General Meeting Minutes
Tuesday 7th April 2026
In person at 249 Lewisham Way, SE4 1XF
at 7.00pm

Present in person: Present in person: SL -Chair (CM), BR, (CM), AG- (CM), ED (CM), HU, LM, CM, DR, ML, PB, RG, SG, BF- P, KV-B, TG, HS & MA. **Prospective Members:** ZK, CR, NW & WC

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 attendees, including our four prospective members and declared the meeting quorate. He introduced himself and the team to the prospective members and, for their benefit, explained the purpose of the General Meeting. He noted that there are 14 members on the Management Committee, and that all decisions made at the meeting are subject to a vote by the members and Prospective Members cannot vote. **Apologies were received from:** SF – Secretary (CM), AH – CMRC (CM), LW (CM), JC (CM), AS (CM), FJ- (CM), EU, MD, CM, IT, AH, SC, TW, CJ & I RJ-T **Prospective Members:** BM & CC	

2.	**Declaration of interest:** None	
3.	**Approve minutes of 16th December 2025:** Members present were asked to review the minutes included in the meeting pack for accuracy. The minutes were approved and will be signed by the Chair	
4. 24.10.23.7 17.09.24.6 16.01.24.6 21.01.25	**Action List Updates:** **Census:** We have about three quarters of the census completed. BTC office will call tenants to complete their forms as we have key information such as DOB's missing that were not on the original housing application forms. **Law Commission:** We are waiting for the Law Commission to report back on the rules. **Plans for our new build**: Plans have gone back to planning for the garden build **Home Visits:** Home visits are now complete. **Business WhatsApp-** Following some initial technical difficulties, the Business WhatsApp group has now been successfully set up. Members will receive an email with further information and a link to join. **First Aid Training-** There is still three more places left for first aid training. MC will send out another email when summer term dates are released for anyone who may be interested. **Defibrillator-** This will now be closed as MC sent out the information and it is also in her report **Rent Increase-** Rent increase for Brockley tenants to be actioned **Radiator quote-** A quotation has been received from our gas engineer, Tommy, indicating that the cost to replace the radiators on Friendly Street would be £20,000. While carrying out gas servicing checks, Tommy will also assess how many properties currently have single radiators.	

	Coach- BR was tasked to book the coach for the summer beach trip to Clacton which she has now done. **Smoke alarms**- GO will send PB an email guide to the smoke alarms **AGM venue/caterers**- MC has booked St John's Church for the AGM in August, and Jerk Garden has also been confirmed to provide catering. **Job Descriptions**- MC has not yet updated the staff job descriptions; this remains on her to-do list.	
5.	**Report Back from Voice Group:** **Voice Group Budget & Beach trip -** BR reported on behalf of the Voice group, she thanked everyone especially the Management Committed for approving the increase to their budget for the coming year which means they have an extra £500. The increased funding has allowed them to book a 55-seater coach, including one wheelchair space for the planned beach trip. Members were reminded that the beach trip to Clacton-on-Sea will take place on the 15th August 2026. Information will go out where members will be able to book their seats. The extra funding will help them get extra seats for the Panto at the end of the year it is very popular and the seats go very quickly. The beach and panto are the two big trips that the Voice group organise every year. The smaller events include their coffee afternoons that's every 2 months. Their next coffee afternoon is at Costa coffee shop in Lewisham on Saturday the 11th April and anyone is welcome to attend this informal gathering. **Newsletter/Window stickers-** In their recent newsletter they featured the window sticker in situ. Anyone who is displaying a window sticker is encouraged to send a picture to hello@brockley.coop so that they can publish it in their next newsletter. Some streets have a lot of Co-op properties and displaying one of the discreet window stickers helps identify the presence of a Co-op member within the	Members

	street. Displaying a sticker on your window is completely voluntary and anyone wanting to display one can collect it from the office. **BTC merchandise-** The group is requesting photos of BTC merchandise in everyday use to include in their next newsletter. The upcoming newsletter is scheduled for publication at the end of May/June 2026. Members are also invited to submit recipes, pet photos, or details of events they would like featured by emailing hello@brockley.coop. **Micro businesses:** The group would like to feature members' micro-businesses in their next newsletter. Members who wish to be included are invited to contact the group by email and submit a photo for publication. **Allotment update:** Members have been meeting regularly to carry out clearing and planting at the allotment. Anyone wishing to get involved can make contact via email or through the WhatsApp group. Xim's contact details were included in the last newsletter, and she can add interested members to the WhatsApp group to receive updates. The allotment is located on Friendly Street, before the railway bridge opposite Friendly Street Park.	Members Members Members
6.	**Managers' Report:** **Training Update:** LB has successfully completed and passed the Level 3 Housing Apprenticeship. **First Aid Course:** There are three remaining places available on the first aid course. Members wishing to register their interest should contact the BTC office. The course is held at the adult education centre at Brockley rise held on a Saturday morning. Unfortunately, Perspective members cannot register for the first aid course until their membership has been confirmed. **Housing Officers report:** **Rent Arrears:** It was noted that rent arrears have continued to reduce. There are currently no court	MC to send email when new dates are released for the summer term

