Management Committee Meeting Minutes
Tuesday 19th May 2026
In person at 249 Lewisham Way, SE4 1XF at 7.00pm
And also on Zoom

Present in person: SL- Chair (CM), JC (CM), BR (CM), PB, EU, MP & KVB

Prospective Members Present: NW

Present Online: SF– Secretary (CM), SC (CM), SJ (CM), LW (CM), CM, TG, KV & IRJ-T

Perspective Members Online: CC, CR & WC

In Attendance in Person: MC – (Operations Manager), SJ- (Finance 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 in attendance and declared the meeting quorate. **Apologies were received from:** ED (CM), FJ (CM), LM, MA, SB, CM, MB and **Prospective Member:** BM	
2.	**Declaration of interest:** None	
3.	**Approve the minutes of 24th February 2026:**	

	Members who attended the meeting on 24th February were asked to review the minutes for accuracy. No amendments were required, and the minutes were approved.	
4. 24.1023.7	**Action list updates:**	
24.10.23.7	**Census:** Ongoing	
	Law Commission: We are still awaiting guidance from the Law Commission on Co-operatives and Law Societies. MC has set up an email alert and will be notified when updates are received.	
16.01.24.6	**Plans for our new build:** The Architect has posted a site notice on the property and in the street to inform neighbours of the proposed development plans. This is a promising step.	
17.09.24.8	**Home Visits:** completed	
16.09.25	**Management Agreement (MA):** All the officers have signed the (MA) and the form has been sent to Hexagon. However, we are waiting for them to return it to us.	
28.10.26.6	**Action 5 - Management Committee Member drop-in sessions:** This action is for MANCOM	
28.10.26.6	**Business WhatsApp:** This is ongoing SKU has added all members to our phone contact she will be sending out an email and a link for those who wish to join the group.	
19.05.26	**CHICS Demo:** The team attended a CHICS demo today and were shown a range of new features. Migration to the new CHICS system will be at no additional cost, and we hope to have it in place by August. However, adding CHICS to our website would incur an additional cost. The system is being developed so that it can be integrated with our website, allowing tenants to access their accounts and potentially report repairs online. Text messaging will also be available at an additional cost.	

24.02.26.6	**First Aid Training:** There has not been any further interest in the first aid training. Once MC receives the summer dates, she will send out another email. **Rent Increase:** The rent increase is 3.5%, and LB is in the process of sending out rent letters. **Email guidance for smoke alarms:** This remains outstanding. It was noted that the fire safety leaflet has been updated and is available on our website. It can be found under the Members Resources tab and then by selecting guidance for members. All members will receive a hard copy in the June newsletter. SKU will also send a PDF version to the Voice Group. **AGM:** St Johns has been booked as the venue for the AGM, and Jerk Gardens has been booked to provide catering. **Staff Job description:** This is outstanding and on MC's to do list. She will contact Peninsula as they can update the job description within our contract **Compensation request for 12 Undercliff Rd:** The complainant has accepted our compensation offer.	
5.	**Report back from BTC Voice group:** **Coffee afternoon:** The next coffee afternoon will take place on Saturday 6th June at Costa Coffee in Lewisham. The group had been considering outdoor venues, but with the weather being unreliable, Costa has been confirmed. A flyer will be going out shortly, and all members are welcome to attend **Beach trip:** A reminder that the beach trip is on the 15th of August the meeting point is BTC office departing at 9am and they will be returning from Clacton On-Sea at 7pm. The journey will be approximately two hours depending on the traffic. More details can be found on the June newsletter. **Reservation for beach trip:** Members will be able to reserve their places for the beach trip from Monday 15th June — please look out for the flyer.	

	Newsletter: The BTC Voice Group newsletter is scheduled to go out at the beginning of June. While they already have some strong articles, they are still missing a recipe, which is one of the regular features of the newsletter. They are calling for members and staff to contribute a favourite recipe that they can include in their newsletter- recipes can be sent to hello@brockley.coop **Window stickers, Tote bags & BTC merchandise:** The window stickers are available for collection from the office, and a number of members already have them displayed in their windows. The group would welcome more photos of the stickers in situ. They would also like additional photos of the tote bag and other BTC merchandise	
6.	**Managers' report:** MC gave an overview of her report. **Councillor Schmidt:** He is a supporter of housing Co-op's and very passionate about helping people who live in temporary accommodation to be housed as temporary housing is expensive for the borough. He is keen on all the ways of developing housing. MC has shared her knowledge about Co-op's and put him in touch with CASH and all her other connections so that he can get a better understanding of Co-ops **Monthly surgeries:** Monthly surgeries with Hexagon are still ongoing **Invoices from Hexagon**: We are still having issues getting invoices paid from Hexagon. MC has a meeting with them tomorrow where she will bring this up **HECMAF:** HECMAF meetings are still ongoing. These meetings are beneficial as they provide a valuable forum for discussing common issues the Co-op's may be experiencing in relation to Hexagon. **Complaints:** We have two complaints with the Ombudsman - one went to them in December 2025 and the second this week both following stage to hearings.	

