**BROCKLEY TENANTS’ CO-OPERATIVE LTD**

**GENERAL MEETING**

**held on**

**TUESDAY 21st March 2017**

**at**

**BTC 249 LEWISHAM WAY**

**at 7.30pm**

**MEMBERS PRESENT:**  (SL), Chair, (BH), Treasurer, (EH), (JM), (KS), John Walker (JW), (BT) ,(CL), (AG), (ER), (ED), (EP) ,(BK) ,(AL), (LM) ,(SJ),(HU), (KT) ,(KM) and (LB)

**PROSPECTIVE MEMBERS:** (GW),(CR, (BW), (EB), (JM), and (AL W-K)

**STAFF PRESENT:** Lindsay Mortimer (LM, Manager BTC)

 Sam Carriazles (SC, Finance Officer)

 Lenesa Browne (LB, Administrator)

**CHAIR:** SL Minutes: Eileen Hunt and

 Lenesa Browne

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| **ITEM NO** | **MINUTES TAKEN** | **ACTION BY** |
| **1.** | Selvin Lambert, Chair Welcomed everyone to the meeting.  |  |
| **1a, 1b and 1c.** | **1a. Apologies**: (GC), (MF), (FE), (MJ), (IB), (SS), (MM), (JM), (OA), (AS) Deputy Chair and (FJ)**1b**. Members were asked for **declarations of interest** – None declared.**1c.** Members were **reminded to sign-in**. |  |
| **2.****2a** | **Minutes of the General Meeting of 15th November 2016**. These were reviewed by all present.The Chair confirmed that all members agreed that the Minutes were accurate, he signed them and the signed copy was given to the Manager to be filed. **Matters Arising** None |  |
| **3.** | **Chair’s Report** SL informed members how the Co-op Management Committee works together with the sub-committees and reported sadly that due to:* the lack of attendance by Committee Members across all Committees – including the Management Committee (some of whom do not send apologies for not being able to attend)
* the volume of preparing and sending out the paper work associated with all the meetings
* approvals for business recommendations/requests could not be made at sub-committee level

 SL was recommending that all sub-committees be dissolved as of today and members of the sub-committees could be given the opportunity to join the Management Committee.Members were asked to show their hands if they agreed. There was 1 abstention 2 against and all the other attendees agreed the proposal. SL confirmed that all Sub Committees were dissolved as of today and that this would be communicated to all Members as soon as possible.SL encourage all previous sub-committee members who were on the HM&M and Finance Sub Committees to apply to be transferred to the Management Committee by informing LM of their interest which would be discussed at the next Management Committee Meeting – there were 4 to 5 posts available and that Eileen Hunt – Chair of the HM&M should be automatically transferred – the Chairs of all the other Committees were already on the management committee.JW asked if the Management Committee Meetings will be long meetings when it comes to maintenance and finance reports?BR expressed her concerns several times about the new proposed structure highlighting lack of participation opportunities for Members and about the potential for long drawn out meetingsLM responded –that she will ensure that the reports are re-designed and more succinct and focused using a lap-top/projector and screen wherever possible as well to cut down on the huge amount of paper that is sent out.SL added - quarterly reports for finance, maintenance and income recovery will suffice unless there is anything urgent that needs to be raised in the meantime. Housing Management issues as and when required throughout the year.KS Said that he believed there would be a lot of problems with only having a Management Committee.SL replied that to assist the new Staff Team the, elected officers – Chair, Vice-Chair, Secretary and Treasurer had been meeting with and assisting the Manager and new staff team. This was giving them valuable contact and an insight into how the Co-op is being run on a day to day basis (a recommendation from the Governance Review last year) and to give a steer where information was guidance requested on matters that did not require a Management Committee decision. If any decisions needed to be made at Management Committee this is where it would happen.KS replied that he had noted this and it should all be in the Minutes of this meeting. LB confirmed that KS points and responses had been noted in the Minutes.SL confirmed again that there will only be a Management Committee from March 2017.LM confirmed that she welcomed the changes mainly due to the waiting time for decisions to be made would be much shorter and the Co-op would appear more professional and efficient – currently decisions are taking far too long which members and prospective members have complained about i.e. requests for some costly repairs which are urgent, the lengthy initial application processes for new members/transfers and emergency management moves to just give a few instances.SL- again expressed he was sorry that members attendance at meetings is lacking good and lots of members we never see at meetings and they do not even send their apologies …. they are not participating in anything as they said they would when they joined the Co-op. SL - confirmed to Committee members, Elected Officers step down after four years and that there needs to be a handover when new officers are appointed. Selvin pointed out that over the past 3 years when it came to the election for Chair he could not understand why no one else had run for election.Currently shadowing and mentoring is being offered to any committee member would like to find out what the roles involve first hand. Please let him or LM know if you are interested.LM said a letter will go out in the Spring/Summer Newsletter from Selvin explaining the changes in the Management Committee Structure.A prospective member suggested (sorry missed the name) that we should try and get a mobile phone so that staff could text members to remind them when the next public meeting was going to happen. LM asked LB to put a section on the web-site where members could sign up to this.SL gave a brief overview of organisational progress including a proposed property development – 33a Loampit. This was currently going through planning for the second time and we were waiting hear of the outcome.  | **LM****SL or LM****SL and LM****LB** |
| **4.** | **Manager’s Report** LM informed Members and Prospective Members of the: * office staffing structure and the roles they undertake
* open door policy please come and see us if you need any help with Welfare Benefits/repairs or any other issues
* Key performance monitoring targets including Gas Certificate compliance, Income recovery which was all in order year to date – overall performance was good
* Updates now on the web-site and encourage all members to read it regularly as further up-dates were coming
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| **5.** | **Finance Officer’s Report**SC gave an overview of the Income and Expenditure position at 31.12.16. and provided a table containing a breakdown of Q3’s Management Accounts 1st April to 31st December 2016.SC also informed the meeting that the Accountant and Auditor would be coming in June and she presented an outline of her draft budget which was approved by all present.SL Thanked Sam for her hard work in compiling this information and presenting it clearly.LM commented that overall the Co-op was in a good place financially and thanked all those who come in to the office in all weathers to sign off invoices for payments and sign cheques. |  |
| **6.** | **A.O.B.** LM - Waiting lists - if you are on any of BTC’s waiting lists to be housed/re-housed, letters will be sent out to confirm your position as soon as possible.JW – Informed the meeting that the next Hexagon Forums - meets on the 17th May, 2017 and encouraged anyone who was interested in gaining some finance knowledge to attend. SL - asked if Hexagon tenants have any work that takes place in their properties organised by Hexagon to kindly inform BTC as sometimes we are not notified by them – they are experiencing a lot of staff changes at present and this may be part of or, the reason.Various members said that they were unhappy with this however, they would help us by informing us of any work that takes place – i.e. cyclical decorations/repairs.**EH thanked the Chair, Staff and Members for a good meeting.****KS also thanked everyone for coming and thanked the BTC staff.****Meeting closed at 8.50 P.M.** |  |

**THIS ENDED THE GENERAL MEETING. IT WAS FOLLOWED BY REFRESMENTS. This was appreciated by all attendees.**

**Signed: ……………………………………………………………….. Chair Date: ………………………………………………………**

**Print Name ……………………………………………………………..**