

Haddonhall Residents Tenant Management Organisation

Minutes of the Board Meeting

7 July 2004

Present	Wendy (Chair). Ida (minutes), Flo, Ruth, Rene, Mac, Pattie, Sue J, Mike, Ben	
<b>Agenda item</b>	<b>Decision</b>	<b>Action by</b>
1. Apologies	Sue H, Brenda	
2. Minutes	Agreed as an accurate record of the meeting	
3. Matters arising	There were no urgent matters arising, but, due to pressure of time, <b>we agreed to postpone this item until next meeting</b> – needs to be added to agenda.	Ida
4. Procedures for Board decisions and joint responsibility	There was a discussion about what lessons could be learnt from how we have gone about decision making to date. <b>We agreed that all major decisions, especially those relating to staffing or finance need to be brought back to Board meetings for discussion.</b> <b>We also agreed to share responsibility for those decisions once taken.</b>	All
5. Staffing update	<p>Wendy recently attended a managing staff training course as part of the In the Driving Seat series. The normal line management procedure is for the estate manager to report to committee and to action the decisions made by the management committee. There was also a need for one committee member to line manage the estate manager in between meetings, and that is normally the chairman. The committee agreed that Wendy in her role as chairman should line manage the Estate Manager post. In keeping with the process, the Estate Manager is responsible for managing the rest of the estate staff.</p> <p>Sandra Martin had made an initial report to the Board which was discussed with the following decisions: <b>Staff to be put on monthly bank transfer payments for salaries</b> – Sandra to discuss with individuals arrangements for tiding them over the transfer period so that they will not suffer any financial hardship. <b>Current relief cleaner to be kept on a temporary basis</b> and to be paid same rate as permanent cleaner – Sandra to liaise with him on whether we employ him or he</p>	<p>Wendy</p> <p>Sandra</p> <p>Sandra</p>

	<p>invoices us as a contractor.</p> <p><b>Sandra to draft a weekly timetable and lists of tasks for staff.</b></p> <p><b>Residents must log requests for maintenance and repairs with the office</b> and systems must be in place for recording if the job is done and customer satisfaction.</p> <p>Sandra to discuss with staff and propose a procedure for out of hours repairs to be presented at the next board meeting for discussion.</p> <p>Sandra to write to residents introducing herself and explaining the process for reporting repairs.</p> <p>Ben pointed out that we are also supposed to be covered by the Council's out of hours service. If residents find this system does not work, Ben needs to know.</p> <p>Given our main contractors departure,  <b>Sandra to liaise with Mike Snowsell on a contract for carrying out repairs and other maintenance work on the estate.</b></p> <p>He says he can do all repairs apart from boilers and gas work. We need Mike to give a breakdown of costs on a job-by-job basis.</p> <p>Flo to visit the flat that is due to be decorated with Sandra.</p> <p><b>It was agreed that staff should process payments</b> so that signatories simply have to check and sign them, but that we introduce a system of recording who authorised each payment and including this with all payment paperwork for sign off.</p> <p>Sandra to look at the management agreement and to recommend to next Board meeting levels of authorisation for expenditure.</p> <p><b>We agreed to change the locks</b> on the filing cabinets in the office, the estate office, the meeting room and the boiler room.</p> <p>Sandra, Wendy and Maggie to be given keys immediately, other keyholders to be agreed at next meeting (needs to go an agenda). Mac agreed to be present when the locks are changed and to pass the keys to Sandra.</p> <p><b>We discussed the computer quotes and agreed to go with the InfoSystems quote.</b> This can now be put in a proposal for funding to the Council.</p> <p><b>The Board agreed to ask George to</b></p>	<p>Sandra</p> <p>Sandra</p> <p>Sandra</p> <p>Sandra</p> <p>Flo/Sandra</p> <p>Sandra</p> <p>Mac</p> <p>Wendy</p> <p>Wendy</p>
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	<p><b>continue his work with the Estate Renewal Group</b> but to cap his hours at £300 per month. We also need to clarify with George where he is with the completion of the Option Study work, including the continuation ballot.</p>	
6. Housing allocations	<p>This item was postponed because of lack of time – we agreed to discuss at next meeting</p>	
7. Finance update	<p>Mike reported that a working budget had been drafted but that this had been based on limited information. However, we do know our income for the current financial year and should base our budget on that. Ben advised being cautious with expenditure under the circumstances. Wendy announced that Sue H has agreed to be Treasurer until a permanent Treasurer can be found following our wider appeal for help from the community and voluntary organisations. There was great praise of Sue at this news.</p> <p><b>We agreed to write to Bob Prout to ask him to return all paperwork</b> relating to the TMO to the office.</p> <p>The 2003/2004 accounts have not yet been audited.</p> <p>Ben asked if we were VAT registered. Wendy said she thought so but we will check.</p>	<p>Wendy</p> <p>Wendy</p>
8. Maintenance update	<p>One of the two communal boilers on the estate has broken down, so we now have no backup if the other one breaks down which would mean no heating or hot water for those properties affected.</p> <p>This 'plant' could be down to the Council to renew, so we have put in a request that this be looked at. Ben pointed out that in the recent stock condition survey, 68 out of 107 units on Haddonhall failed the 'decency' standards in relation to heating systems. We may be able to use this fact to help us to lobby for extra funds.</p> <p>Ben also reminded the Board that all the landlord's copies of all gas safety certificates need to be sent to him.</p> <p><b>We agreed that Alan, the person who has maintained our gas boilers to date, be asked to repair the broken boiler</b> and that Sandra get quotes from him and two other contractors for ongoing maintenance.</p>	<p>Sandra</p> <p>Sandra</p>
9. Estate Renewal	<p>This item was postponed because of lack</p>	

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Group update	of time – <b>we agreed to discuss at next meeting</b>	
10. Feedback from external meetings – Community Council 5 July Mike and Sue J	This item was postponed because of lack of time – <b>we agreed to discuss at next meeting</b>	
11. Any other business	<p>Ida won't be at next Board meeting – Mike agreed to do minutes.</p> <p>We need to agree future dates at next meeting.</p> <p>Sandra to be asked to prepare a report for circulation to Board members on the Friday before each meeting.</p> <p>Mike has confirmed the boundaries of the estate with the Council and will pass over the case of the insurance claim to Sandra.</p> <p>Wendy asked the committee to bear with the frequent meetings. The committee hopes to review frequency by September.</p>	<p>Mike</p> <p>Wendy</p> <p>Wendy</p> <p>Mike</p>
Date of next meeting	Wednesday 21 July	
Signed as accurate record by Chair		Date