	cases scheduled, with four new suspended possession orders in place. **Legal Costs-** The Chair highlighted the significant costs associated with taking Hexagon tenants to court for rent arrears. This process requires appointing a solicitor, resulting in additional legal costs that are ultimately passed on to the tenant. Costs are averaging over £2000 per case. **Voids and Applications:** There are no void properties at present, with one property pending. **Housing applications-** All housing applications have been completed, and we now have three new prospective members. **Complaints**- No complaints have been received **Quarterly checks** – LB has carried out her quarterly checks. **Fire Risk Assessments-** Hexagon is currently undertaking fire risk assessments. Tenants are reminded not to keep anything in the communal areas. **Census Forms-** Census forms can be completed and returned via email or post. Members also have the option to complete the forms over the phone with either SKU or LB. **Maintenance Report: Maintenance Report-** GO gave an overview of his report • Repairs targets are roughly same as last year • Hasan from Brockley builders has given us good service for which we have received some good feedback. • Gas safety inspections have been 100% • Electrical installation inspections – 2 outstanding due to access issues • Windows by the end of next week all our properties will be double glazed • There were five boiler upgrades last year • four kitchen - capital works • five bathrooms - capital works	

	• loft insulation upgrades are ongoing • Five properties had external cyclical works decoration **Smoke alarm replacement savings**- Whilst carrying out stock condition surveys, GO has also been replacing smoke alarms, resulting in savings of approximately £1,500 to the Co-op to date. **Fire safety- door compliance-** It was confirmed that it is a legal requirement for main flat entrance doors and kitchen doors to be fire doors fitted with overhead closers. Members experiencing difficulties with door operation are advised to contact GO, who can adjust doors to improve ease of opening and closing. GO further explained that where a flat entrance door is located on a means of escape route, an overhead closer is required. **Finance officers report/Budget-** A few amendments were made to the draft budget. Fire risk assessment, damp and mould and asbestos had been added to the final budget which need to be approved. MC explained that new cost codes have been created so that we can get an overview of the different spends. The Chair invited members to vote on the approval of the final budget and asked whether there were any objections. No objections were raised, and the budget was approved unanimously.	
7.	**Compensation request -** MC presented a compensation request to the Committee concerning a property with three very large eucalyptus trees in the garden. The trees had rotting trunks and shallow roots, raising concerns about the risk of them falling and causing injury or damage. Due to the urgency of the situation and the unavailability of the Co-op's usual tree surgeons, an alternative contractor from the approved list was used. However, the standard of work was unsatisfactory, and GO terminated their services, arranging instead for the usual tree surgeons to complete the work. During the initial works, falling branches caused damage to a neighbouring property. A detailed chronology of	

	events was included in the meeting papers. It subsequently came to light that the contractor's insurance certificate was fraudulent. The affected neighbour initially submitted a claim for £3,000; however, this was reduced to £500. The Co-op has repaired the neighbour's fence, and the neighbour was advised to pursue the matter through insurance. All damaged plants, including a fig tree, have since recovered. The neighbour has also requested compensation for a Little Tykes climbing frame that was present when he moved into the property; he has been asked to provide receipts to support this claim. The Co-op has worked with the insurance company regarding the fraudulent certificate and has introduced additional checks to verify all insurance documentation received. The Committee discussed an appropriate level of compensation, and the Chair asked members to vote on the proposal of £300 compensation. The outcome was 15 members in favour, with one abstention. Mr McCluster has been awarded £300 in compensation for the damage caused following tree works at Sandrock Rd	SJ to process payment of £300
8.	**New Management Agreement (MA) with Hexagon** MA has come back with the agreed things we asked for from the lawyer's advice. We had numerous meetings and met with the other HECMAF's. MC presented a paper to the committee regarding the new MA. This included a chronology of the events as the MA negotiations has been going on for a very long time. MC noted that the MA is a modal agreement drawn up the National Federation of Housing Associations. Hexagon has appointed a new Operations Director, Stephanie Turton, who will be starting next week. She has 20 years' experience in housing associations. The Chair invited members to vote on approving the Management Agreement. The decision was carried	

	unanimously, and the Chair will attend the office to sign the agreement.	
9.	**AOB:** None	

Signature.....Date...25/7/2026