



'OPEN' Management Committee Meeting

held on

Tuesday 28th January 2020

at

249 Lewisham Way

at 7.00pm

MEMBERS PRESENT:

(SL) - Chair (AS) – Vice Chair, (BH) - Treasurer, (EH), (KS),(LW), (SJ), (CL), (JW), (PB), (EU), (CM), (AG), (MF), (GW), (MS), (SK) and (FJ).

PROSPECTIVE MEMBERS: (GFP).

STAFF PRESENT: Gina Betteridge (GB) - Manager BTC, Jane Brennan (JB) – Finance Manager, Jerome Clarke (JC) – Surveyor, Joanne Bryan (JoB) – Income & Housing Officer, Lenesa Browne (LB) – Housing Administrator

CHAIR: (SL)

MINUTE TAKER: Lenesa Browne (LB)

ITEM NO	MINUTES TAKEN	ACTION BY
<p>1a.</p> <p>1b.</p> <p>1c.</p>	<p>Welcome, Introduction and Apologies: - SL Welcomed all Members & Prospective Members to the open Management Committee Meeting at 7.05p.m.</p> <p>Apologies: Apologies were received from: (SS), (MM), (CL), (AT), (ON), (EC), (JR), (IT) and (AB).</p> <p>Attendance Sign in/Records reminder – Chair SL reminded all present to sign the attendance book.</p> <p>Declaration(s) of Interest – None.</p>	
<p>2.</p> <p>2a.</p>	<p>Minutes of the Management Committee Meeting of Tuesday 17th December 2019. For Approval: In response to a query from CM, GB confirmed the complaint received in relation to the allocation of a property was considered by the Committee on 28th October and a written response was sent to the Member. The views of the Member (who was in attendance at the Committee meeting) and outcome is recorded in the minutes of the Closed meeting.</p> <p>The minutes were signed as a true and accurate record by the Chair.</p> <p>Matters Arising – Chair None.</p>	

3.

Manager's Report – GB

GB thanked all Members for their attendance.

GB outlined that on 14th January members of the Committee had met for a 'strategy' meeting. The aim was to look ahead to the next ten years and explore ways of strengthening the Co-op as a business and as a community organisation. It is hoped the scope of the Co-op's work can be broadened and strengthened with the commitment of the staff team and support from members.

A number of factors, including the four-year rent decrease, low interest rates and rising maintenance costs, means the Co-op needs to explore ways of increasing its revenue so it can continue to invest in its properties.

The Co-op's ageing membership is also likely to cause more problems in the future, as the majority of the Co-op's properties are not easily accessible or suited to those who may have mobility problems or disabilities. The Co-op therefore needs to think about the sort of properties it may need in the future to meet the needs of its Members.

It was agreed the staff team will commit some of their time to reaching out to other housing organisations, as well as the Council and local charities, with an aim of expanding the number of properties we manage and exploring ways to increase revenue, such as managing a small number of properties on behalf of private landlords.

Any feedback from Members around these ideas and the direction they would like the Co-op to take would be welcomed.

Hexagon Co-op's Managing Agents Forum (HECMAF)

GB advised members she attended the quarterly meeting of the Co-op's Managing Agents Forum on 16th January. Brain Hughes, the Resident Involvement Manager at Hexagon, had informed the Chair of the forum that a revised version of the Management Agreement had been drafted and would shortly be sent out to all Co-ops for comment. It is likely that all the Co-ops will need to seek legal advice on the final draft of the agreement.

Complaints & anti-social behaviour

No new official complaints have been received since last month's meeting.

In December, a response was received from the Housing Ombudsman in relation to a long running complaint about repair issues. The tenant member was unhappy with the initial determination of the Ombudsman and therefore has requested a review of the decision. The review is being undertaken by a senior member of Ombudsman staff.

Voids and Waiting List

At present there is one void property which is undergoing extensive damp works.

Waiting Lists

13 applications for the one bedroom waiting list and 5 applications for the two-bedroom list were received. Tenant members will shortlist and conduct home visits to the applicants in February.

