



**Minutes of the Remote 'Zoom' Annual General Meeting of Monday 30 November 2020 at 6:30pm
(COVID-19.) Reconvened from Monday 23 November 2020.**

In attendance:

Val Boxall (VB): Chairperson
Vicky Dickson (Vicky): Treasurer
Ayo Oyelami (AO) Board Member
Peter Paviour (PP) Board Member
Sara Taylor (ST) Board Member
Peter Turnbull (PT) Board Member
Chris Clutterbuck (CC): Housing Manager BFRMO
Sue Devine (SD): Minute Taker BFRMO
Jo Baxter: Residents Participation Officer (RPO) Central Team Wandsworth Council
Sharron Lecky (SL) Area Housing Manager (AHM) Central Team Wandsworth Council joined at 18:52
Councillor Kate Stock

One resident- Kat Prouse

1.0 Introductions and Declaration of Interests

The Chair welcomed all to the meeting. There were no Declarations of Interest. The Board Members introduced themselves. Vicky has been the treasurer for a few years; AO is a board member living on the estate, and did not wish to leave as she also enjoys the social aspect of being a board member. PP is a resident at Walden House and has been a board member for about 18 months. PT lives at Dresden House and cares about the estate. VB has been a board member for 18 years and lives in Wittering House. KS is a local councillor, and JB is an RPO and works for Wandsworth Council.

2.0 Apologies

There were no apologies.

3.0 Adoption and Matters Arising from previous Minutes

There were no questions or matters arising. The Minutes were approved and signed by Vicky and VB.

4.0 Audited Accounts 2019/2020

These were agreed and approved by VB at the Board Meeting before last.

The Income Statement on page 6 on the right -hand side is for the period ending 31.03.19. Operating Profit was £85,192, and for the period ending 31.03.20 on the left column the operating profit was £131,397. Turnover and Administrative Expenses for the year ending 31.03.20 is detailed on the left-hand column, and these audited accounts were approved & signed -off by the Committee.

(The Board introduced themselves at this point in the meeting but this has been included under paragraph 1.0 above.)

5.0 Housing Manager's Report

5.1 Door Entry System:

This has been a 3- year process due to the previous contractor going into liquidation. A few minor snagging issues will be rectified by the contractors, and the upgrades to the doors and new hand-sets have a one-year guarantee.

5.2 Window Cleaning:

The one-off external window-cleaning last year was for all windows on the estate that are not accessible from a communal or private balcony. Wandsworth Council does not provide this service, and is a benefit from the RMO using its' surplus funds. Due to the pandemic, the window clean did not happen this year but will be done next year.

5.3 Recycling Bin Enclosures:

These will improve the appearance of the estate and set the RMO apart from other council estates. The enclosures will be installed on the greens, and there will be 2 phases: the first to include new green enclosures and concrete bases for the recycling bins on the greens which serve the smaller blocks, and the second will be done next year.

5.4 Future Projects:

These are to improve the appearance of the estate and include re-painting the external metal railings and furniture on the estate, and pressure-washing of the discoloured brickwork of the open middle tall blocks. There were no questions concerning the proposed future projects.

5.5 April 2019 to March 2020 Statistics:

The repair orders by contractors were listed quarterly as per the report. ST queried what jobs Drain Surgeon (DS) is being asked to attend to. CC confirmed that routine plumbing works are being raised to them and that the RMO is moving from DS to Sadlers. ST asked if any works were required following the kitchen and bathroom refurbishments. CC said there were none but that it's advisable to have 2 plumbing contractors rather than relying solely on Sadlers.

CC explained the percentage of repairs completed within target time as per page 4 of the report. There was a dip in repairs completed within target times for Quarter 1 of 2020 due to Covid 19 but these picked up over the summer.

5.6 Voids (tenant moves out and works carried out to flat:)

In Quarter 1 the average turnaround time was 28 days, and 24.5 days in Quarter 2 . Quarter 3 was 44 days due to an eviction of a 4-bed flat which took time to remove and store the possessions. Quarter 4 there were 6 voids including some deaths and turnaround time was an average of 28 days. Quarter 1 of 2020 the time was 58 days due to Covid -19 delays and 42 days in Quarter 2 2020 due to major works required. This year has been a busy year for the RMO for voids.

SL joined the meeting at 18:52. (Internet difficulties with Zoom.)

5.7 Rent Arrears:

As per the report, during Quarter 1 the arrears were £41,628, however, there was no data available for Quarter 2 due to Wandsworth Council's new IT system (NPS) not being ready. The arrears were

£73,339 during Quarter 3 and again, there were issues with NPS rents module. No data was recorded during Quarter 4.

Quarter 1 2020 the arrears were £105,212 as the RMO was unable to take arrears actions as instructed by the council. The arrears were £93,261 during Quarter 2 2020 and again, the RMO was instructed not to take arrears actions. The RMO rent arrears are currently 5% compared to the council's 7%, and our percentages compare well to the other Wandsworth co-ops.

5.8 Tenancy Monitoring:

CC presented the figures for new tenant visits where we check if tenants are settled and occupancy checks (where the RMO checks who is living at a property) which are self-explanatory as per the report.

5.9 Resident Satisfaction Surveys for Repairs:

CC explained that the purpose of the surveys is to check if residents are happy with the service and the repairs. There had been little recent response due to Covid -19. JB queried if tenants complete the survey if they are not happy with the repairs. CC advised that the surveys will show as 'not satisfied' if they are unhappy with the repairs. There was 100% satisfaction for Quarter 2 2020.

