

Kilburn Square Housing Cooperative: General Meeting held on 7 th June 2016 at 7.00pm	Actions
<p>Present:</p> <p>Margaret Von Stoll (MVS – Chair), Pauline Fell (PF – Vice Chair), Andrea Johnson (AJ – Consultant), Zaler Montana (ZM – Member), Jennifer Welch (JW - Secretary) Debbie Scotland (DS- Member), Ben Choudhary (BC- Member), Hassan Mahmood (HM - Treasurer), Martin Page (MP- Member), Marta Riccardi (MR – Member)</p> <p>1. Welcome and Apologies No apologies received.</p> <p>MVS thanked all for their help with the Fun Day on 29th May.</p>	
<p>2. Report from Andrea Johnson - Consultant</p> <p>AJ noted this month's performance report is a traffic light system, a clear system that the committee needs to focus on reds/ambers. Action: As this couldn't be printed in colour MVS will email to the board</p> <p>AJ confirmed email has been sent to chase Brent regarding the roof on the tower that has not been fixed.</p> <p style="text-align: right;"><i>June</i></p> <p>AJ briefed the board on the new manager who will be joining on 27 May 2016 and went through the recruitment process and how they chose the candidate who is clear about outcomes, requirements and what is needed to achieve.</p> <p>AJ will do a checklist for the committee and manager around expectations. AJ confirmed the board manages Kilburn Square and the manager will manage the staff. The Board via the Chair will manage the manager.</p> <p>PF asked for Board training, AJ agreed this needs to be looked at.</p> <p>AJ noted the staff have not been accountable so far for their jobs. ZM asked if staff employed were caretakers or cleaners.</p> <p>Action: AJ confirmed before she leaves the Health and safety report will be finalised and internal gates (the ones agreed) will be completed.</p> <p>AJ provided an update about the benchmarking exercise against Wech as a comparison, they are community housing and have more staff. The two organisations are very different on staff view. Kilburn square doesn't have all the processes in place with the staff for example certain staff roles are not currently utilised. AJ noted for this reason the Board need to look at the staff structure with their new manager. The culture needs to be changed amongst the staff where the residents need to be central. Staff infrastructure needs to be put in place using the</p>	<p>MVS</p> <p>AJ</p>

<p>JD's for objectives.</p> <p>AJ confirmed the report has noted the industry standards including current salaries at Kilburn and benchmarked salaries and recommendations to implement.</p> <p>A discussion is held about the complaints procedure and staff not following through with complaints in the absence of a manager and due to the culture.</p> <p>Action: MVS to email the board the benchmarking papers</p> <p>Action: AJ thanked all for her last board and confirmed she will do an exit report.</p>	<p>MVS</p> <p>AJ</p>
<p>3. Minutes of last general meeting (05/04/2016) & Matters Arising</p> <p>(a) Accuracy</p> <p>2. (b) It is confirmed the extended visitor badge costs £15 with a £10 refund and that will happen this year.</p> <p>2. (b) MVS action to meet with Wing (not Wings)</p> <p>8. AOB - DS agreed with the staff audit taking place.</p> <p>Minutes agreed.</p> <p>(b) Matters arising</p> <p>Letter some board members received regarding the Rathbone development was briefly discussed - not all have received it. MP urged that people respond. JW has scanned letter for it to be advertised on estate notice boards.</p>	
<p>4. Chair's Report</p>	
<p>5. Finance</p> <p>(a) Budget spend to date</p> <p>No budget received, except an invoice from Tony received for last year.</p> <p>Action: HM has received accounts, apologies he will review tomorrow and send out.</p> <p>(b) Budget to be set for forthcoming financial year</p> <p>MVS confirmed the Fun day came in budget and £51.20 was made in charges on the door.</p> <p>(c) Signatures to be added/removed for accounts:</p>	<p>HM</p>

<p>MVS confirmed and all agreed the following names are to be given to Santander as signatures to add/remove to the account:</p> <p>Jennifer Welch and Margaret Von Stoll are to be added.</p> <p>Richard Jones and Doris Mason are to be removed.</p> <p>(d) Pension Update</p> <p>MVS confirmed Lornette is doing the pension noting their current staff pension scheme doesn't meet legislation so therefore it has to change, staff have to be auto enrolled and the current system doesn't do this and the company can't have two pension systems which is why it needs to change.</p> <p>Action: MVS to take any amendments on the paper to Lornette.</p> <p>All agreed they are happy for Lornette to work on this.</p>	<p>MVS</p>
<p>6. Estate</p> <p>(a) Contracts coming to an end</p> <p>(b) Health and safety report</p> <p>Action: AJ working on this.</p> <p>(c) Accidents and near missus None.</p> <p>(d) Quotes and subscription renewals – Home swapper subscription renewal</p> <p>HM asked regarding phones, MVS confirmed there are new SIM cards at a cost of £10 a month. No board members have a phone, these are for the staff.</p> <p>(e) Security gates and fobs</p> <p>AJ confirmed not all the gates will be replaced to ensure they meet fire safety standard. AJ noted when tendering for quotes contractors were asked to renew the gates but also widen and fit in with the surrounds, pass a slam test and to use a hardwearing material.</p> <p>AJ recommended ADS as the most suitable supplier who will do the work under a maintenance contract but over the next 2 years the gates will be under warranty. B.E.C confirmed the quote will change and Park It systems haven't included excavation in the quote which will be needed if the gates are widened.</p> <p>HM suggest ADS should be asked what the cost would be if we wanted to pay for maintenance for these gates now so it could be worked out the potential cost in 2 years' time (after warranty ends). ZM flagged worries about using ADS from using this company in the past. MP noted in the past we were given 10 per cent discount</p>	<p>AJ</p>

<p>from ADS.</p> <p>HM asked re accidental cover is under the warranty, AJ noted this will come under the insurance.</p> <p>DS asked regarding leaseholders and how much they will be charged (if it will be over £250). MVS confirmed it won't be over £250.</p> <p>Security of the gates is flagged and if it would be easy to get through the gates in your car without a fob.</p> <p>All agreed to go with ADS for the gates, dependent on a price reduction, as a new exit induction loop is not needed. Action: AJ to find this out.</p> <p>(f) Signage</p> <p>All agreed a sub-committee is needed for this.</p> <p>(g) Grounds Maintenance</p> <p>MP noted he looked at the contract and agreed that Rudi needs to sign off what work they are doing.</p> <p>MVS asked the contract should be looked at a sub-committee as there is too much detail to go into for the Board at this level.</p> <p>(h) Parking, car parks - SORN/permits</p> <p>MVS confirmed she had asked Jennifer to advise if there should be a limit for how long a SORN car can be left in the communal car park.</p> <p>HM noted the board would need to contact the DVLA. Action: MVS to find out are the SORN people purchasing the permits? Should the SORN cars have a time limit if so? Action: The board recommend HM will find out the law so a policy can be made and agreed at the next meeting.</p> <p>(i) Equipment purchasing</p>	<p>AJ</p> <p>MVS</p> <p>HM</p>
<p>7. Staff/Staffing</p> <p>Staff/staffing</p> <p>Employee handbook</p> <p>MVS confirmed this had been sent out for staff and board for comment.</p>	
<p>8. Sub-Committee Reports</p> <p>(a) Finance</p> <p>(b) Estate and Maintenance</p>	

