

Minutes of Open Meeting
Tuesday 17th September 2024
In person at 249 Lewisham Way, SE4 1XF
at 7.00pm
And also on Zoom

Present in person: SL -Chair (CM), SS -Vice Chair (CM), SJ- Secretary (CM), MM (CM), RB (CM), ED (CM), GE- Treasurer (CM), BR (CM), FJ (CM), JC (CM) & EW

Present online: LW – (CM), AG (CM), SF (CM), TG, HS, I R T-J, CM, GS, CM & MP.

In attendance in person: MC (office Manager), SJ (Finance Manager), LB (Housing Officer) & SKU (Administrator & Minutes)

Item No:	Agenda Item	Action Approval Decision
1.	AGM minutes were handed out for all to read before the meeting. The group was asked to check for accuracy whilst they still remembered as they don't get approved until next year. Welcome and apologies: SL welcomed all those present. Apologies were received from: LM, PB & AS	SKU to add EW apology
2.	Declaration of interest: None	
3.	Officers Elections: SL noted that the following four people have nominated themselves for the Officers roles:	

SL- Chair
SS -Vice Chair
SJ - Secretary
GE- Treasurer

An election was not required, and all 4 candidates will automatically go into their roles.

MC welcomed our new prospective member, EW who is on the waiting list.

MC talked about another position that came up which is the role of Committee Member Responsible for Complaints. The member will not hear or investigate the complaint. What they will do is:

- Check our responses against the Housing Ombudsman's Self-Assessment Form
- oversee complaints that come in
- see how we tackle them & resolve issues
- check whether we work within the timescale.

Basically, an overview of what we have done.

As this was not a position on the Nomination Form MC had asked all Committee Members who would be interested in taking up the role. There were four candidates. Each candidate spoke about why they wished to be considered for the role.

JC said he would like to be the voice for people who feel they don't have one. He has 10 years' experience as an investigative journalist. No extended family in the Coop to qualify his impartiality. Never had an executive position in the Committee and has no previous complaints against him. He has the skills set and is passionate about the job.

SF was very interested as she has worked in housing for 15 years. She deals with MP complaints and the Ombudsman in her job on a day-to-day basis.

SS said that this is her second year as Vice Chair. The role will give her a better understanding of the complaints that have been received.

	<p>MM said she has a qualification in Restorative Justice. She has done a lot of mediating between parents and parent governors in schools and has a Counselling diploma.</p> <p>The group discussed the possibility of having a panel of three. After discussing the pros and cons SL asked members to vote. The decision for one person for the role was carried unanimously.</p> <p>Finally, the ballot papers were handed out for Committee Members to vote, and the results came in as follows:</p> <p>MM- 6 votes JC- 3 votes SS – 0 votes SF – 4 votes</p> <p>MM is now our Committee Member Responsible for Complaints.</p> <p>The role will be added to the Nomination Form that will be reviewed at our Policy Working Group.</p>	
4.	Approve minutes of 21st May 2024: Approved	
5.	Action List Update:	
Ref: 13.09.22.8	No news on allotments- MC will continue to pursue. The allotment is looking much better the group have done a lot of clearing up and lot of stuff has gone to the dump. XP is trying to set up a gardening group.	Ongoing
13.09.22.8	George is still working his 5 year plan.	Ongoing
	Action 1-closed	closed
24.10.23.7 Action 2	We need to look at our risk map MC suggests that we work on that in the Policy Group. Anyone who would like to join the group is very welcome. The next Policy Group meeting is scheduled for the 1 st of October 2024.	
Action 3	Befriending service is for members to do.	Ongoing
Action 5	The Census is still in progress, and we are still trying to get people to return them to us.	Ongoing
Action 6		

<p>24.10.23.10</p> <p>12.01.24.6</p> <p>21.05.24.10</p>	<p>The Cooperative and Community Benefit Society Act 2014 is being reviewed so we shall wait for that before we review our rules.</p> <p>BR noted how impressed she was the way we handled the role for Committee Member Responsible for Complaints. She suggested that for the Officers role we should have introductions. MC agreed that it would be a good way to find out why people want to be considered for the Officers Role.</p> <p>50th birthday party closed- All actions closed</p> <p>The plans that we put in to build a 2-bed house in the garden of Ashmead Road is now with planning.</p> <p>We advertised the waiting list on our website, and we received 23 application forms and are now in the process of interviewing and visiting applicants.</p> <p>JC asked about the windows programme as he was concerned about the windows getting done before winter. GO sent drawings to the planning department, but they were returned due to an error with the drawings. The drawings have been altered and sent to planning. Tyrwhitt Road has come back but we are still waiting for Tressillian Crescent. We are unable to give specific dates as to when the windows will get done as there are a few things are out of our control. One being in the conservation area, approval and then getting them made. The windows in all 5 properties should be completed by May/June next year once windows are made. It is very quick and usually takes 1 day to install.</p>	<p>Closed</p> <p>Ongoing</p>
<p>6.</p>	<p>Report back from the BTC Voice Group:</p> <p>BR fed back on behalf of The Voice Group. She received feedback regarding the beach trip it wasn't all positive- Mainly concerning the journey.</p> <p>BR explained that they used a different coach company as previous company was all booked up. She has received pictures from the day. In previous years the coach was hard to fill for the beach trip and now they are thinking of booking a bigger coach for next year.</p>	


