm court dates. **Rent Increase:** A rent increase of 2.7% will take effect in October. **Property Status:** There are currently no vacant properties. **Housing Applications**: One housing application needs to be followed up on. **Safeguarding:** LB is available to assist with any safeguarding concerns and encourages anyone with any concerns to come forward. **Audits:** The plan is to continue conducting quarterly visits and complete more audits. **Maintenance Surveyors Report:** Our repair numbers have been within our targets. We have successfully completed 100% of our gas safety inspections.	

	The window replacement program is almost finished, with only Tyrwhitt Road and Tressillian Crescent remaining. We have already replaced four boilers, reaching our target for the year. We may exceed the budget by the end of the financial year. All 22 fire risk assessments have been successfully completed We will now work through the actions. **Energy Performance Certificates:** Our appointed surveyor is currently experiencing difficulties accessing properties to complete the Energy Performance Certificate (EPC) assessments. To ensure compliance and maintain our improved energy standards, we kindly urge all tenants to grant access to Bicaz Ltd, who are conducting the necessary certification work. Following the recent window upgrades we're pleased to confirm that the properties have now achieved a 'C' EPC rating—a significant improvement that benefits energy efficiency **Finance Managers report:** BTC remains in a strong financial position, thanks to income from high-interest accounts. We have also received a £13,500 employers' allowance from HMRC, which has helped reduce staff costs. We have more cash in the bank because Hexagon has yet to invoice us for two quarters.	
8.	**Draft AGM Minutes:** Members that attended the AGM were asked to carefully review the minutes that were included in the pack and check for errors. No errors were recorded. The minutes will be formerly agreed at the 2026 AGM.	
9.	**The Abandonment, Unauthorised Occupants and Subletting Policy:**	

	The policy was included in the pack for members to review. Since the policy group had already reviewed it and no questions were raised, the policy was approved.	
10.	**New Management Agreement with Hexagon- Special meeting required:** The new Management Agreement will come to a special Management Committee Meeting. The new agreement, based on a model from NATFED, was sent to us by Hexagon on the 7th August. They had planned to serve us a 3 month notice on the old agreement in September. HECMAF have requested this is put on hold. so far, we have not had a notice served. The HECMAF group has reviewed the document and highlighted minor amendments and 10 key sticking points. These issues will be brought to Hexagon's attention this week. A meeting is planned to discuss these with Andy Vincent and Louise Williams. Following this meeting, a special meeting will be held for all committee members to discuss the hopefully amended agreement.	
11.	**AOB:** None	

Signature ..... Date 28/10/2025