



## Minutes of 24<sup>th</sup> October 2023 Hybrid Meeting

**Present in Person:** SL (CM), BR (CM), ED (CM) SS (CM), CM, LW (CM), GE and EW

**Present online:** AG (CM), SF (CM), MB (CM), MA, BF-P, MP, BK, M F, AM

**In Attendance in Person:** MC (Manager), SJ (Finance Manager), GO (Surveyor).  
SKU (Administrator and Minutes)

**In Attendance online:** LB (Housing Officer).

Agenda Item		Action Approval Decision
1.	SL welcomed all those present. <b>Apologies</b> were received from DD, LM, JC, TG, HS, MM and AS	
2.	<b>Declaration of interests</b> - none	
3.	<b>Approve Minutes of 12<sup>th</sup> September 2023 Management Committee Meeting-</b> Approved	
4.	<b>Matters Arising from previous meeting-</b> none	
5.	<b>Action List</b> Updates - MC went through action list, gave updates and closed actions completed.	MC to update action list
6.	<p><b>Report back form BTC Voice Group</b> BR represented Voice Group although she was unable to attend 10/10/23 meeting was pleased to know lots of people turned up. BR thinks it's a good idea that the 50<sup>th</sup> Anniversary is linked to AGM. Pantomime date has been confirmed for Sunday the 17<sup>th</sup> December at 1pm at Catford Theatre.</p> <p>The Voice group have reserved 30 tickets. Prices are £10 per adult and £5 for children under the age of 16. To reserve tickets, contact <a href="mailto:hello@brockley.coop">hello@brockley.coop</a> the target is families with young children however everyone is welcome. 8 tickets have been reserved so far so BR highly recommends reserving tickets before they go.</p>	

7.	<p><b>Away Day Feedback and Actions</b></p> <p>Away day was well attended, and it was lovely to see some new faces. Evaluation forms were very positive apart from a lot of negative comments regarding BR not being able to get in and the horrible tea. This was fed back to the Clarendon Hotel.</p> <p>It was useful to have the same facilitators as we had for the last away day as they know the organisation well and we could re visit actions from previous away days.</p> <p>Six main actions came out of the day which are as follows:</p> <ul style="list-style-type: none"> <li>• Change the way new members are recruited for the interviews by asking attitude type questions.</li> <li>• Look at risk map in depth.</li> <li>• Members wanted to set up befriending service to deal with isolation.</li> <li>• Establish updated skills register to get most of members skills.</li> <li>• Need to carry out a Census because the housing regulator wants us to know our tenants in depth so we can make our service more relevant.</li> <li>• Review Rules</li> </ul> <p>MC highlighted the free counselling sessions (advertised in the newsletter) being offered by one of our members who has trained as a therapist. The first 8 sessions are free and any sessions after that are chargeable.</p>	<p>MC will add to action list, and we will work through it over the year</p>
8.	<p><b>Tenant Satisfaction Measures Full Report</b></p> <p>MC noted we had a good response to the Tenant Satisfaction Survey. 22 questions were asked the survey covered 12 of the measures and MC has listed the other 10 in her report.</p>	<p>MC to send comments to voice group.</p>

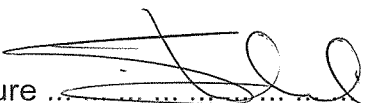
	<p>As a team the staff had taken the comments people had made and produced an action plan to show how each would be addressed. This is how we dealt with them:</p> <ul style="list-style-type: none"> <li>• Those who we could identify and were happy to share their views would be directly contacted.</li> <li>• We were unable to action anonymous comments.</li> <li>• Other comments will be covered through newspaper articles and information given at the start of tenancy.</li> </ul> <p>MC mentioned that the Management committee have received full copies of the survey, and a smaller version went out to all members with the newsletter. MC reiterated that a copy of the full report is available on request for any members from the office.</p> <p>MC has pulled out comments for the voice group so they can look at the data to see if they want to do anything with them.</p>	
9.	<p><b>Manager' Report</b></p> <p>MC commended the allotment group for all their hard work and the great job they did to make the allotment look good. We now have a list of all those who have an allotment. MC will prod Lewisham regarding the ownership of the allotments.</p> <p>A meeting will be taking place to look at the application process before going to the policy group. MC is reviewing the application process.</p> <p>LB confirmed that we can make changes on our website. LB received email from SS who confirmed that we are paying £40 per month for the domain. MC spoke to GB she is doing a project through CDS. She is trying to get a website designer where they do the structure, and we provide the content. It's very simplistic and cuts costs. MC asked if she could push that along however if she takes too long we could resurrect the work that</p>	<p>MC will go through IM's emails to check what sue said she can do for us</p>