	<p>The next big outing is at Christmas to Catford Broadway Theatre to see Sleeping Beauty. Last year the deal was pay £25, and the group was upgraded automatically to £35 seats – which is front row seats. Tickets are no longer £25 but £28.50. Again, the tickets will be subsidised for members, so adults pay £10, and children pay £5 making it affordable for all. Last year there was a waiting list as they only had 30 tickets. This year the group are considering getting 40 tickets. She confirmed that bearing in mind the price increase and increase in number of tickets this will not impact on their seaside trip next year. The summer and Christmas outings are very popular with members it's a way of getting people together.</p> <p>MC asked about the photo exhibition. BR found a space in Lewisham where the Argos used to be. She was told that they could have the exhibition there. The group have decided that it would be a good venue they could make an event of it for the opening, and it would be a good way to introduce themselves to the community. BR recently went back to the space and is now having some doubts as they keep rearranging the space and it may not work. The voice will take another look at the space at their next coffee meeting. She also encourages members to look if they happen to be in Lewisham.</p> <p>The Migration Museum has no space and they relocating to the City of London. Lewisham Arthouse is another possible venue which BR has agreed to look into.</p> <p>The next Voice Group Newsletter will be ready to go out for the beginning of October.</p>	
7.	<p>Managers' Report:</p> <p>LB is doing a Level 3 Housing Apprenticeship which she started in June.</p> <p>MC reported back on the AGM 2024/BTC Jubilee evaluation which was really nice as a lot of people had a lot of pleasant things to say.</p> <p>Members are encouraged to complete the Census as we really need it, and it is a legal requirement for all social housing providers.</p>	

	<p>Hexagon have come up with a new management agreement which is a model agreement drawn up by The National Federation of Housing (NATFED). Hexagon don't want eight different agreements they only want one. Anyone interested in reading the agreement can contact MC for a copy. Anyone interested in coming to HECMAF meetings are very welcome. HECMAF is formed of all the Co-ops that manage Hexagon properties.</p> <p>MC attended The National Housing Conference last week it was very interesting and useful. The commitment that they are making to make links between health and housing, helping people build and to give more commitment to Net Zero all looks promising.</p> <p>Maintenance Report- MC fed back for GO as he is currently on leave. He is asking for two decisions in his report.</p> <p>He would like to recommend Hasan of Brockley Builders & Decorators who we have been using for over 6 months. He has been doing external repairs and has done St Asaph's and Friendly Street properties.</p> <p>GO would like him to go on our approved list of contractors.</p> <p>AG wanted to share her concerns with the length of time he spent on her property. He doesn't put in a whole day only 1 hour and then disappears for the rest of the day. This could potentially be an inconvenience for those who are working. MC said that the contractor would have to be mindful in future and the feedback received today should be fed back to the contractor. Apart from that everyone had positive things to say about his work. MP said that Hasan's work is good, and he is friendly and helpful.</p> <p>SL asked for members to vote for Brockley Builders to go on our approved contractor list.</p> <p>The decision for Brockley Builders to be on our approved list of contractors was carried unanimously.</p>	<p>SKU to change message on answerphone</p>
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	<p>We are unable to get in touch with Just 24/7 the company we use for emergency call outs. Online they are showing as permanently closed. GO has made arrangements for our electrical contractor Colin of C Hurst Electrical Contractors Ltd to step in to cover in the short term on a call out charge of £120.</p> <p>JC asked about the governance training. MC noted that three people had so far shown an interest and the person running it needs 15 people. The training will be in south London and in person. Once the trainer gets back to MC, she will let those interested know.</p> <p>We are members of NATFED, and you can do any training on their website all for free. You can listen to recorded Webinars, one hour bitesize also very informative</p> <p>Housing Officer report:</p> <p>Rent arrears have slightly gone up and because of this there are more court cases she is applying for. Hexagon tenants will be receiving their rent increase letters for October. Tenants to update their payments to reflect the increase.</p> <p>We have one empty property that is going through probate at the moment.</p> <p>We have one informal noise nuisance complaint and one ongoing safeguarding case.</p> <p>SF asked if there is something we can do on our end with Hexagon tenants on Universal Credit to update their journals with the rent increase as they can't backdate it.</p> <p>People can update their journals or come to LB for assistance.</p> <p>SF will work with LB to see if we can do anything on the portal. LB will try and see if she can put the new rent on from our end.</p> <p>Finance Manager Report:</p> <p>SJ asked for outstanding invoices to be written off.</p>	and email to all members
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	<p>SL believes we should look at every avenue before writing anything off. SJ said that previously Cris Cooper our Accountant also recommended we write off the debt.</p> <p>GE said that it will be difficult to get back the money for 2012/2015 as companies have no legal requirement to hold on to financial documents of payment or invoices for that length of period.</p> <p>The group agreed that we should have an update on the outstanding invoices regularly.</p> <p>SL asked members to vote to write off the outstanding invoice for £8,942- for the period of 2012/2015. The results were as follows:</p> <p>Agreement - 7 Opposed-1 Abstention- 3</p> <p>The outstanding invoice for £8,942- for the period of 2012/2015 will be written off.</p> <p>We will not write off the outstanding invoices for 2022- £21,779.</p> <p>SJ asked if we could send these invoices to debt collectors. SL said absolutely not appropriate as all efforts should be made to chase the payment.</p> <p>The Committee want a detailed report about these invoices, or any future write off's to show why they should be written off.</p>	<p>SJ and GO to chase Hexagon for the outstanding invoice for 2022- £21,779.</p>
<p>8.</p>	<p>AOB: MC mentioned the law that govern' s Coop's which is the Co-operatives and Community Benefit Societies Act 2014 that has been mentioned in her previous reports has been under review.</p> <p>The proposals for the new rules were received today. The full paper is 260 pages, and the summary is 30 pages. MC has sent it as a link- it is open to everyone for comment until the end of December. It is also available on the Law Commission website for all to read. MC is happy to print and post the 30-page summary for anyone who would like it.</p>	

	SJ asked for 2 volunteers for the weekend as she has two home visits to do. She has asked volunteers to contact her.	
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Signature.......... Date..... 30/10/24.....

