Open Meeting Minutes
Tuesday 27th May 2025
In person at 249 Lewisham Way, SE4 1XF
at 7.00pm
And also on Zoom

Present in person: SL - Chair (CM), GE – Treasurer (CM), SF (CM), ED (CM), MP, AH, AH & RG.

Present online: SC – Vice Chair (CM), SJ – Secretary (CM), LW (CM), BR (CM), OA, DR, CR & GS.

In attendance in person: MC (Office Manager), SJ-(Finance Manager) LB (Housing Officer), GO (Maintenance Surveyor) & 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:** FJ, EU, MB, TW, PB, TG, HS, LM, MM, SJ, CM'N, MD, EH, BH, SB & I RJ-T	
2.	**Declaration of interest:** None	
3.	**Approve the minutes of 4th March 2025:** The minutes were approved, with the exception of a correction to Lorna's surname	Correction to LW's surname.
4. 27.05.25	**Action List Updates:** No further updates on the allotments. Away day action 5: We have made good progress in completing the Census and are now two-thirds of the way through.	

27.05.25	Away day action 6-We are waiting for the new co-op rules to come in. MC is attending a webinar on Thursday, so we should have some updates soon.	
27.05.25	The drawings for the house have come back. MC and GO will go with the drawings to the mews to double check the fit before submitting them at the end of the week.	
27.05.25	We are still pursuing Hexagon for invoices and have successfully received some payments.	
27.05.25	Home visits by members are still in progress. LB will be pushing home visits along as they are taking too long and we would like them to be completed by the AGM. SJ and LW have agreed to carry out home visits together on weekends. RG is keen to learn more about home visits and how they are conducted. LB will send him the relevant form and information.	
27.05.25	Tree planting action: The first two trees have gone in. LM will follow up with the plaques that will be put on later on in the year. The Voice Group are looking for tree adoptees for the trees that they are applying.	
27.05.25	SJ and GE are still looking for investment recommendations and once they have these, they will present their findings.	
27.05.25	BTC will be funding first aid training. MC has already sent an email about the course, which runs every Saturday at Brockley Rise Centre. She'll send another email in September when new course dates are released.	
27.05.25	MC noted that the meeting guidelines displayed in the office were also included in members' meeting packs GO to bring any budget increases to future meetings – none at present at we are just in the first quarter.	
27.05.25	Venue for away day is booked for Saturday 27th September at Bromley Court Hotel. MC has met with Raj, the trainer, who will be delivering the course, and they will come up with a plan for the day.	
5.	**Report back from BTC Voice Group:** BR reminded everyone that the next coffee afternoon is on Saturday	

	7th June at the Hill Station Café from 2pm onwards. All those in attendance will get a free drink and snack. BTC Voice Group newsletter will be coming out at the beginning of June. The ongoing window sticker competition hasn't received many responses. The competition aims to help members discreetly get to know their co-op neighbours by displaying stickers on their windows. It's open to both new and existing members, and the winner will receive a £50 prize. The Voice Group will be introducing the good neighbour initiative which they plan to do at the AGM. They want to hear people talk about good experiences with their neighbours. To give the chance to appreciate the good neighbours within the coop. The group would like to hear about all the existing and unusual places where peoples BTC merchandise has been. They already have a picture in the June newsletter of the BTC water bottle in Brazil. The Broadstairs trip is scheduled for Saturday 16th August 2025. Ticket reservations will be open from the beginning of July where tickets will be available on a first come first serve basis. A flyer about the trip will be sent in early June. Hexagon are a large organisation and we are the managing agents. Not many of their staff know who we are and what housing coops are in general. There is an upcoming Hexagon training day for their staff members to get to know more about coop's and what they are all about organised by members of HECMAF. The photo exhibition will be displayed at their event. LM, and Jadon were both involved in the photographic project and will therefore be present on the day to answer any questions the Hexagon staff may have. LM will talk about the BTC voice group at the event. MC will take some of our newsletters and a cake to the event with "International year of the coop" written on them. The actual day for "International year of the Coop" is on 5th July. The event at Hexagon has been organised	

	for 5th June so Hexagon board members, who will be in the building that day, could attend. The event is being organised collaboratively by all eight coops that manage properties for Hexagon. The day is set to be a positive day focused on the coops, and MC has agreed to take photographs.	
6.	**Managers' report:** Next first aid course is on the 21st June until they restart in September. Hexagon have had their in-depth investigation by the regulator of social housing, but the results are not yet available. Hexagon still need to finalise the management agreement. They have been including us on their training events which is good as GO and MC have both attended the asbestos awareness training and GO has attended their damp and mould course. MC wanted to draw attention to the hidden costs often associated with "no win, no fee" disrepair cases. She learned about this at a recent conference and believes it's crucial for people to be aware. Even if you win your case, there can still be significant fees. She shared an example where a tenant who won £500 in compensation was then presented with a bill for thousands of pounds. We are about to carry out another (TSM) Tenancy Satisfaction Survey for both Hexagon and Brockley properties. We will not have the results in time for the AGM but they will be available for the 'Away Day' MC asked members to look out for these when they arrive and encourages all members to complete them as it would be great to get as many responses as possible. **Housing Officers report:** Rent arrears are slightly down and LB waiting for court dates. Rent increases will be at the end of June and not at the beginning of July. New tenants should not get a rent increase letter and anyone that has should notify the office immediately.	

	LB is doing her quarterly checks, and she will be making calls with SKU to members about completing census forms. LB spoke about the migration to UC and due to delays with the application process arrears are accumulating. LB is writing to those affected to make agreements to clear the arrears. **Maintenance Surveyors Report:** We are pleased that the windows programme has progressed well. We have completed eight dwellings and have 12 to complete. We have taken advantage of scaffolding being up by doing external repairs and decorations to the properties which is saving us a few thousands of pounds. **Finance Managers report:** SJ and Chris, our accountant are working on the end of year accounts, and they are quiet ahead on this. SJ and GE (Treasurer) presented their findings on potential investment accounts for reinvesting matured funds at the meeting. It was agreed that £100,000 will be invested in a new Cambridge and Counties account, and £250,000 will be invested in HT Bank. The Manchester Building Society account will be closed	
7.	**Staff pay increase:** It was announced that the pay award for staff this year is 2.5% SL asked committee members to place their votes to activate a 2.5% pay increase for staff backdated to April. The decision to award the 2.5% was carried unanimously.	
8.	**Complaints policy:** The complaints policy was included in the pack for review. The background to this is that the Ombudsman states that we can only have a two stage complaints policy.	

	Hexagon have insisted that the second stage of the complaints for Hexagon managed properties goes to them. MC added the following to the complaints policy: • The new role for Member Responsible for complaints. • For properties managed by Hexagon, the second stage of the complaint will now be handled directly by Hexagon. • Details of learning and improvements made from complaints. All the timescales for the complaints process are the same as ours. SL asked for members to vote on the amendments to the complaints policy. The decision was carried unanimously.	
9.	**Domestic abuse policy:** The domestic abuse policy was included in the pack for review. This policy had already been reviewed by the policy group, similar to the complaints policy, before being presented at the MANCOM meeting. MC adapted this policy from Hexagon's recently updated version, tailoring it to our specific needs. Members agreed that this new policy will be a valuable resource, offering significant guidance for staff when handling situations outside their areas of expertise. It will also assist staff in identifying and providing appropriate resources and signposting for individuals affected by domestic abuse. Members were asked if they had any questions or concerns regarding the policy. SL then asked members to vote on whether to adopt the policy into our procedures, and the decision was carried unanimously.	
10.	**AOB:** None	

Signature.....Date.....16/9/25