

<p align="center">Kilburn Square Housing Cooperative: General Meeting held on 5 April 2016 at 7.00pm</p>	<p align="center">ACTIONS</p>
<p>Present: Margaret Von Stoll (MVS - Chair), Pauline Fell (PF – Vice Chair), Jennifer Welch (JW - Secretary), Hassan Mahmood (HM – treasurer) late, Ben Choudhary (BC – member), Zaler Montana (ZM – member), Patricia Hogan (PH – member) late, Debbie Scotland (DS – member) late. Andrea Johnson (consultant) attended for the first part of the meeting.</p> <p>1. <u>Welcome and apologies</u> Meeting started at 7.04pm Apologies received from Marta Riccardi and Martin Page.</p>	
<p>2. <u>Minutes of last General Meeting (12/1/16) & Matters Arising</u> a) Accuracy Apologies from DS were missed. Santander spelt wrong in Section 2.</p> <p>b) Matters arising Karis is off.</p> <p><i>Minutes of 1.3.16 agreed as accurate (ZM and PF)</i></p>	
<p>3. <u>Andrea Johnson's report</u> 3.1 AJ would like to make clear what is measure/viewed as a complaint.</p> <p>MVS asked how many days should the complaint be resolved within? AJ suggested grading these and putting steps in policies. Complaint should be acknowledged immediately with a reference number and complaint to be dealt with within 7 working days. HM would like to rephrase 'resolved no later than' to 'proposed resolve' in 'How will my complaint be handled'. The amount of time it takes should probably be case specific.</p> <p>ACTION: Update phrasing in complaint policy and set up complaint grade</p> <p>Front desk to register complaint. Then needs to be passed on to someone else to deal with (not a manager unless necessary). Create a hierarchy of who deals with complaints. Board shouldn't be dealing with as many complaints unless monetary or something similar.</p> <p>DS asked how residents should complain when the website is not currently available. HM suggested writing a letter to residents to explain the process. A notice can go on the board as well and it can be included in the newsletter. JW suggested that a policy pack could go out to residents so they are clear on all policies including the complaints procedure.</p> <p>ACTION: Write letter to residents explaining the procedure, send policy pack</p>	<p align="center">AJ</p> <p align="center">AJ</p> <p align="center">AJ/MVS</p>

<p>3.2 AJ would like to put an operational report in place. There is currently no record of outputs of staff at the moment. There is also a lack of job descriptions, so performance cannot be judged.</p>	<p>AJ</p>
<p>ACTION: AJ to put together a traffic light system style report with KPIs. There are skill gaps in the team at the moment. New managers ideally needs to have an idea of how to run a small business, their skillset needs to be quite varied.</p>	<p>AJ</p>
<p>ACTION: AJ to send a mock report through within the next 2 weeks. Refer back to past reports to see if there are any trends or patterns. Board to put feedback and input in as to what should be measured.</p>	<p>AJ</p>
<p>ACTION: Training plans to be devised for all staff and to be reflected in their pay. The more training a staff member needs, the lower the pay scale they should be on.</p>	<p>AJ</p>
<p>ACTION: AJ to review the roles and see what is needed. Also to look into what gaps there may be on the board and see if training is needed there. This will also help the board to support the new manager.</p>	
<p>All agreed report is fine.</p>	
<p>3.4 In an effort to go paperless, run meetings on presentation screen/laptop. This will also benefit in making sure everyone is at the same point in the meeting.</p>	
<p>3.5 AJ got contacted ADS for a quote which came out at £45k. All gates are compliant with British standards. AJ would like to do a comparison with Kestrel but their callouts are very expensive, so thinks ADS is proposal is the best way forward. Gates with ADS would operate on a fob system. Complaints that the gates get damaged. AJ to ask ADS if they can widen the gates or come up with a way of protecting the mechanism. ADS lead time is 8-10 weeks.</p>	<p>AJ</p>
<p>Concerns that some business users abuse the use of the gates so need to reconsider what they are charged. Before proposing new charges, businesses need to see 3 quotes (ACTION: AJ to ensure there is a third quote). Price up each gate individually. ACTION: Send out letter looking for contribution with individual gate prices.</p>	<p>AJ</p>
<p><u>Chair's report</u> MVS reported.</p>	
<p>3.5 MVS confirmed that parking permits are being printed. These will go out to residents once received. Policies still to go out too (in the policy pack). Businesses have been notified of the policy, but not residents.</p>	

