

<p style="text-align: center;">Kilburn Square Housing Co-operative: General Meeting held on Thursday 14th December 2017 at 19:30 Community Hall of the Tower Block</p>	<p style="text-align: center;">Actions</p>
<p><u>Present:</u></p> <p>Margaret Von Stoll (MVS – Chair) Jennifer Welch (JW – Secretary) Antonio Messina (AM – Treasurer) Pauline Fell (PF – Board Member) Patricia Hogan (PH – Board Member) Charlotte Fonceca (CF – Board Member) Maxwell Antwi (MA – Board Member) Ian Von Stoll (IVS) Mary Ann Cooley (MAC) Hassan Mamood (HM) Furhan Khan (FK) O Cole (OC) Janet Decruz (JD) Deborah Scotland (DS) Mrs Scannel (MS)</p>	
<p>1. Welcome from the Chair</p> <p>MVS welcomed everyone and thanked everyone for attending this last meeting of a very busy year for KSHC.</p>	
<p>2. Apologies</p> <p>None. The appointed minute taker could not attend the meeting and AM volunteered to take minutes.</p>	
<p>3. Conflict of Interest declarations</p> <p>None.</p>	

4. Minutes of the last General Meeting (15th June 2017)

a) Accuracy.

None.

b) Matters arising

None.

C) Agreement and signing-off of minutes

Minutes have then been agreed and signed-off by PF and PH

5. Estate updateBallot results.

MVS said that the results of the TMO continuation ballot were overwhelmingly positive. The percentage of voters who were in favour of the TMO continuing to provide services to the Kilburn Square estate was **93.75%** (135 out of 144 votes). Also, the percentage of tenants who were either very satisfied or satisfied with the current services offered by KSHC was 88.8%. The percentage of leaseholders who were either very satisfied or satisfied was 86.3%. This means that KSHC is working very well and the vast majority of the residents appreciates the hard work undertaken by the staff (KSCH office) and the Board Members to create and keep a nice environment across the estate. Unlikely the office staff, Board Members are non-paid volunteers that don't get paid for the time invested in improving the community and this year more than ever they have struggled to cope with a very high number of new compliance issues, training sessions and various governance matters. MVS thanked all of them for their contribution and has asked the attendees to start getting involved more in the Co-op activities because the Board needs more help, more Members, more "workers" who could implement the actions plans identified in the business plans but also ensure that KSHC complies with the everyday requirements of being a TMO.

AM added that the Board Members have been asked by Brent Council to liaise with a consultancy called Newman Francis to even improve the current standards of services, management and operations. As part of this joint effort of continuous improvement, in last quarter of 2017 these consultants, together with Brent representatives, have witnessed Board Meetings and have set up additional meetings for the Board, on top of the regular Board Meetings and General Meetings that KHSC Board Members already attend on a regular basis. They have also undertaken their own survey within the estate to verify the level of satisfaction of the residents and the outcomes were very much in line with the ballots. This means that almost everybody is happy with the current services delivered to the residents but very few volunteers "are making this happen" and this may not be sustainable in the long term.

New Build.

<p>The contractors have found some unexpected issues that have delayed the works.</p> <p><u>Anti-Social Behavior (ASB)</u></p> <p>This is a key point for KSHC. Due to the vicinity to the High Road with pubs and diners open till late, the site may become a natural meeting point for loiterers, smokers and drug dealers if all residents are not vigilant and if some tenants start tolerating, or worst playing a role in, ASB episodes that may occur within the estate. Some consequences of what can be considered “light” ASB could actually led to serious major risks such as fire hazards, especially when people smoke in the common internal areas and even the lifts, which has been reported in several occasions.</p> <p>MVS explained that the police is currently building up a case to obtain a dispersal order against loiterers, who have been gathering in the low-rise since a few months. There youngsters have access to the premises and then smoke, drink alcohol, leave waste and even spit or piss in the corridors and stairs, with few residents complaining to the police yet.</p> <p>JD suggested to write an ad-hoc note in the next newsletter to not to open the door to unknown people and to check, every time residents get into their estates, that nobody is following behind and that the door is locked.</p>	
<p>6. Estate works / upgrades</p> <p>KSCH has produced a business plan to prioritise the main works which the estate would benefit from. Further to the recent ASB episodes, priority would be given to a new CCTV infrastructure on site, as the current system and cameras are aging and may not suit the purpose anymore. This would be a major cost for KSHC and ideally funds would be provided from the surplus.</p> <p>A plan for improving and upgrading the estate signage is being prepared at the moment. JWE in particular is working hard to have it ready as soon as possible.</p> <p>MVS also said that some ground works may be required at Sandby and Barret House.</p>	
<p>7. Modular Management Agreement (MMA) - Update</p> <p>A new MMA still has not been signed off between KSHC and Brent Council, who took over from BHP (which does not exist anymore). Allowances still need to be agreed between Brent and KSHC and MVS has asked the KSHC advisor Liz Michael to assist throughout this process.</p> <p>Policies, site boundary (including/excluding certain trees and public way of passage), insurances and level of repairs need to be taken into account for the identification of the new annual allowance.</p>	

<p>8. Business users – apportionment query</p> <p>It would appear that there has been a mistake over the last few years regarding the apportionment of costs to business users and KSHC residents. In brief, Brent Council has not taken into account an agreement signed in 2011 and, as a result of this, the business users have been paying less than what they should have been charged. Unfortunately, credits for KSHC leaseholders can only be backdated up to 6 years and the person who was dealing with the matter at BHP (Katherine Bond) no longer works for the council. Mitul Patel of Brent Leasehold Management, Finance Directorate, explained that it is not possible anymore to have access to Katherine’s emails and has confirmed via e-mail to AM on 11/12/2017 that “there does appear to be some anomalies, as to how the service charges have been apportioned”.</p> <p>Brent Council is still currently looking into this and should be able to provide a full response in due course.</p>	
<p>9. Co-op members raffle (x1 prize)</p> <p>The £10 prize raffle was won by No. 136, Mary Ann Cooley (MAC).</p>	
<p>10. Any other business (AOB)</p> <p>HM made a consideration about the procurement procedures at Brent Council and was querying whether leaseholders may be charged by the Council. Also, he mentioned the Freedom of Information Act according to which Brent Council would need to release any information held regarding Kilburn Square, if requested.</p> <p>DS had a query regarding the car parking gates: does KSHC know who is actually parking within the estate?</p>	

The General Meeting was adjourned at 21:00.

Minutes agreed by:

Agreed _____
(1)

Agreed _____
(2)

Chair’s Signature _____

Date _____