



'OPEN' Management Committee Meeting

held on

Tuesday 19th February 2019

at

249 Lewisham Way

at 7.00pm

MEMBERS PRESENT:

Selvin Lambert (SL) - Chair, Barry Hunt (BH) - Treasurer, Maggie Martin (MM) - Secretary, Eileen Hunt (EH), Kehinde Sunmola (KS), Sharon Smith (SS), Kathleen Richards (KR), Lorna Wright (LW), Darren Taylor (DT), Aisha Elliott – Macauley (AEM), Candy Osbourne – Jackson (COJ), Gina Edmondson (GE), Mark Edmondson (ME), Adele Brereton (AB), Sylvia Kreutzer (SK), Mike Stone (MS), Catherine Macleod (CM), Juliana Martin (JM), Itziar Breanero – Alvarez (IB-A)

PROSPECTIVE MEMEBERS:

Leon Odiete (LO)

STAFF PRESENT: Gina Betteridge (GB) - Manager BTC, Jerome Clarke (JC) – Maintenance Surveyor, Lenesa Browne (LB) – Administrator

CHAIR: SL

MINUTE TAKER: Lenesa Browne (LB)

ITEM NO	MINUTES TAKEN	ACTION BY
1. 1b.	<p>Welcome, Introduction and apologies: - SL - Welcomed all Members and Committee Members to the Open Management Committee meeting at 7.05 p.m. and apologised for the slightly late start.</p> <p>Apologies received from: Alan Tyler (AT), Alan Smith (AS), Fritha Jenkins (FJ), Chris Leadbitter (CL) and John Ryan (JR).</p> <p>Declaration(s) of Interest – None.</p>	
2. 2a.	<p>Minutes of the Management Committee Meeting on Tuesday 15th January 2019. Minutes of the last meeting dated 15th January 2019 – SL gave five minutes for all members to read through the minutes. The minutes were signed as a true and accurate record of the meeting.</p> <p>Matters arising – SL asked GB if there were any matters arising. GB confirmed these matters would be covered in her report.</p>	
3.	<p>Manager's Report – GB GB informed all Members that the response rate in relation to the Customer Satisfaction Survey which had been sent out before Christmas had risen to 25% since the date of the last meeting. The survey was now closed and the responses would be collated and presented at next month's meeting.</p>	

	<p>One official complaint was received in the last month regarding a repair issue. Staff had been liaising with the tenant and contractors to resolve the issue.</p> <p>JD & LB have updated the transfer list and visited those tenants in need of a transfer. Unfortunately, it is a very stagnant situation with very limited movement at this time, but it is something we are looking at closely and those with the greatest housing need will be prioritised for a move.</p> <p>GB advised Members the Co-op had received a letter from Vicky Foxcroft, MP for Lewisham & Deptford. GB informed Members the letter related to a Member who had raised some governance concerns.</p> <p>KR asked how the percentage of surveys returned had risen to 25% from the date of the last meeting. GB advised that all staff members had made intensive efforts in the past month to encourage Members to complete a survey. Every Member who had contacted the Co-op in the last month had been asked to complete a survey and copies of the survey had been taken out on routine housing and maintenance surveyor visits.</p>	
4.	<p>Maintenance and Income Report – GB/JC: -</p> <p>Income report GB – in JD's absence GB provided an update on the current arrears position. There has been a fall in the arrears level to 3.95% against a target of 5%. JD continues to target those with the highest level of arrears. Eight Notices seeking possession have been issued to those whose accounts are more than six weeks in arrears. JD has completed a number of 'income and expenditure' forms with individual Members and assisted them with prioritising their rent payments. For example – by reducing other debt payments.</p> <p>Maintenance report: JC provided a full report: 14 emergency work orders were raised with 13 completed within target. 9 out of 10 urgent repairs were completed on time. 18 routine repair orders raised, with 11 completed and 7 still within the target time. One longer term repair was completed on time. 6 work orders were cancelled because of access issues.</p> <p>Gas Servicing Reporting: 14 LGSRs have been carried out for BTC's and Hexagon's properties in January</p> <p>JC completed his report by informing Members of the dismissal of ERND Building Services due to a number of issues, particularly with contractors missing appointments which had led to a number of complaints.</p> <p>GB mentioned that gas notice letters will be sent out at an earlier date (12 weeks in advance). This was to assist the contractor in arranging appointments, rather than having to squeeze them in at the last minute. A further reminder letter will be sent out closer to the expiry date of the gas certificate.</p>	
5.	<p>A.O.B SL – advised Members that GB had recently attended some events with other small housing providers and had been discussing the opportunities for development. SL felt the Co-op needed to be forward thinking and looking to</p>	

	<p>expand its existing stock as there was a great need for more properties. The Co-op may also look at improving its existing stock – such as loft conversions as a way to assist larger families.</p> <p>KS – queried why the letter from the MP was mentioned in the open part of the meeting.</p> <p>SL – said the seriousness of the issue warranted it being brought to the open part of the meeting.</p> <p>KS – advised Members that after making a complaint to Hexagon in relation his dissatisfaction with the repair works at his property, he had been referred back to the Co-op. GB felt that Hexagon should be responding to the complaint as they had been the cause of the delays and the works had been undertaken by Hexagon contractors.</p> <p>KS – said there had been an ongoing issue with pigeons at his property and he had raised the issue on numerous occasions with Hexagon. GB was very aware of the concerns and would be happy to assist by providing the information we have in relation to the repair issues.</p> <p>EH – asked if there were any prospective members at present. GB confirmed there was one prospective Member and a number of people on the ‘holding list’. Waiting lists are to be opened shortly. EH commented that it was important for prospective members to start attending meetings.</p>	
<p>General Meeting Tuesday 19th March 2019</p>		

This concluded the "OPEN" part of the Management Committee meeting at 7.40 p.m.

Signed:  Chair Date: 23/4/19

Print Name S. LAMBERT