<p>Extended visitors permit will be charged at £15. Once these are returned, then resident will receive £10 back. BC unhappy with the charge and wants policy to be reconsidered and have a vote on it. Advised that vote can't be cast as policy now approved. ZM made the point that it was said that the issue would be brought back to the Board in the general meeting and it wasn't. BC requested this to be put back on the agenda for the next meeting.</p> <p>ACTION: Parking permits to be added back to agenda.</p>	<p>MVS</p>
<p>3.6 Staff contracts being reviewed and updated. Also liaising with staff on the staff hand book.</p> <p>3.7 Audit being held on 25th June 2016.</p>	
<p>3.8 Consultant meeting for new build being held on 21st April 4-7pm. This will be one of the last chances to submit concerns. MVS encourages everyone to attend.</p> <p>ACTION: MVS to send email about changing the times of the meeting from 4-8pm so that people can attend after work.</p>	<p>MVS</p>
<p>3.9 MMA documents – issue that security isn't always prevalent.</p>	
<p>3.10 BHP residents association meeting for officers and inviting council on 21st May 2016.</p>	
<p>3.11 Community room bookings need to be reviewed as a lot of bookings happening on 5th May.</p> <p>ZM often stepping in to cover when someone is being paid to open and close the rooms. ZM said that at the last general meeting that he would take it on, but Karis to do parties. To be discussed at sub meeting.</p>	
<p>3.12 Estate manager being advertised for 28 hours a week at £42k pro rata. Advert agreed to.</p> <p>Need to decide where to advertise. Deed House do postings for free. Inside Housing charge £750.</p> <p>Important to note to not get someone with just housing experience, they need people management skills etc.</p> <p>ACTION: Set up an email address to handle applications.</p> <p>Interviews set for 16th May with a view for new employee to start in June.</p>	<p>MVS</p>
<p>4. Finance</p> <p>a) Budget spend to date</p> <p>As per Feb minutes: HM and MVS discussed getting update from Yasmita. System that Tony uses (in a spreadsheet), he was unable to input into Sage. The two systems are not communicating. Essential to get Tony in quickly to set a budget. Needs to be input before end of March.</p> <p>Budget to be set for forthcoming financial year.</p>	

<p>ACTION: HM to draft new financial budget this week. MVS and HM to have a meeting on Thursday 7th June at 6pm.</p> <p>b) Pensions Lornette liaising with Yasmita and starting pensions in May.</p>	<p>HM</p>
<p>5. Estate</p> <p>a) Contracts Only mobile phone contracts coming to an end.</p> <p>b) Health and safety report JW has asked office for a list of everything to do with health and safety so can categorise low, mid and high. Was given the tick sheet that is displayed on the notice board. They are not detailing what they are doing. ACTION: JW to liaise with AJ to see how they can effectively get this information.</p> <p>MVS has asked AJ to put together measure of risk for health and safety using traffic light system. ACTION: Ask AJ to check all of the high risk ones first to make sure KSHC are compliant.</p> <p>c) Accidents and near misses Report of accident with cleaning machine. This is the fourth time this has happened.</p> <p>d) Quotes Nothing to report.</p> <p>e) Security gate and fobs Nothing to report.</p> <p>f) Signage MVS would like to organise a sub meeting to discuss details of placement. ACTION: MVS to get quotes once size and area is decided. JW and ZM suggested to start with an area (e.g. playground and football pitch) and get that signage sorted and move on to the next rather than delay by starting with one area.</p> <p>f) Grounds maintenance Nothing to report.</p> <p>g) Parking contractor Board to meet with Wings? Some members questioned as to whether there was a point to this as Board are not happy with the service the estate is currently receiving. Suggestion that Wings are to be informed that the Board are unhappy</p>	<p>JW</p> <p>MVS</p> <p>MVS</p>

with the service and considering other companies.	
6. <u>Sub-committee reports</u> No sub-committee reports but MVS would like to have a social sub-committee. Would like to book the coach for a trip to the seaside. Needs to be after Ramadan (which ends 7 th July). Sub-committee meeting booked for Tuesday 12 th April at 7pm.	
7. <u>Complaints</u> 2 complaints for March 2016 about noise. Logging of complaints weak and incomplete. Need to be reported to the board.	
8. <u>AOB</u> Next board meeting confirmed for Tuesday 3 rd May 2016 at 7pm.	
<i>Meeting closed at 9.00pm</i>	

Minutes Agreed By

Agreed P. Fell. (1)

Agreed P. Hogan (2)

Chair's Signature M. J. Van der Meer

Date 5/4/2016

**Kilburn Square Housing Co-op Board Meeting Agenda
Tuesday 5th April 2016 at 7:00pm, in the Community Hall**

Agenda

1. Welcome and apologies

Report from Andrea Johnson - Consultant

2. Minutes of the last meeting (for the 1st March 2016)

- (a) Accuracy
- (b) Matters arising

3. Chair's report (if available)

4. Finance

- (a) Budget spend to date
- (b) Budget to be set for forthcoming financial year

5. Estate issues

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|---|---------------------------------------|
| (a) Contracts coming to an end (if any) | (b) Health and Safety report (if any) |
| (c) Accidents and near misses (if any) | (d) Quotes (if any) |
| (e) Security gates and fobs update (if any) | (f) Signage |
| (g) Grounds maintenance | (h) Parking contractor |

6. Sub-committee reports (if available)

- | | | |
|-------------|--------------------------|---------------------|
| (a) Finance | (b) Estate / Maintenance | (c) HR / employment |
| (d) Social | | |

To agree forthcoming sub-meeting dates (and day) for 2016 and policy review meetings

7. Complaints (if any) - for the previous month

8. AOB

Date for next meeting Tuesday the 3rd May 2016 at 7:00pm

