



**Minutes of the Remote 'Zoom' Annual General Meeting of**

**Wednesday 1<sup>st</sup> December 2021 at 6:30pm (COVID-19.)**

**- Reconvened from 24 November 2021 -**

**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

Siovhan Crombie: Residents Participation Officer (RPO) Central Team Wandsworth Council

**1.0 Introductions and Declaration of Interests**

The Chair welcomed all to the meeting. There were no Declarations of Interest.

**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 2020/2021**

These were agreed and approved by the board at a committee meeting held in September.

CC briefly went through the accounts, and highlighted total surplus for the financial year of £154,702 compared to £132,213 surplus in 2019/2020 and £85,192 in 2018/2019. CC explained that the increase of surplus year on year has been achieved by cost savings within the estate office and changes to external contractors who were better value for money.

There were no queries on the accounts and all approved.

## **5.0 Housing Manager's Report**

### **5.1 Cleaners now in-house:**

CC explained per report. ST asked how he was finding it... CC said it had been challenging setting up a completely new department with new procedures, schedules and specific health & safety documentation written up for the cleaners, but that all in all, the cleaning has improved for the estate compared to when it was contracted out to Samsic.

### **5.2 Spending of the RMO's surplus:**

CC explained per report that there were talks with the Council's Finance Manager about the use of the RMO's reserves for projects to improve the estate whilst not being charged to leaseholders through service charges. The projects agreed...

#### **Recycling Bin Enclosures:**

Per report, CC explained that he and VB walked the estate to finalise positionings of the phase 2 recycling bin enclosures. CC met with Metrostor and are now awaiting their proposal. No questions.

#### **Painting of fencing and rails around the estate:**

Per report, CC said he's obtaining 5 quotes for the painting. AO asked what will be painted dark grey. CC said all railings, fencing and garden tables... so anything that is now blue, will be painted dark grey. No further questions.

#### **Steam cleaning communal walkway walls in the middle sections of the high-rise blocks:**

Per report, CC is obtaining quotes for this work. CC also mentioned that Aquamark (who does the estate window cleaning) will be carrying out a demo/test on a small section of a wall to see how well bricks the come out. No questions.

### **5.3 Stats: Repair orders by contractor**

CC went through the table which showed the number of repairs carried out from April 2020 broken down by contractor per quarter. CC highlighted that there were a lower number of repairs than normal during the months of lockdown. No questions.

#### **5.4 Stats: Percentage of repairs completed within target time**

CC went through the table which showed the percentage of repairs completed within target dates broken down by urgency of repairs and by each quarter. No questions.

#### **5.5 Stats: Voids (tenant moves out and works carried out to the property)**

CC spoke about the Voids, highlighting the number of Voids in each quarter and noting that there were delays in completing some Voids during quarter 1 due to Covid lockdowns. No questions.

#### **5.6 Stats: Rent arrears**

CC went through the rent arrears as per report, highlighting that throughout all financial quarters, the RMO did not undertake any arrears enforcement due to central governments Covid-19 legislation meaning no evictions for rent arrears. CC said that the arrears percentage is still comparable to the Council's percentages. No questions.

#### **5.7 Stats: Tenant monitoring**

Per report, CC explained the number of new tenant visits and occupancy checks that were carried out throughout the year. No questions.

#### **5.8 Stats: Complaints against the RMO**

Per report, CC said that there were 2 complaints which were partially upheld and 7 complaints that were not upheld. No questions.

#### **5.9 South West London Audit Partnership / Wandsworth Council Review 2020/2021**

CC explained that this audit occurs once every two years and that it covered financial year 2020/21. CC said that there is a detailed report which he would go through at the next committee meeting but in general, across most areas of the business audited, the RMO achieved full assurance. No questions.

#### **6.0 Comments from the Chairperson:**

VB wanted to thank all staff for their hard work over the past year, all agreed. Vicky said thanks to VB as well for her hard work, all agreed.

#### **7.0 Appointment of Auditor for 2022/2023**

CC said the RMO has been using external auditor Simpson Wreford & Partners (SWP) for the past 4 financial years and knows the business well. All agreed for SWP to undertake the 2022/23 audit.

### **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.

Victoria Dickson nominated by Valerie Boxall

Valerie Boxall nominated by Victoria Dickson

Sara Taylor nominated by Valerie Boxall

Ayodele Oyelami nominated by Valerie Boxall

Peter Turnbull nominated by Sara Taylor

Peter Paviour nominated by Valerie Boxall

There was one further nomination but this was invalid as there was only a name, no address, invalid phone number and not nominated by another shareholder.

### **9.0 Any other Business:**

PT made special comment on how much better the cleaning is in his block following the area change for the cleaners, looks and smells great when now cleaned by Paul. AO asked who cleans her block, CC said Henry. ST asked VB who cleans their blocks, VB said Rene. ST asked that the positive feedback gets back to the cleaners, CC said he definitely would.

The meeting ended at 7:10pm

Next AGM date – to be confirmed.