

<p style="text-align: center;"><b>Kilburn Square Housing Co-operative Board Meeting held on 11<sup>th</sup> July 2017 at 19:00 Community Hall of the Tower Block</b></p>	<p style="text-align: center;"><b>Actions</b></p>
<p><b><u>Present:</u></b></p> <p>M Von Stoll (MVS – Chair) J Welch (JW – Secretary) A Messina (AM – Treasurer) P Fell (PF – Member) P Hogan (PH – Member) Z Montana (ZM – Member) J Williams (JWM – Estate Manager)</p> <p><b><u>Absent:</u></b></p> <p>M Page (MP – Member)</p>	
<p><b>1. Welcome and apologies</b></p> <p>MVS welcomed everyone and thanked everyone for attending.</p> <p>MP did not attend the meeting and sent his apologies via e-mail.</p> <p>AM volunteered to take minutes.</p> <p>No Conflict of Interest declarations were made.</p>	
<p><b>2. Minutes of the last Board Meeting (13<sup>th</sup> June 2017)</b></p> <p>a) Accuracy</p> <p style="padding-left: 40px;">None</p> <p>b) Matters arising</p> <p>Page 3. The bank accounts have now been separated and AM has filled in the relevant paperwork and HSBC is setting up the online banking facilities for the office staff.</p> <p>Page 4. The Board has agreed to meet on Saturday 15<sup>th</sup> July at 10:00am to finalise the draft Business Plan and the Charging Policy. MVS has circulated the training schedules for Board Members, who are going to book relevant training sessions. The 5-year ballot is going to be organised for September. MVS has sent to Christina Byrne of BHP the requested MMA document which included all the track changes.</p> <p>Minutes have then been agreed and signed-off.</p>	

**3. Manager's report**

JWM provided the Board with an update on day to day housing management issues. A draft report was circulated by email in advance and a paper copy was provided during the Board Meeting.

KSHC is performing well with regard to arrears (1.9%, which is better than the 2.3% target). There are some long-standing bad arrears and some residents have been repeatedly brought to Court but it the judges tend to be reluctant to evict families.

The gross rent collection is 96% and has improved since the office staff started familiarising with the new v.6 system.

Due to the handyman being on annual leave, some KPIs regarding the percentage of completed repairs are lower than the target set by the Co-op, but this is expected to improve and back to normal after the summer holidays.

The remote fobs were working intermittently ADS attended site on 3<sup>rd</sup> July 2017 to rectify the problem. The installation of the loops for each car park gate was completed on 27<sup>th</sup> June 2017.

It was explained that Brent Council charges £100 to remove all abandon vehicles from the estate. We currently have one vehicle situated on the estate waiting removal.

The Sandby House lift is now fully operational and its CCTV camera has been re-installed after the contractors had taken it out during the refurbishment works.

The Risk Assessment training has been completed and all the risk assessments that were identified by the health and safety audit were discussed at staff meeting held on the 21<sup>st</sup> June 2017.

An outstanding issue is that the contractors appointed by BHP for the major works undertaken in the low rise buildings (Wates) have not cleared the premises from the snagging and have not completed the landscaping on the estate. Daniel Filmer, MVS and JWM conducted a walk earlier in June and noted that there is a considerable amount of brickwork repairs to be undertaken on the low rise. In some arears the pointing was missed all together. No response has been received by JWM from Wates yet.

The bank accounts have been separated and the Treasurer needs to complete a new mandate to become a signatory on the account. The procedures to operate Internet Banking for Business are being put in place.

The works to the trees will commence on the 10<sup>th</sup> July 2017. It was recommended to include also the two trees close to the market. JWM said that these trees need to be lopped/pruned as a matter of urgency due to complaints from the market people. The Board had originally decided to not undertake these works because they are situated in a public right of way outside the fences on the Co-op estate, although they are wrongly shown within the Kilburn Square boundary. For Health and Safety reasons the Board will re-assess the current situation and will inform the Estate Manager as soon as possible. MVS suggested that these works should be invoiced separately because the responsibility for the two tree should be Brent Council's, not the Co-op's.

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As a result of the recent fire at Grenfell House JWM issued a letter to all tenants in the Tower Block on the 15<sup>th</sup> June 2017. A reminder notice was also put into the July newsletter on fire safety and the need to clear balconies. BHP have also arranged a meeting for all South Kilburn tenants, on the 4<sup>th</sup> July 2017 to discuss fire safety and to air any concerns or queries they may have.

BHP had requested that we provide a list of all vulnerable tenants residing in the tower block, this was sent on 28<sup>th</sup> June 2017.

JWM reminded all present to organise training for all Board Members, including the Treasurer who needs to report to the board on finance on a monthly basis, which is a part of governance, as well as completing and circulating the business plan, the annual plan, the annual report and a formal charging policy. With regard to the costs for the meeting room hire, the office staff will circulate the current Hall Hire Charges to the Board, who will then discuss and approve a new charging policy, also clarifying if VAT is included or not.

It was also noted that the Board needs to sort out arrangements for the 5-year ballot about being a TMO in September 2017 and that the July newsletters was circulated.

