



'OPEN' Management Committee Meeting

held on

Tuesday 24th April 2018

at

249 Lewisham Way

at 7.30pm

MEMBERS PRESENT:

Selvin Lambert (SL, Chair), (BH, Treasurer), (MM, Secretary) (EH), (KS), (ED), (AB), (SS), (CL), (SK) (MS), (COD), (IB-A), (DR), (ST),(KB), (MF), (JM), (JR) .

PROSPECTIVE MEMBERS:

(AL W-K), (CR), (HS).

STAFF PRESENT: Lindsay Mortimer (LM, Outgoing Manager BTC), Gina Betteridge (GB, Incoming Manager BTC) Jerome Clarke (JC, Surveyor / Maintenance Officer), Jennifer Dyal (JD, Housing Income Officer), Lenesa Browne (LB, Administrator).

CHAIR: *SL)

MINUTE TAKER: Lenesa Browne (LB)

ITEM NO	MINUTES TAKEN	ACTION BY
1.	Welcome & Apologies: - Selvin Lambert welcomed members to the Management Committee meeting. Apologies received: (LO), (MP), (AS, Vice Chair), (FJ), (LM) and (JW). No further other apologies were given.	
1a.	Attendance Sign in / Records reminder – Chair	
1b.	Declaration(s) of Interest – None.	
2.	Minutes of the Management Committee Meeting on 20th February 2018 ST quoted section 3 pertaining to BTC web designer which was contracted by the old Manager, before LM. LM said we are making more use of the Web designer. ST felt the Co-op were not making much use of the contractor and didn't find the standards particularly high. SK noted Mike Stone was not included on the minutes of the last meeting.	LB
2a.	Matters Arising – Chair None. MM invited all members to remind themselves of the Meeting Guidelines displayed on the back of the Agenda. SK questioned how it was possible for members to prepare for meetings when minutes were not sent out or accessible on the website. LB – confirmed there had been a slight issue pertaining to the website and uploading the minutes which was being looked into.	

	LM – advised that due to new Data Protection legislation, LB has to replace full names with initials before uploading minutes on to the website. LB will send a copy of the minutes to SK.	LB
3.	<p>SL – thanked LM for her continued service to the Co-op and introduced GB as the new manager of the Co-op. MM and BH also extended their thanks to LM.</p> <p>MM – asked for all present at the meeting to introduce themselves.</p> <p>Manager's Report – LM & GB – LM reported on the continuing support she is giving GB to ensure a smooth handover and to help GB transition into the role of BTC Manager.</p> <p>LM confirmed the purchase of 184A Drakefell Road, which is the first property to be purchased by the Co-op for over 20 years. 184A Drakefell will be let at market rent for a period of approximately ten years, before reverting to social rent, to regain monies spent on purchase.</p> <p>LM ended her report by mentioning the Co-op Seminar which is being hosted by Hexagon Housing Association on Wednesday 25th April at Goldsmith College.</p> <p>LM introduced GB and both were given a round of applause.</p> <p>GB firstly thanked LM for her continued support and said she looked forward to working with the Staff and Committee Members in the future.</p> <p>GB provided some background information about herself, explaining that she has nearly 20 years' experience within housing, mainly with a local authority. GB expressed how she hopes to support and provide a good service to all members of the Co-op.</p>	
4.	<p>Housing Officers combined reports – Income Report – JD JD - read out the income report.</p> <p>The overall level of arrears has reduced significantly since the last general meeting.</p> <p>Several interviews and assessments have taken place with residents via telephone and scheduled appointments to address breaches of their tenancy and the accruing rent arrears on their accounts. Tenants have co-operated, and support has been given to assist tenants to retrieve backdated payments and housing benefit and make an affordable agreement by completing an Income and Expenditure Form to assist with their budgeting.</p> <p>Rent statements were sent out dating from October to end of the financial year March 2018.</p> <p>JD gave a breakdown of the number of cases in arrears by the number of weeks.</p> <p>EH commented on how well the arrears have reduced.</p> <p>SL asked for a figure to be allocated to each part of the weekly breakdown. SL confirmed that rent should be paid either a week or a month in advance depending on how each member pays their rent or how they get paid or receive support.</p>	

ST said she was not aware that rent needed to be paid in advance or that her account should be two months in credit, as this was not stated in the tenancy agreement.

SS felt that the way ST had expressed herself to SL had been very rude and felt that ST owed SL an apology.

SL said he did not require an apology from ST and felt ST had misinterpreted what he had said with regards to tenants paying in advance.

MM confirmed those who pay weekly means rent is due one week in advance and for tenants paying monthly it should be one month in advance.

GB expressed to all Members that tenants' rent accounts should be in credit as this follows good practice.

ST expressed her dissatisfaction with the way rent statements were presented as it was not clear whether an account was in arrears, depending on what time of the month payments were made.

SL a minus may show on the rent statement between 1st – 4th of the month. JD will be in touch with tenants to find out and assist if there is a missed payment.

GB added that JD will only be in touch with those tenants who are not making regular payments and have not paid for a number of weeks, not those who have monthly payments set-up.

JD continued with the last part of her report: -

Arrears Action

All rent accounts are monitored on a weekly basis to maximise rental income, so we can continue to provide excellent quality, well maintained homes. It is essential that we provide cost effective, good quality, customer focused and responsive housing management services which meet the needs and expectations of tenants and applicants and maintain the efficiency of the business.

The key commitment at Brockley is prevention - which is the key to arrears control and JD will endeavour to advise tenants as soon as arrears accrue.

No Notices of Seeking of Possession were served this quarter and since the last Management Committee Meeting was held. A few are pending prior to conducting a full case review, including the level of contact with the tenant that was made by Brockley Co-op.

Before a notice of proceedings for possession is made JD contacts the tenant advising them of the possibility of legal action, due to a breach of their tenancy conditions and offering an appointment to discuss the matter and identify any additional support they may require sustaining their tenancy.

Further legal action will be taken by Brockley Co-op where there is straightforward evidence the tenant will not accept support or make rent payments. Currently tenants are contacting JD to resolve rent issues or seek advice in regards to employment and Universal Credit.

JD also mentioned the walk-in surgeries for those tenants who need assistance with any rent, housing benefit, Universal Credit and income and expenditure issues. Any tenant is welcome to come into the office

	<p>for assistance from JD who has a number of years' experience within these fields.</p> <p>JC introduced himself and his background of over fourteen years' experience as a Surveyor Maintenance Officer which included conducting Fire Risk Assessments (FRA), stock condition surveys and kitchen and bathroom decorations.</p> <p>JC is currently working on two voids here at BTC. JC explained that due to personnel reasons the old Contractor was released, and he is in the process of waiting for one more quote from a new contractor in order to proceed with the ongoing works.</p> <p>CL asked if BTC were still using the contractor who carried out works in relation to damp in his property.</p> <p>LM confirmed unfortunately that the company has gone out of business.</p> <p>MM commented that JC's report was very proactive.</p>	
5.	A.O.B – None.	
	Next Open Management Committee Meeting Tuesday 22 nd May 2018 at 7:00p.m.	

This concluded the "OPEN" part of the Management Committee meeting at 8.20 p.m.

Signed: .....Chair Date: 22/5/18.....

Print Name S. Lambert.....