General Meeting Minutes
Tuesday 16th December 2025
In person at 249 Lewisham Way, SE4 1XF at 7.00pm

Present in person: SL – (Chair), AH (CMRC), BR – (CM), JC- (CM), ED- (CM), AS- (CM), LW - (CM), MA, JC, PB, HU, IR-J-T, ER, EU, MM, RG, MF, MB, EW, BF-P, SG & **Prospective Member:** DR

In attendance in person: MC (Operations Manager) SJ (Finance Manager) & SKU (Administrator & Notes)

Apologies: GO – (Maintenance Surveyor) & LB (Housing & Income Officer)

Item No:	Agenda Item	Action Approval Decision
1.	**Welcome and apologies:** The Chair welcomed all those present and declared the meeting quorate. He reminded all attendees that as this is a General Meeting any decisions that are made are voted by all the members. **Apologies were received from:** SF- (Secretary), SJ- (CM), AG- (CM), SC – (CM), FJ- (CM), CM, CL, SH, TG, HL, SS, BH, EH, LM, IB-A & **Perspective Members:** CR & CC	
2.	**Declaration of interest:** None	
3.	**Approve the minutes of 28th October Management Committee 2025:** Approved	
4. 24.10.23.7	**Action List Updates:**	

17.09.24.6 16.01.24.6	**Census:** We are continuing to chase members to complete their Tenancy Audit forms. **Law Commission:** We are waiting for the Law Commission to report back on their recommendations. we should be hearing from them very soon. This will help us to get relevant, updated rules. **Plans for our new build**: MC has been talking to Councillor Schmidt and explained the problems we have been experiencing with the planning department. She explained that 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. Councillor Schmidt has agreed to speak to the planners and give MC an update. He is keen on developing Coops in Lewisham and the Southeast. He is trying to get all the coops to pool resources so we may realise some development opportunities.	
21.01.25 16.09.25 28.10.25.6 28.10.25.6 28.10.25.6	**Home Visits:** Members are to carry out home visits we have two more visits that need to be carried out. AH volunteered to do the last two visits with MB. They agreed that MC could link them via email. **Hexagon Invoices:** All invoices have now been paid by Hexagon- closed **Management Agreement from Hexagon:** We are still waiting from Hexagon for the updated version of the Management Agreement. They did say it would be ready before Christmas. **Actions from the 2025 Away Day event:**	

28.10.25.6 28.10.25.6 28.10.25.6 28.10.25.6	**Action 1-** Promote involvement – This action is ongoing **Action 2-** Promote Micro businesses which BTC Voice Group is picking up. **Action 3-** Recruiting new members, we are already doing this. **Action 4-** Promoting the benefits of belonging to the Co-op which can be done in all our newsletters **Action 5-** Management Committee drop-in sessions members will take this forward. **Action 6 –** We previously spoke about social media presence but there wasn't much enthusiasm for that. We will close that part of the action but will still try to set up a Business WhatsApp group. Although there is currently a minor technical issue with the office phone, this will be resolved to facilitate the setup	
5.	**Report Back from Voice Group:** BR reported back on behalf of BTC Voice Group. She thanked all the members of the group, all the Co-op members that take part in the activities and especially the staff for their hard work and dedication in helping and assisting them. **Coffee afternoon:** The groups most recent coffee afternoon took place in October at the Costa Coffee within the shopping centre. The venue was well-received as it offers accessible on-site facilities and a quieter, less crowded environment compared to Muffin Break. It was agreed that future coffee afternoons will continue to be held at this meeting spot for the time being. A new location will be sourced once the shopping centre refurbishment starts. **Theatre trip:** BR provided an update on the upcoming Panto trip to see '*Dick Whittington and his Catford Cat*' this Sunday, 21st December. Attendees were reminded to collect their tickets from the office in advance. The production, held locally in Catford, is highly valued for its performance quality and is expected to provide an enjoyable afternoon for the group.	