	<p>IM did. We saw 3 boroughs that had website done recently so we could push that along</p> <p>We have two venues in mind. St Catherine's could be potentially good it is more central and we have the outside space for a BBQ and children's entertainment. Alternatively, St Magdalen ex school also has outside space, although this is a playground.</p> <p>Under new consumer standards coming soon require us to have in depth knowledge of our tenants. Our data base (ChicsX) does not have capacity to record data about ethnicity and other characteristics so we will probably have to record on a spreadsheet. Some people will not like giving us details about themselves but we need to carry out a census to ensure our service is relevant, inclusive and not excluding any community.</p> <p>CM asked about BTC investing in soundproofing MC explained that all our converted properties have poor sound insulation . The costs of soundproofing as not affordable. SL said the properties are badly designed and sound proofing could only be done when property is vacant or when there is a big refurbishment. It may be possible to put in some measures to limit noise transference when properties are void,</p> <p>GE explained that New Venture have not responded because they are short staffed and, currently they have no properties available. They will get in touch should the situation change.</p> <p><b>Housing Officer Report</b></p> <p>LB confirmed rent arrears down by £2000. Court case is set for abandoned property at the end of November. LB looking to go to court for another 2 properties which are pending due to breaching their agreements, notices have been issued.</p> <p>LB noted that a couple of voids have come up mainly internal transfers and one might be external.</p>	<p>GO to enquire into possibilities and options to improve sound transference.</p>
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	<p>LW asked if Allpay ceased as she remembers being asked to stop using this method of payment. It takes 10 days for payment to reach BTC as we have chosen the cheaper option. MC confirmed we would continue to use Allpay as it has its benefits. MC explained that when the new website is up and running tenants will be able to make online payments. We would need to give a year's notice to leave Allpay. SJ said she is trying to get people who have set up direct debits through Allpay to set them up directly to our bank account and LB has been sending out the mandate forms to members with their statements to try to encourage this and save costs.</p> <p>LW asked about abandoned property SL explained that although the appeal cost £2,500 it is important that the case goes to court so we can educate the judge. We can't keep going to court and the same thing happening again.</p> <p><b>Maintenance Report</b></p> <p>High value repairs have cut into day-to-day maintenance budget. This is due to:</p> <ul style="list-style-type: none"> <li>• 3 roofing repairs on Friendly Street</li> <li>• Chimney stack repair at Halesworth Road</li> <li>• Re-running gas pipe for Murial at Algernon Rd</li> </ul> <p>Budget might go over 5% due to some unexpected larger repairs.</p> <p>Windows programme going well so far and first phase tenders gone out expecting to close by 06.11.23 Further 6 tenders sent out but have only had two expressions of interest. GO believes the contractor who won the last contract will submit theirs again.</p> <p>Roofing contractor has folded and the surveyor who goes out has his own company and will progress with any outstanding work.</p> <p>MC recommended C&amp;M building Services we've tried them over 2 months and have decided to take them</p>	<p>Members and BTC If anyone knows of any good contractors to let us know</p>
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	<p>on board. SL reminded GO in future Committee should be asked after 3 months trial if a contractor can go on approved contractor list. SL asked members if they oppose to C&amp;M Building Services, no objections therefore C&amp;M are now on our approved contractor list.</p> <p>GO has started loft insulation inspections in properties with a view to upgrade.</p> <p>SL asked GO about Cyclical work, GO has identified a number of properties needing extensive work on windowsills and external doors.</p> <p>CM complemented GO and thanked him for fitting windows it made a huge difference to sound and insulation. She commended him on his professionalism, patience and persistence.</p> <p><b>Finance Manager Report</b></p> <p>SJ notes we are in a healthy financial position. The Revenue account has £706,000 in it and we need to decide where to invest it.</p> <p>SL happy to help SJ look at investment accounts which will need to be approved by management committee.</p> <p>SL noted if in doubt about investment accounts we should try and use the resources we've got. We have Chris Grubber who is an accountant and Adrian who was a Bank Manager.</p> <p>GE noted Chris would not be allowed to give us investment advice and SJ confirmed we had asked Adrian for his recommendations, and they were included in her report already.</p>	<p>GO will be presenting quotes that he has received for cyclical work to manager/officers for authorisation.</p> <p>SJ to provide information on investment accounts for next meeting.</p>
10.	<p><b>50<sup>th</sup> Birthday Working Group- feedback from 10<sup>th</sup> October Meeting</b></p> <p>SL noted that good ideas have been brought up and that we should make it as inclusive as possible . The</p>	

	<p>venue will dictate what we can do. The next meeting will be held sometime in January.</p> <p>Notes from the meeting of the 10<sup>th</sup> October are included with the papers for this meeting for all to read.</p>	<p>Book follow up meeting in January.</p>
11.	<p><b>A.O.B.</b></p> <p>BR questioned the AGM turning into GM SL disagreed and explained AGM turns to MANCOM.</p> <p>BR strongly believes that this is against the Coop rules.</p>	<p>MC to look into this and get full clarification</p>

Signature  .....Date... 05/12/23