A number of policies have been prepared by JWM for the Board's review. These include:

- Abandoned vehicles
- Anti-Social Behaviour policy
- Authorisation limits for staff
- Board Members Confidentiality Form
- Business continuity plan
- Code of Conduct
- Code of Governance
- Death of a Tenant policy and procedure
- Equal Opps Statement
- Equalities Diversity and Inclusion
- Finance Policy and Procedures
- Fire Safety Policy
- Hall Hire Agreement
- Health and Safety Policy
- Kilburn Square Credit Card Policy and Guidance
- Kilburn Square Finance Code
- Kilburn Square Register of Staff Financial and Other Interests
- Kilburn Square Rent Arrears and Recovery Procedure
- Kilburn Square Scheme of delegated authority
- KSHC Bad Debts and Write Off Policy
- KSHC Board and Staff Code of Confidentiality Policy
- KSHC Board and Staff Members Declaration of Interest Policy
- KSHC Board and Staff Members Gifts & Hospitality Policy
- KSHC Code of confidentiality
- KSHC Complaints procedure
- KSHC Declaration of interest
- KSHC Equalities and Diversity Policy and Procedures
- KSHC Introductory Tenancies Policy
- KSHC Lodgers and sub-letting Policy

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<p>KSHC Lone working Policy                  KSHC Mobile Phone Policy                  Register of Board Members Interests                  Repairs Procedures for Kilburn Square                  Supporting Vulnerable Resident Policy                  Void Policy</p>	
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<p><b>4. Governance</b></p> <p>The Board has agreed to meet up as a matter of urgency and sort out the outstanding issues regarding governance. In particular, the business plan and the charging policies will be discussed and finalised as a matter of urgency.</p> <p>The training programme for Board Members has been circulated by MVS and as soon as suitable training becomes available the Board will book relevant courses, possibly in liaison with the other TMO in Brent (Watling Gardens), in order to reduce costs.</p> <p>JWM suggested that in the past BHP used to provide training for Board Members, including Treasurers. AM has been in touch with the person responsible for trainings at BHP and an ad-hoc course is not available yet, although it may be soon.</p> <p>The Board has also reviewed and approved the following policies for the next two years:</p> <ul style="list-style-type: none"> <li>Abandoned vehicles</li> <li>Anti-Social Behaviour policy</li> <li>Authorisation limits for staff</li> <li>Board Members confidentiality form</li> <li>Business Continuity plan</li> <li>Code of Conduct</li> <li>Code of Governance</li> <li>Death of a Tenant policy and procedure</li> <li>Equal Opps Statement</li> <li>Equalities Diversity and Inclusion</li> <li>Finance Policy and Procedures</li> <li>Fire Safety Policy</li> <li>Hall Hire Agreement</li> <li>Health and Safety Policy</li> <li>Kilburn Square Credit Card Policy and Guidance</li> <li>Kilburn Square Finance Code</li> <li>Kilburn Square Register of Staff Financial and Other Interests</li> <li>Kilburn Square Rent Arrears and Recovery Procedure</li> <li>Kilburn Square Scheme of delegated authority</li> <li>KSHC Bad Debts and Write Off Policy</li> <li>KSHC Board and Staff Code of Confidentiality Policy</li> <li>KSHC Board and Staff Members Declaration of Interest Policy</li> <li>KSHC Board and Staff Members Gifts &amp; Hospitality Policy</li> <li>KSHC Code of confidentiality</li> </ul>	<p>Board</p> <p>Board</p>
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<p>KSHC Complaints procedure                  KSHC Declaration of interest                  KSHC Equalities and Diversity Policy and Procedures                  KSHC Introductory Tenancies Policy                  KSHC Lodgers and sub-letting Policy                  KSHC Lone working Policy                  KSHC Mobile Phone Policy                  Register of Board Members Interests                  Repairs Procedures for Kilburn Square                  Supporting Vulnerable Resident Policy                  Void Policy</p>	
<p><b>5. MMA</b></p> <p>The Board revisited and agreed the new MMA options which were chosen in 2015 and now is waiting for BHP's feedback further to the track changes sent by the Chair earlier in June and is also waiting for the negotiations regarding the new MMA's financial figures to start.</p> <p>The TMO explained that the Board's consultant needs to be present during the negotiations.</p> <p>The Board agreed that the TMO should be responsible for repairs up to £3,000 in new MMA.</p>	<p>Board</p>
<p><b>6. Human Resources (HR)</b></p> <p>(a) Note taker position. This position is currently vacant and needs to be advertised. MVS to take action by the end of the week.</p>	<p>MVS</p>
<p><b>7. Finance</b></p> <p>The accounts look good and show a 5% variance due to the budget being reduced in light of the pending MMA negotiations.</p> <p>A late payment issue has been brought up: the last quarterly bill has not been paid by BHP. It was due on 1<sup>st</sup> July 2017 and payment has been requested twice.</p> <p>There has been a reduction in the income due to lower interests and reduced car parking fees because some clinics have now closed. The only car parking income comes from the residents' and visitors' permits.</p> <p>There will be costs due to replacing the fob reader in the reception (it's over 20 years old) and the metal gates overhead closures in the low rise.</p> <p>The cash balance on 30<sup>th</sup> June 2017 is £588,595.</p> <p>MVS and AM will meet the external auditors on 20<sup>th</sup> July 2017 in advance to the AGM in September.</p>	<p>MVS AM</p>
<p><b>8. Chair's report</b></p>	

