Open Meeting Minutes
Tuesday 28th October 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), SJ & LM

Present online: TG, BR (CM), AG (CM), OA, AH & IR-J-T

Prospective members online: CR, DR & CC

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

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:** SF- Secretary (CM), ED (CM), HU, DD, SC- (CM), LW- (CM), MD & CM	
2.	**Declaration of interest:** None	
3.	**Approve Minutes of 16th September 2025**: Approved	
4. 24.10.23.7	**Action List Updates:** **Census:** The Census remains ongoing.	

17.09.24.6	**Law Commission:** We are waiting for the Law Commission to finalise their recommendations. we should be hearing from them very soon. This will help us to get relevant, updated rules.	
16.01.24.6	**Plans for our new build**: Planning permission for the garden was unfortunately refused, despite having followed all recommendations prior to submission. A positive meeting had taken place with one planning officer, who is now on paternity leave, and a different officer subsequently declined the application, citing bedroom sizes as the issue—even though these had been increased as advised. The decision is disappointing, especially given that all requested changes had been implemented, before we appeal, we will wait for the original officer's return in hopes of a reconsideration.	
21.01.25	**Home Visits:** Members are to carry out home visits we have two more visits that need to be carried out. The two visits are local one on Tressilian Road and the other on Sandrock Road. SJ volunteered to do the visits.	
15.04.25.8	**First Aid Training**: This action is now closed, in future MC will send out an email informing members when the course is available. So far two members have booked places. **Increase on spends:** Day to day increase on spends will need to come to the MANCOM meeting. **Special meeting for Management Agreement:** Special meeting to discuss the Management Agreement hasn't been arranged. We had 11 sticking points nine of which were agreed. There were a lot of timescales that were very tight in the agreement too we had an in-person meeting with the director of operations they agreed to change the management allowance to follow the rent rise and with the maintenance they had to check with their finance department. Another in person meeting has been scheduled for the 20th of November. Hexagon is expected to give us our three months' notice in December for the agreement to start in the new financial year. The special meeting will not be held until we have a definitive management agreement.	

5.	**Report Back from Voice Group:** BR reported back on behalf of the Voice Group. **Coffee afternoon:** They have a new venue for their coffee afternoon on Saturday the 8th November. They have decided to hold it in Costa Coffee in Lewisham shopping centre. Flyers will soon go out, and everybody is welcome. **BTC Voice meeting:** Next BTC Voice meeting is scheduled for Tuesday 4th November @ 7:30 on Zoom, all are welcome to attend. **Theatre trip:** A date has been confirmed to watch 'Dick Whittington and his Catford Cat' the booking is for Sunday 21st December- 2pm performance. A flyer will be sent out in the middle of November on how to reserve tickets. **Window sticker:** Following the vote at the AGM, the new co-op window stickers are now available for collection at the BTC office. These discreet stickers are designed for members who wish to display them in their windows, helping to foster a sense of community and visibility among co-op members on the same road. A flyer will be going out to let members know that the stickers are available to pick up from the office. They will also be available for collection at the Christmas General meeting. **Street Trees:** The Voice Group are funding two more street trees in 2026. The deadline to put in your interest to look after a street tree is by January 2026. The trees will then be planted by the end of 2026 and the beginning of 2027. Another flyer will go out by the end of November as a reminder for all those interested in taking care of a street tree before the January deadline. There is no guarantee that all the properties	

	we propose are going to be suitable for a street tree as there are a lot of factors that need to be considered. **Allotment open day:** No update on the allotment open day was possible since no one in attendance had been there. Feedback on the event will be shared in the February newsletter.	
6.	**Managers' report:** Away Day - Evaluation forms were in the pack for all to read at their leisure. The day was favourably received. **Away Day Feedback:** MC reviewed several actions that emerged from the Away Day, which received a great deal of positive feedback. **Action 1:** Asking people to remember the Co-op in their Wills members felt this would have limited value. **Action 2:** Promote work of members businesses. This will be taken forward by the Voice Group in their newsletter. **Action 3:** We have changed our application process- it will continue to identify people who will remain involved. **Action 4:** Members felt that rather than tell people about their repairs costs we should have a more positive spin. **Action 5:** Create a Management Committee drop-in session- We can try this. It was noted that many people are still unaware of the benefits the co-op brings to the wider community. BTC has supported several impactful projects, including the mural, First Aid training, and the street tree initiative.	

