

**'General Meeting**

held on

**Tuesday 23<sup>rd</sup> October 2018**

at

**249 Lewisham Way**

**at 7.30pm**

**MEMBERS PRESENT:**

(SL, Chair), (BH, Treasurer), (EH), (KS), (SS), (FJ), (KB), (MF), (CR), (COJ), (MS), (SK), (CL), (LW), (DT), (CM), (AT), (KR), (EF), (KKM), (AS), (ME), (JCC), (KB), (ER), (AB), (CL), (RN), (DO), (OOE).

**PROSPECTIVE MEMBERS:**

**STAFF PRESENT:** Gina Betteridge (GB, Manager), Jennifer Dyal (JD, General Needs Income Officer), and Lenesa Browne (LB, Administrator).

**CHAIR:** SL

**MINUTE TAKER:** Lenesa Browne (LB)

ITEM NO	MINUTES TAKEN	ACTION BY
1a.	<p><b>Welcome &amp; Apologies: -</b> SL welcomed Members to the General Meeting. SL commented that respect should be given to all those members who actively participated in the Co-op and appreciation for the time they gave.</p> <p><b>Apologies - received from:</b> BR, JW, IB-A, MA, TG and AL W-K</p> <p><b>Attendance Sign in / Records reminder – SL</b></p>	
1b.		
2.	<p><b>Apology from Member – SK</b> SK provided an apology to members for a remark she had made at the previous Management Committee meeting. SL accepted the apology but felt the remark was uncalled for as staff members had felt implicated as well.</p>	
3a.	<p><b>Approval of new Management Committee</b> SL gave a brief explanation of the rules surrounding the approval of a new Management Committee. SL suggested a show of hands or a ballot to approve new Members. GB read out the names of the 15 members who had previously completed a Declaration of Interest form. AS declared that he wished to nominate himself to the Management Committee, BH seconded this. As this made a total of 16 Members, a ballot was required to select the new Committee. Members who had put themselves forward all stood up and presented why they felt they could represent the Co-op as part of the Management Committee.</p>	


3b.	<p>Ballot sheets were provided to all Members and Members were asked to place a cross next to every candidate they wished to see form part of the Management Committee.</p> <p>All ballot sheets were collected. The votes were counted and checked by CM, GB and LB.</p> <p>The Member with the least number of votes was Bronya Calderon. GB confirmed she would advise Bronya of the outcome of the vote. A show of hands was asked for to confirm that members were happy for the fifteen remaining members to serve as part of the new Management Committee. Outcome from show of hands - 26 for, none against, 2 abstentions.</p> <p><b>Election of Officers to the Management Committee</b></p> <p>SL asked if there were any other members of the Management Committee who wished to put themselves forward to the officer positions. No other members put themselves forward. KS said he would like to nominate AT as Vice Chair but TA declared he did not want to stand.</p> <p>AS advised he would like to put himself forward for the position of Vice Chair, BH seconded his nomination. SL and BH advised they would like to continue as Chair and Treasurer respectively. MM had declared on her nomination form that she wished to continue as Secretary. SL asked for a show of hands to approve the election of officers. All 11 members of the Management Committee who were present voted to approve SL as Chair, BH as Treasurer and MM as Secretary.</p>	
4.	<p><b>Declaration(s) of interest – Chair</b></p> <p>None</p>	
5.	<p><b>Minutes of Annual General Meeting for Approval – 14<sup>th</sup> July 2018</b> (AGM) – Minutes were confirmed as a true and accurate record of the meeting and signed by the Chair</p> <p><b>Open Management Committee Meeting – 19<sup>th</sup> June 2018</b> Minutes from 16<sup>th</sup> June were confirmed as a true and accurate record of the meeting were signed by the Chair.</p>	
6.	<p><b>Manager's Report: - GB</b></p> <p>GB thanked all those who were able to attend the Annual General Meeting held on 14<sup>th</sup> July 2018 and also thanked those members who had put themselves forward to join the Management Committee. GB provided an update on the current staffing situation by welcoming JD and JC to the Co-op as permanent employees. GB also advised members of the appointment of a new Finance Manager.</p> <p>SK asked if the agency had charged a fee to the Co-op when JD and JC became permanent employees. GB confirmed this was the case. SK commented that she felt it was quite harsh for JD and JC to undertake a 6-month probationary period when they had previously been working for a few months at the Co-op as agency workers. GB explained this was common practice when an employee was moved to a permanent contract.</p>	

	<p>month probationary period when they had previously been working for a few months at the Co-op as agency workers. GB explained this was common practice when an employee was moved to a permanent contract.</p> <p>GB advised members that two official complaints had been received, one relating to arrears and one to a repair issue. Both complaints were resolved.</p> <p>GB advised members that a one-bed property had recently been let to an external applicant and the property at 184A Drakefell Road was in the hands of a local Letting Agent and viewings were currently taking place.</p> <p>GB advised members that the external door leading to the back garden of the Housing Office was no longer designated as a fire exit as it did not lead to a place of safety. Members to be aware that the only official fire exit from the building was through the main front door.</p> <p>GB advise members that the staff team were working to put together a customer satisfaction survey and were hoping to have a draft version available to show members at November's meeting.</p> <p>GB advised the meeting that a member had recently come forward with a test version of a new website for the Co-op. All present agreed the old website was not fit for purpose and did not contain useful information. Those present agreed a more modern, clearly laid out website would be an improvement.</p> <p>SL – mentioned that tenancy audits would be taking place over the coming months which would involve staff making unannounced visits to properties. SL asked for members co-operation in this process. SL explained the tenancy audits were a way to prevent sub-letting of the Co-op's properties and an opportunity for any defects to be identified.</p>	
7	<p><b>Housing Officer Report – JD</b></p> <p>JD updated members on the current arrears situation. The arrears figures rose slightly in August and September. JD was on leave during the month of August and this, along with the problems caused by the extension of Universal Credit, impacted negatively on the figures. JD continues to work closely with members assisting them with budgeting and welfare advice. Ten members attended the walk-in surgery last month.</p> <p>GB – advised that JD was training LB to assist with rent collection duties.</p> <p>KR – asked if the target figure could be included in the information presented to members at the next meeting.</p>	
8	<p><b>A.O.B –</b></p> <p>KS – felt there were less opportunities for members to be involved in the running of the Co-op as previously. KS would like to volunteer, along with others who may have spare time, to provide any additional service to the Co-op.</p>	

	<p>SL – in response to KS's comments, SL advised members that the Co-op needed to streamline certain processes as important decisions needed to be made in a timely manner and therefore it was not always possible for everything to be postponed until the next Committee Meeting. This was particularly relevant when it came to recruiting staff when fast and crucial decisions needed to be made.</p> <p>GB – wanted to make all members aware of a nation-wide scam involving a company called Parcel Delivery Service (PDS) who would post a card through your door and ask you to call a number to arrange collection. As soon as you call the number, you are charged an extortionate amount for the phone call. BH advised all to be wary and throw away the card if it comes through your door and you know you haven't ordered anything.</p> <p>General Meeting Closed at 8.20 p.m.</p>	
	Next Open Management Committee Meeting Tuesday 20 <sup>th</sup> November 2018 at 7:00p.m.	

This concluded the "General Meeting" part at 8.20 p.m.

With ten minutes refreshment time before the 'CLOSED' Part of the Management Committee Meeting.

Signed:  Chair Date: 19/3/19

Print Name S. Lamber