	Renters Right Act: This has started and will affect our one investment market rent property from 1st May 2026. A list of the changes can be found in MC's report. **Changes to Right to Buy:** MC has details of this in her report. This does not affect us, as housing associations only have the Right to Acquire and only applies to homes built after 1997. **Social Tenants Access to Information Requirements (STAIRs):** This is the equivalent of the Freedom of Information Act for housing. One of the requirements is to publish a list of housing management policies on our website. The policy group had decided we would do this recently. **Managers' report:** JC commended MC on her reports they are very easy to read and informative. **Housing Officers Report:** LB gave an overview of her report. **Rent arrears:** Rent arrears have slightly come down. Hexagon tenants were reminded to avoid going to court for rent arrears as it costs more for us to take them to court. The costs are then added to their arrears. **Court Cases:** We have no cases going to court at present. However, Notice to Quit letters are being issued. **Void property:** We had one void property. The works on that property have now been completed, and it has been offered to a prospective member. **Waiting List:** We hope to reopen the waiting list for single people seeking a studio flat or a one-bedroom flat. SL asked members if they have any objections to opening the waiting list in June. No objections were raised so the waiting list will open next month. **Communal areas:/ TORT notices** LB reminded tenants to keep communal areas clear. Any items found in the communal area will be issued with a	

	TORT notice, giving tenants 28 days to remove them before they are disposed of. Tenants are reminded that they will be charged for disposal of any items. **Census:** Tenants will be receiving phone calls or visits for those who have not responded to complete their Census forms. **Vulnerable members:** If there are any vulnerable members in your household, or if you are aware of a vulnerable neighbour, please let LB know so she can arrange the appropriate additional support No questions were raised regarding the Housing Officer's report. **Maintenance Report:** GO gave a brief overview of his report and explained that repairs orders and targets are as expected. **Budget for electrical works:** The number of remedial works from the electrical checks have increased. It was confirmed that the cost of remedial works will come out of the day-to-day budget. **Stock Condition Survey:** GO is carrying out stock condition surveys and asks tenants for their cooperation with us and our contractors and to make themselves available for appointments. The surveys are important as they benefit our tenants and improves the condition of our stock. **EICR checks for Hexagon properties**: We are carrying out electrical safety checks on Hexagon properties. MC confirmed that this is covered by the allowance from Hexagon. **Finance Managers Report:** SJ gave an overview of her report and explained that QuickBooks has categorised the Co-op as a charity fund on the balance sheet. SJ said that this cannot be changed. **Revenue Account:** The revenue account is high as we have not received invoices from Hexagon. Payments will be made once the invoices come in.	

	Year End Accounts: SJ and Chris Cooper, our Accountant have started working on the year end accounts. **Investments:** After the year end accounts SJ will be working with GE to look at new investments. No questions were raised on SJ's report.	
7.	**Minutes of policy working group 10th March 2026:** The minutes were included in the pack for information only, allowing members to review the discussions held in relation to the policies presented for approval.	
8.	**Death of a tenant procedure:** This policy came about after a member asked what advice there is on the death of a tenant. The pack includes a process map, procedure how we deal with it in the office, a copy of a letter we send to people, a tenancy termination form and a leaflet about the services that can help in this situation. The death of a tenant procedure policy was approved unanimously, with no objections or questions raised.	
9.	**Artificial Intelligence:** MC has confirmed that at BTC we are only permitted to use Microsoft Copilot. All the information processed through Copilot remains secure and contained within the Co-op and is not accessible to external parties. KV asked what we were using AI for currently. MC gave example such as re-wording examples, checking info, creating graphs and writing letters. The Artificial Intelligence policy was approved unanimously, with no objections or questions raised	
10.	**AOB:** None	

Signature.....Date.....22/09/2026