6.0 Comments from the Chairperson:

VB thanked staff for all their hard work, and CC thanked the Board for being involved with the community events and outings.

7.0 Appointment of Auditor for 2021/2022

The RMO has had the same auditor, Simpson Wreford & Partners ((SWP) for the last three years, and according to the RMO's Management Agreement, it can employ an auditor for up to five years, and so will continue with the current auditor. The RMO could possibly have a joint tender with other co-ops to use the same auditor in the future but there will be no new auditor for the next year.

8.0 Resignation of Board Members & Election of New Board Members:

There was no requirement for the current Board Members to step down as there were only 6 nominations.

AO nominated by VB

PP nominated by VB

PT nominated by VB

VB nominated by Vicky

ST nominated by VB

There was one further nomination but this was unsuccessful as it was incorrectly completed. CC advised that the nomination had a name and postcode but no address. JB asked if there were any contact details; VB advised that the telephone number was incomplete, and confirmed that whilst there was a name, postcode and signature, it was not completed properly. JB advised that whilst the resident cannot be nominated the Board could follow up to enquire if the nominee wishes to be co-opted.

9.0 Any other Business:

PT reported that the door entry key to 1-22 Dresden House sometimes sticks in the cylinder. CC was aware of the issue and advised that a new barrel replaced the old vandalised one and the key needs to be fully turned to enable the door to open, and that the sticking is a voltage issue which can be resolved by pausing after inserting the key and before opening the door.

AO & PP advised that the main entry door to 56-77 Walden is difficult to open/door sticks.

PP advised that an overflow pipe is dripping above his property: CC advised this will be checked & actioned.

ST said that the door entry upgrades are less adequate than before and we need feedback regarding the removal of the sensors.

CC advised that the 'halo' sensors were installed to standardise the doors on the estate and will be checked as they appear not to be compatible with all the panels on the estate, and the panels at Berry House were not upgraded.

ST advised that she has paid her invoice for the door entry but the cost was not worth it. PT considered that the new door handles are not as good and present dexterity issues. ST queried why they removed the former handles. CC advised that the new handles are standardised across the estate and are stronger than the 'D' handles which can be pulled to force the doors open, but agreed with the dexterity issues the new handles may present.

ST said that there are issues with the door magnets and a sensor would have been better in a pandemic. CC confirmed that these are voltage issues, and the sensors were agreed in the original specification of three years ago.

AO commented that the lift notice, ie one household only in the lift at any time, was a good idea.

ST queried whether the AGM was the appropriate forum to discuss the issues of anti-social behaviour (ASB,) in the playground and queried if there were any reports of ASB. CC advised that there have been no recent reports since the summer and that possibly SL & JB could assist.

CC advised that the issue with the playground is anti-social behaviour, drug-taking over the summer, and that the RMO could organise a petition to remove the playground. There is scope for the playground to be removed or to be a permanent fixture.

SL advised removal depends on the number of playgrounds in the area and she would check this.

ST said that some residents want the playground to be removed.

KS enquired who manages the playgrounds and CC confirmed that they are the responsibility of WBC. JB advised that any improvements come from an Estate's budget, and enquired if residents want the playground to be removed. SL advised the RMO needs to check if it can be removed in the first instance.

KS commented that the council (WBC) has to provide some type of door-step playground within a certain distance. SL advised it depends on how close the next one is but this could be checked.

KS advised that there has been an increase of targeted stop and search by the police Territorial Support Group (TSG) on the Winstanley & Battersea Fields estates & wanted feedback to pass on as she is aware of drug issues on the estates. PT commented that he had not noticed the TSG and that every morning there are cylinders and tobacco on the communal steps.

KS advised that laughing gas is now banned boroughwide by the Public Space Protection Order due to concerns of its use in public spaces, & she can assist with arranging for signs to be installed & liaise with the Community Safety Team to ensure this is done.

PT said that cannabis is still being smoked in the communal areas in his block. CC advised that the ringleader was recently arrested and that the RMO is waiting for a court date and to serve a Notice of Seeking Possession (NOSP) on the parent.

KS advised that she is not being included in the email list as she has not received notice of the meetings. She is happy to attend the Board meetings.

PT appreciated KS' support and AO recommended KS attends on a regular basis.

PT advised that the notices of the meeting that CC put up the last Friday was successful and that it's a good idea to put up notices nearer the time of a meeting.

PP queried about the painting in the turnaround bay at Walden House where 2 residents' cars are parked leaving no space for emergency services. CC advised that four of the roads on the estate are public highways, and that the lines on the turnaround points have faded which he raised months ago with the Highways Department at the council. Apparently, there is a backlog with contractors responsible for line marking, and the Controlled Parking Zone (CPZ) lines are to be done by Christmas.

AO commented that the lines chip away really quickly and queried if all the lines are chipped and if anything could be done to prevent this. CC advised that all turnarounds apart from the road at Dresden House are chipped.

PP suggested putting up a sign stating 'illegal to park/will be towed away' could help. AO commented that when she approached residents about parking in the turnaround points they said that if the lines are chipped they can park there. Selfish and dangerous behaviour and that non-chip paint is required. Vicky suggested that repainting would be a start. VB commented that there has been nowhere for ambulances to park at Berry House on three occasions.

AO said that residents are parking for free as they know the wardens are powerless if the lines are chipped.

VB advised that the next Board meeting would take place on 9.12.20 at 6.30pm. JB apologised in advance as she will be attending the AGM at Totteridge House on that date. PP advised he would be on holiday on that date therefore may not be able to attend.

The meeting ended at 7.30pm