	<p>GB confirmed that applicants are shortlisted on the basis of their housing need and their 'co-operability'. Tenant members carry out the shortlisting and home visits. Written records are kept of all meetings and decisions.</p> <p>Three out of four properties in each category (property size) are let to internal applicants. The Manager is responsible for determining the priority of cases with medical/disability needs.</p> <p>Five members put themselves forward to assist with the shortlisting and home visits: -</p> <ul style="list-style-type: none"> • (SJ) • (LW) • (EH) • (PB) • (CM) 	
4.	<p>Income & Expenditure Report: - JB</p> <p>JB presented a summary of the Income and Expenditure Report for the 9 months to Dec 19. There is currently a surplus of £86,787. This is mainly due to a saving on office overheads and staff costs as we did not have a housing officer in post for six months and we have not had to use any agency staff.</p> <p>We have spent much more than budgeted on day to day maintenance because of the unusually high number of voids, with associated costs to bring them up to a lettable standard.</p> <p>JB anticipated there would be a reasonable surplus at the year-end and that some of this could be put towards the window replacement programme planned for 20/21, if necessary.</p> <p>In response to a question by BH; the tender for the 19/20 window replacement programme has not yet gone out but we are hoping to establish the cost and for the works to start before the end of the financial year. This information will inform us on how many windows we can afford to replace in 20/21.</p> <p>SL questioned the amount of the surplus and whether there were further costs that would be incurred by the year end that had not been considered. JB responded that she had put generous provisions in the budget for staff recruitment and temporary cover and for planned work, but no significant items of planned work have been identified. There is a provision in the budget of £6,000 for rebuilding a wall. SL asked if this money could be ringfenced as it will need to be spent in the longer term.</p>	
5	<p>Income & Housing Officers Report – JoB</p> <p>JoB reported a dip in payments over the last month, which may be attributed to the Christmas period. Payment plans are in place and one member is subject to legal action as they are over 26 weeks in arrears.</p> <p>Cases from 14-25 weeks in arrears have increased from 9 to 12 and cases between 1- 6 week have increased from 44 to 47.</p>	

	<p>JoB reiterated that Members should visit the office if they are experiencing any difficulties and she can assist with CV preparation, job applications, debt advice and budgeting.</p> <p>Feedback from Social Media Training On 15th January JoB attended a social media training course. The ultimate aim of the Co-op is to reach out to a wider audience by using different methods of communication such as Twitter or Facebook and updating the website. PB offered his assistance with any photos which are needed.</p> <p>Card Payments Members now have the option to pay by card over the phone or in person. Two payments have been successfully taken using the new system.</p> <p>Tenancy audit Further tenancy audits will be scheduled in February. Two weeks' notice will be given prior to visits. Members can reschedule if they are unable to commit to the date of first appointment by contacting the office.</p>	
6.	<p>Maintenance Report - JC</p> <p>JC provided a breakdown of the repair history for the last month. Out of a total of 56 works orders, 32 have been completed, with 24 still within target. All emergency repairs were completed on time.</p> <p>Gas Servicing The 16 annual gas inspections due this month were all completed on time (100% compliance).</p> <p>Resident satisfaction surveys 13 satisfaction tenant feedback forms were received from tenants. JC reiterated the importance of returning the feedback forms. At the moment the forms are sent by post, but it may be possible to explore the option of emailing the forms.</p> <p>JC confirmed the Co-op carries out all day to day repairs on the Hexagon properties, as well as its own properties. The Co-op invoices Hexagon for any high value repairs.</p> <p>JC confirmed a planning application had been submitted for the replacement of windows at one of the properties on Elswick Road.</p>	
7.	<p>A.O.B – Chair SL confirmed that any recommendations coming from the 'strategy' discussions and affecting the long-term future of the Co-op would be brought before the general membership.</p>	
8.	<p>Date of next meeting: Tuesday 25th February 2020 – 7.00 p.m.</p>	

This concluded the "OPEN" part of the Management Committee meeting at 7.33 p.m.

Singed

Signature

Date:-.....