	Window sticker: BR circulated the window stickers that was designed by one of our perspective members for all to see. 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. The stickers are available to collect from the office for anyone interested in displaying one on their window **Street Trees**: BTC voice group have spent £1800 of their £3000 budget including their two main big events which is the summer seaside trip and their winter trip to the theatre. Their next big item is the street trees. The deadline to hand in their application for the street trees is the 31/01/2026. **Allotment open day:** The allotment open day was well-attended, successfully attracting several new visitors. It's a great social and peaceful space. There is an active allotment WhatsApp group—if you're interested in joining the community, you are more than welcome to join. Their next meeting at the allotment is on the 11/01/2026 **Seaside Trip:** The group discussed Clacton-on-Sea as a potential destination for the next seaside trip. BR noted that preliminary talks with the coach company suggest higher costs; she will present quotes for various coach sizes at the next MANCOM meeting. MB recommends the location based on personal experience, noting its accessibility, sandy beaches, and wide range of activities for everyone. **BTC Merchandise:** The group is seeking photos of BTC merchandise in various environments—ranging from everyday use to festive themes—for the upcoming February/March 2026 newsletter. **Beach Trip Follow-up:** JC thanked BR for joining the group on Saturday morning of the beach trip to see everyone off. He shared how much the group enjoyed the interaction and excitement during the raffle on the coach.	
6.	**Managers' report:**	

	First Aid Training: All five places for the first aid course were filled; however, one member failed to attend due to illness. Since no prior notice was given to rearrange, BTC will still be charged for the place. JC, who attended the training, reported that the course was highly informative and digestible. Consequently, JC proposed funding additional places, which BR seconded. The Chair asked members to vote in favour of funding five more places on the course. 12 were in favour and the rest abstained. BTC will fund five more places, and MC will email the dates to members once the dates are released by the centre. To prevent future loss of funds, MC will email all participants regarding the cancellation policy for illness. Additionally, MC will distribute information on defibrillator use, noting that these devices are designed for use by anyone, and no prior training is required. **Complaint:** The stage two complaint about Saturday appointments that was not upheld by the Management Committee has gone to the Ombudsman and we await their report. **Management Agreement:** We are still waiting the updated Management Agreement. We are asking Hexagon how they are calculating their maintenance fees as maintenance costs are going up and we would like them to base it on CPI. Their finance team will report back on this. **Farewell:** Sadly, Andy Vincent will be leaving Hexagon in April as he has a new job in Dover. **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. They are still keen on people completing their survey. You can access and complete the survey directly on their official website. MC has included their website address in the pack on page 9. The survey closes in January 2026.	

	Housing Officer Report: LB absent so MC spoke about the Renters Right Act this will increase how much debt people have before we can serve notices and take people to court. The changes to the grounds for possession will have an effect on Hexagon tenancies but not BTC. No questions were raised about the Housing officers report. **Maintenance Report:** GO absent and no questions were raised on his report **Finance managers' report:** SJ explained that the quarter is not over until December and the report only shows 2 out of 3 months. No questions were raised on the finance report.	
7.	**Hoarding property inspection form:** The Hoarding Policy was agreed at last meeting. MC highlighted the accompanying form, which includes prompts designed to facilitate sensitive conversations regarding hoarding. It was noted that the Clutter Rating Scale is utilised, with any score above 4 categorised as clutter. The Chair called for a vote to adopt the policy, and the decision was carried unanimously.	
8.	**New Management Agreement with Hexagon Update- Special meeting required:** The Chair explained that we are waiting for the amended draft Management Agreement from Hexagon. Once we get it from Hexagon, we will hold a special meeting before it goes to the solicitors for us to sign the agreement.	
9.	**AOB:** BR asked if the AGM time can be amended on the meeting reminders on the agenda to 3pm. MC will update the time on the meeting reminders.	

Signature.....Date...7/4/26.....