

Minutes of the Remote 'Zoom' Annual General Meeting of Wednesday 3 November 2022 at 6:30pm. Reconvened from Wednesday 26 October 2022.

Val Boxall (VB)- Chairperson
Vicky Dickson (Vicky) – Treasurer
Sara Taylor (ST)- Secretary
Ayo Oyelami (AO)- Board Member
Peter Paviour (PP) – Board Member
Peter Turnbull (PT) -Board Member
Chris Clutterbuck (CC) - Housing Manager
Lisa Pennett – (LP) -Deputy Area Housing Manager
Sue Devine (SD) - Minute Taker

1.0 Introductions and Declarations of Interest

The Chair welcomed all to the meeting. There were no declarations of interest.

2.0 Apologies

Sammy Attalah

3.0 Adoption and Matters Arising from previous Minutes

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

4.0 Audited Accounts 2021/2022

CC briefly went through the accounts, and highlighted on page 7 the total surplus of £56,434 for the financial year, compared to £151,702 in 2020/2021. CC explained that the RMO is spending more money. On page 8 Capital Reserves is £1,170,722 for the financial year an increase from £1,012,081 in 2020/2021. CC advised there is likely to be a deficit next year due to money spent on the estate, ie the enclosures, external painting etc.

ST thought the new bike enclosure looked good & CC noted the good feedback from residents and that it is being used. Abandoned bikes on the estate have been removed. ST queried if the green enclosure at Macdonald House could be changed to the same one at Dresden House, and that more bikes fit in the new shed. CC said this is possibility but a waste to dispose of the green shed. ST suggested it could be sold.

There were no further queries on the accounts and all approved.

5.0 Housing Manager's Report

5.1 Recycling Enclosures

As per the report CC explained that the 15 new bin enclosures outside each of the entrances of the tall blocks are well used and improved the amount of recycled waste. No reports of

contamination which could prevent the bins from being emptied which happened before the new enclosures were installed.

5.2 External Pressure Washing

As per report the external hard surface pressure washing has been completed by one of RMO's cleaners, including the ground surface of the playground and the half-perimeter walls on the estate.

5.3 External Painting

As per the report, painting of all the metal fencing and perimeter railings on the estate was completed by contractors over a couple of months in the spring and summer.

5.4 New Cycle Hub

The new hub next to Dresden House which opened last week has capacity for 40 bikes (twice that of the enclosure at Macdonald House) and being timber-clad with a sedum roof is more pleasing to the eye than a standard metal hub.

The improvements have generated positive feedback from residents with some advising that the estate feel safer.

5.5 Statistics: April 2021 to September 2022

5.6 Repair Orders by Contractors

CC went through the table which showed the number of repairs carried out from April 2021 to September 2022 categorised by contractor per quarter. ST noted that Drain Surgeon had a high number of jobs. CC advised that the number of blockages has reduced since the stack clearances, and that the RMO is not charging tenants for internal blockages. ST asked if the jobs raised were similar problems. CC said that the orders covered all routine plumbing issues.

5.7 Percentage of Repairs Completed within Target Time

CC went through the table which showed the percentage of repairs completed within target dates categorised by urgency of repairs and by each quarter. Q1 and Q2 2020 should read 2022. Vicky commented that the target times were good.

5.8 Voids (Tenant Moves out and Works Carried out to Flat)

CC advised that the Allocations Department at WBC are very busy and that there have been delays in allocating properties to new tenants. LP said that there is a huge backlog boroughwide, due to eg contractors obtaining materials. AO asked about delays with the 76 Walden House fire void. CC said this was due to delays with insurance and it then had to go out to tender. The contractors should be on site in approximately 2 weeks to erect the scaffolding and hoist. Works should take around two months to complete.

5.9 Rent Arrears

CC went through the arrears as per the report advising that the arrears are slowly reducing, and SD is doing great work. Cost of living issues having an impact. No questions.

5.10 Tenant Monitoring

CC explained that this involves the number of new tenant visits and occupancy checks carried out during the year, and CC & ST said well done to SD. No questions.

5.11 Complaints against the RMO

As per the report, CC said there was one complaint that was partially upheld and 6 that were not upheld. No questions.

6.0 Comments from the Chairperson

VB wanted to thank all staff for their hard work over the past year & all present thanked VB as well for her hard work. VB advised that all unwanted papers from the meeting either to given to her or to the office for shredding due to confidentiality. All agreed.

7.0 Appointment of Auditor 2022/2023

CC advised that the RMO has been using the external auditor, Simpson Wreford & Partners (SWP) and this is due for re-tendering. All agreed to continue with them until the RMO re-tenders as a group.

8.0 Resignation of Board Members & Election of New Board Members

Current Board Members stood down.

Valerie Boxall nominated by Sara Taylor

Sara Taylor nominated by Valerie Boxall

Victoria Dickson nominated by Valerie Boxall

Ayodele Oyelami nominated by Valerie Boxall

Peter Turnbull nominated by Sammy Attalah

Peter Paviour nominated by Valerie Boxall

Sammy Attalah nominated by Peter Turnbull

9.0 Any Other Business

AO commented that as a first-aider she is aware of the importance of having a defibrillator on site to save lives and wanted an update. CC advised he is completing the lottery funding form, however, a case to mount the defibrillator is required too, and will discuss with VB.

AO queried how the RMO could pay for this if unable to obtain lottery funding. CC advised this could come out of RMO funds as an office expense and a portion of the costs would be charged to residents. ST asked LP if she is aware of defibrillators on other estates/council offices. LP said she was unaware of any but there may possibly be one at the Town Hall.

There was no further business.

The meeting ended at 7:00 pm

Next AGM: date to be confirmed.