	Action 6: The idea of establishing a social media presence was discussed, but there was limited interest. Instead, a business WhatsApp group will be created. Members can choose to opt in, and it will primarily be used for meeting reminders and important updates. **Tenant Satisfaction Survey & Feedback:** The Management Committee has received the full results of the Tenant Satisfaction Survey. A condensed version of the report will be shared with all members in the next newsletter. MC reviewed 11 comments regarding barriers to attending Management Committee meetings. One respondent mentioned feeling unwelcome; they have since been contacted and reassured that they are very welcome to attend. MC was able to speak to those people who made comments and chose not to be anonymous. MC's report details the results from this survey and the last survey and the newly released National Highest score to compare our performance. BTC's results compare favourably with other social housing providers. Since the last meeting, a few complaints have been received, mainly concerning low-level neighbour disputes. **Abwabs Law:** Awaab's Law came into effect this week, marking a pivotal moment for social housing. It introduces new legal obligations for social landlords to address emergency hazards, damp and mould within strict timeframes. BTC has proactively prepared for this through extensive training over the past two years. We've already been tackling damp and mould visibly during this time. Both tenant satisfaction surveys included questions about mould, and we maintain a dedicated damp and mould register. Additionally, contractors are encouraged to report any signs of damp or mould during their visits. **The competence and conduct standard:**	

	Starting from October 2026 senior staff will be required to hold a level 5 qualification. MC holds a level 5 qualification already but needs to remember to evidence continued professional development by attending conferences, webinars and training provided by NATFED and the Institute of Housing which she is a member of. **Decent Home standards:** consultations have just closed **STAIRS** – Social Tenant Access to Information Requirements. This will apply from April 2027 the Co-op already complies with most of the requirements. **Stop Social Housing Stigma Campaign:** MC has signed up the Co-op for free to participate. The Stop Social Housing Stigma Campaign has launched a national tenant survey aimed at understanding and addressing the stigma experienced by social housing tenants. This initiative was formed in response to concerns raised after the Grenfell tragedy. You can access and complete the survey directly on their official website which MC has included in the pack. The survey closes in January 2026. **Housing Officer Report:** • **Rent Arrears**: Rent arrears have slightly decreased. Court proceedings are scheduled to begin in the new year. • **Void Property**: A two-bedroom property has now been allocated to a previously overcrowded family. • **Quarterly Checks**: These are ongoing as planned. • **Tenancy Audits**: LB encourages all tenants who have not yet completed their Tenancy Audit form to do so at their earliest convenience. Reminder emails have been sent, and tenants experiencing any issues are advised to contact the office for support. **Maintenance Report:**	

	• **Repairs**: All repair orders raised are within expected targets, and the budget threshold has not been exceeded. • **Boiler Replacements**: Nine boilers have been replaced so far this year, which is more than double the usual budgeted amount of four. • **Window Installation**: The window installation programme has been completed. Post-installation inspections will follow once the snagging process is finished. • **External decorations:** Windows contractors have allowed us to take advantage of using their scaffolding to carry out external repairs decorations whilst scaffolding is up. Saving us a couple of thousands. • **Single panel radiators:** Most of the friendly street properties have the original single panel radiators. GO will ask Tom to do a survey and draw up a budget to replace the single panel radiators. **Finance managers' report:** GE explained what was included in the meeting pack. Balance sheet for the quarter which gives account balances and the money we owe to people which is a useful document. Profit and loss which shows the income for the rentals and the expenditure for the quarter. No questions were raised about the Finance Managers report.	
7.	**Tenant Satisfaction Survey:** Discussed in Managers report at agenda point 6	
8.	**Away Day evaluation actions:** Discussed in Managers Report at agenda point 6.	
9. 25.10.25	**Former Tenant Arrears Policy:** The two policies that were developed by the Policy Group were presented for approval. The Policy Group minutes were included in the meeting pack to	

	show the discussions and requested changes. Going forward, MC will include the minutes for all meetings as a standard practice to ensure maximum transparency. **Debt Collection Agencies:** The use of debt collection agencies for former tenant arrears was discussed. The Policy Group wanted this to come to the Management Committee meeting. After discussion, the Management Committee voted 4–1 in favour of using them on a case-by-case basis.	
10. 25.10.25	**Hoarding procedures:** We use the clutter rating scale, which includes images of rooms in various states. Any rating of 3 or above is considered a concern and may require intervention. The policy was reviewed and approved with no objections by the Management Committee.	
11.	**New Management Agreement with Hexagon update:** **Special meeting required:** This was discussed at agenda point 6. Mc reported on a very positive meeting with Hexagon held in October. Eleven main points were raised and mostly agreed by Hexagon. A further meeting is being held in November- following this we will need to hold a BTC meeting to double check Management Agreement.	
12. 28.10.25	**AOB:** There is a place available on the Management Committee as one member has stepped down. Please let us know if you are interested and we can send you a nomination form. You don't need any qualifications just opinions. For more information, please contact the office.	

Signature... Date... 16/12/2025...