



## General Meeting

Tuesday 5<sup>th</sup> December 2023

In person at 249 Lewisham Way, SE4 1XF at  
7.00pm

### Open Minutes

**Present in Person:** SL- Chair (CM), LW (CM), MM- Treasurer (CM), LO (CM), SG, RH, SF, LM, PB, JR, XP, HU, MP, BF-P and MF

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

Item Number		Action approval Decision
1.	SL welcomed all those present. <b>Apologies</b> were received from MB (CM), SF (CM), JH, JC (CM), SJ (CM), SS (Vice Chair) ,CM & BR (CM)	
2.	<b>Declaration of Interest-</b> None	
3.	<b>Approve Minutes of 24<sup>th</sup> October 2023 open meeting-</b> Approved	
4.	<b>Matters arising from previous minutes-</b> None	
5.	<b>Action list updates</b> MC went through action list, gave updates and closed completed actions.	
6.	<p><b>Report back from BTC Voice Group</b></p> <p>The Voice Groups spokesperson, LM, said that they met on Sunday 3 December. The panto will take place on 17<sup>th</sup> December 2023, and tickets sold out within 3 days. Everyone who attends will receive free ice-cream, as the Voice Group has placed an order for it.</p> <p>A coffee afternoon is planned for 06/01/2024 at the Hill Station Café. A flyer will be sent out soon with the details.</p>	

	<p>The Voice Group budget at the financial year stands at £1941.00 that's including the pantomime and the three hampers.</p> <p>The next Voice Group newsletter will go out in February, coinciding with the posting of the rent statements that month.</p> <p>Any content should be sent to <a href="mailto:hello@brockley.coop">hello@brockley.coop</a> for the Voice newsletter. The voice Group will print their own newsletters. The next BTC Voice meeting is scheduled for 06/02/2024.</p> <p>JR said that the Voice Group wants to give the membership three hampers as a treat. JR reminded everyone that there is still time to participate until 9pm 05.12.23. Entries should be sent to <a href="mailto:hello@brockley.coop">hello@brockley.coop</a> with the word "Hamper" in the subject box.</p>	
7.	<p><b>Managers' report</b></p> <p>MC gave the group an update about the recent court case. MC commended LB for all the hard work she had put in to the casefile. We were awarded £10,000 costs. There are also several thousands of pounds of arrears on top of this. There is a possible appeals process, and the Judge set a date by which the case can be appealed. We will try to recover these costs from the former tenant.</p> <p>Voice group had raised concern about who had made telephone calls to conduct the Tenant Satisfaction Survey. MC verified that the Survey was conducted by Acuity, the company we employed to carry out the survey. This information had been in newsletters and previous managers reports.</p> <p>MC pointed out that even though we examined our complaints policy a year ago, we will need to re look at it because the Ombudsman is updating their guidance and is creating a new code. We will not change our policy until we receive the updated code, this is due in spring next year.</p> <p>No other updates on the allotments MC tried chasing Lewisham regarding this and no comeback from them so she will keep chasing.</p> <p>Sue Singer has done some updates on the website whilst we look at what we can do to improve it, this is ongoing.</p>	

MC, MM, BR, SS and SJ had quite a good meeting reviewing the application process. We went through all the paperwork that relates to new members applications. We have included some more attitude-based questions on the initial interview form. This was one of the actions we agreed at the away day so that we may be able to house people who would continue to be involved in the running of the Coop after they had been housed. We have tried to identify this in the interview process. We also agreed the initial interview should be in the office with a Coop member and staff member in presence and if possible, the home visit to be carried out by a different person to try to address the issues of unconscious bias that we also discussed at the away day.

We are working through the applications from last year the new form has been trialled in one of the interviews and a few home visits have been made.

All the new paperwork developed will come to the policy meeting in February.

In terms of BR query about the rules MC explained that there is nothing in the rules that prevents the AGM becoming a general meeting nor is there anything to say it must happen either. The practise may have developed from the need for a general meeting to formally elect the management committee members that nominate themselves each year. We will form a working group later in the year. Any rule changes will require a vote of all members so would be best agreed at an AGM where the most members attend.

The 6 actions from the away day are still ongoing apart from the recruitment of new members which has happened.

### **Housing Officer Report**

LB reports that arrears are down and that rent statements will be sent out with our Christmas newsletter. We have had a couple of voids, but they have already been allocated.

SL expressed his appreciation to LB for reducing the amount of arrears in rent, and he also complimented SF for her tireless efforts in the same regard.

	<p>SL encourages all tenants to notify the office about any repairs, Hexagon tenants should also notify BTC of any repairs. SL notes that complaints can be made directly to Hexagon.</p> <p>JR complained about communication with Hexagon always falling into a black hole. JR has had 3 incidents where lorries have knocked into the house and damaged the wall outside. At the moment she is having difficulty in getting a response from Hexagon and asked MC if she had specific contact details for complaints. MC explained that Hexagon have a high staff turnover and that there is no specific contact for complaints. JR is aware that GO has contacted Hexagon about the incident.</p>	<p>MC will contact Hexagon Again regarding Damage to wall from Skyline lorries, no response to previous reports to them</p>
8.	<p><b>BTC Jubilee update</b></p> <p>SL announced that two years ago we decided to go all out for the 50<sup>th</sup>. LW asked SL about the Budget, previously this was spoken about and £10,000 was mentioned.</p> <p>SL, MC and LM visited 2 potential venues, St Mary Magdalen School and St Catherines. They all concluded that St Mary Magdalen was the better venue as it's in Brockley and can accommodate between 150-200 people. We are hiring the hall and the playground; families will be pleased to come, knowing that their children will be safe as the space is all enclosed. MC states we can make good use of all the space and have the benefit of two covered areas outside, so even in the event of rain, we can still have a barbeque.</p> <p>SL would like to throw a great celebration for the 50<sup>th</sup> anniversary it will be a family- friendly event. SL suggests we invite past members and the local councillor, and MC would like to invite the chair of Hexagon too.</p> <p>LM stated that although the tickets will be free for the event, we shall be ticketing the event to get an idea of the number of attendees.</p> <p>JR inquired about inviting the press and peoples' reactions to be being photographed, noting that not</p>	

	<p>everyone would be comfortable with having their photograph taken. MC suggests people wear a sticker to indicate if they do/do not want their photograph taken.</p> <p>LM mentioned that the finer points, such as the DJ, caterers, inflatables etc would be the focus of the discussion at the 09/01/2024 meeting. SL reported that in the officers meeting Saron J mentioned knowing a DJ and someone to do the BBQ and will get some prices. Sahana is getting some prices for inflatables, face painters and so on to bring to January Meeting.</p> <p>LM would like the process for the photographic exhibition to start. LM asked MC to send letters to oldest shareholders and to put something out for name and contacts for the exhibition.</p> <p>LM would like to know who would be interested in being photographed. They plan to take photographs in either February or March. MC suggests that photos be taken at a Voice Group coffee morning or next to the allotments.</p>	<p>MC to also send out letters to longest holders of shares.</p>
	<p><b>A.O.B-</b> none</p>	

Signature  Date 9/4/24

