

<p style="text-align: center;">Kilburn Square Housing Cooperative: Board Meeting held on 11th April 2017 at 7pm Community Hall of the Tower Block</p>	<p style="text-align: center;">Actions</p>
<p>Present: Margaret Von Stoll (MVS - Chair) Jennifer Welch (JW - Secretary) Pauline Fell (PF - Member) Antonio Messina (AM – Treasurer, Cheque Signatory) Zaler Montana (ZM - Member) Patricia Hogan (PH – Member) Jennifer Williams (JWM – Estate Manager)</p> <p>Welcome: Juliet James-Lionel (JL - Interim Head of Customer Services, BHP) Christina Byrne (CB - Community Liaison Leadership Manager, BHP)</p> <p>Apologies: None</p> <p>Visitors: None</p> <p>Minute taker: Kaoru Komaki (KK)</p>	
<p style="text-align: center;">1. Welcome and Declaration of Interests</p> <p>MVS welcomed everyone and introduced Juliet James-Lionel, Interim Head of Customer Services and Christina Byrne Community Leadership Manager from BHP to the Board.</p> <p>No declarations of interest.</p>	
<p style="text-align: center;">2. Minutes of the last meeting (for the 14th March 2017)</p> <p>(a)Accuracy. JWM noted the following amendments should be made: Overall arrears collection on page 2 under the Manager’s report should read as ‘Rent arrears collection’ and the figure of ‘102.5% should be corrected to ‘102.55%’ The last line of the first paragraph on page 2 under Budgets should read as: MVS stated that the Board should look at the Summary and the draft budget ‘as the summary sheet is in the format requested by the auditors.’ The fourth paragraph on page 2 under Budgets should read as: The Treasurer will need to ‘create a budget for the social fund and the credit card. The social fund account balance is £17,675.78.’</p>	

The first line of the first paragraph under VAT on page 2 should read as: 'We are paying a monthly management fee of £6,500 and £19,500 per quarter.'

Paragraph (b) on the monthly account report under Finance on page 4 should be deleted in its entirety.

(b)Matters arising.

PF said that there is still graffiti on the Argos wall on page 1. MVS will go to the committee meeting on 12th April where she will discuss this issue and have it dealt with as it is not graffiti on our residence.

JJL stated that the consultation mentioned under Budget on page 2 is outstanding and it will be carried out on behalf of Brent Council. The BHP Finance Officer would have attended this meeting but he is off sick. CB said she sent a revised report but MVS replied that she has not received such a report.

PF asked why authority has been delegated to BHP when they will not exist in a few months. CB responded that it was business as usual.

JJL mentioned that BHP asked to attend the 14th March Board meeting but MVS asserted that Board meetings are not the place for negotiations but that they were welcome to attend the meetings. It is too time-consuming to negotiate at these meetings and papers should be sent to the Board. This is to be agreed.

JJL requested another meeting to discuss the MMA and the management fee.

MVS stated that there were no tracking changes for agreement and that she was expecting to have the organization schedules back. MVS said the format had changed and some of the content had also changed. She said that the Board has not agreed to these changes but that the 2013 changes had been agreed by the Board.

JJL asked for a copy of the minutes from 2015 to be sent to her showing this.

JJL highlighted the urgency to do the review and decide what the MMA should do and say and to be able to move forward.

MVS stated that the Board employed an advisor in 2015 and we want to negotiate the changes and do it in the right way. She mentioned that boundaries need to be put in and trees need to be tended to and that she sent BHP the schedule back in 2015.

CB said that this document has not been seen.

JJL asked if everyone had read the revised MMA draft and MVS responded that negotiations must be made in the proper format.

<p>JJL and CB would like to attend the meeting when MMA is discussed. The Chair agreed to this. CB would like to have a copy of the MMA options part a) and part b). The 2013 schedules have not been track changed and the solicitors need to know of this</p> <p>JJL strongly urged that everything should be signed off in the next 3 weeks. A date for a meeting to discuss schedules and options was set on Monday 8th May at 6.30pm.</p> <p>CB will send all the documents through to all the Board members.</p> <p>JWM asked for the documents to be sent in Word format and not in PDF. She also recommended that everyone reads up on all the schedules before the meeting.</p> <p>(c) Minutes agreed by PF and JW.</p>	<p>Agreed by Board and BHP JJL and CB</p> <p>CB</p>
<p>3. Manager’s report – including Key Performance Indicators (KPIs)</p> <p>Arrears collection very good. Statistics from BHP. Rents in advance were collected and KSHC rent collection on target.</p> <p>March period target – 2.3% Kilburn Square – 1.9% Rent arrears collection - 100.7%</p> <p>Rent arrears improving greatly. A person has put in for Right-to-Buy.</p> <p><u>CCTV</u> CCTV contracts for internal gates and car parking gates are all in place but there has been a problem with Gate 1 and Gate 4. Somebody has driven into the gates. The CCTV cameras have been cleaned and are fully operational. JW pointed out that residents again were unable to get out of Gate 2 on Victoria Road on the previous Sunday. The gates will be checked on Thursday 13th April.</p> <p><u>Lifts</u> The lift is being replaced in Sandby House and this will hopefully be carried out by the end of May.</p> <p><u>Budgets</u> Summary sheets will be used with month by month projections.</p> <p>The bank accounts have been dealt with. MMA will be in the current account. There will be a separate bank account for the Social fund and another account for Surplus. The credit card will be dealt with and it should not be in an individual’s name but under the name Kilburn Square.</p>	<p>JWM</p>

BACS have been set up.

Cleaning

Linda Ponder has passed the Risk Assessment training.

Health and Safety Audit

Risk Assessments take place once all the staff have been cross-trained on how to complete these. The training will take place on 17th May and JWM, the Housing Officer, the Finance Officer and the Risk Assessment Coordinator will attend.

BHP will provide all the necessary documentation to complete the audit.

1 bedsit in Kilburn Square has been sold but major work is needed; a new kitchen and bathroom and new electrics need to be installed. The turnaround time for this work to be completed is 21 days.

BHP are doing the repairs. We need to pay for gas safety and the boiler to be checked. Tenants have been notified that they will be charged a call-out charge (this information was included in the newsletter).

Car Parking

Car parking permits have been issued by Wing from 1st April. The Board need to decide and work out the charges for the potential second permit.

There has been illegal parking on-site. There has been a SORN car which has been left abandoned on the estate for a year. The owner of the car has been asked to remove the car and his motorbike off the estate. We should not have any SORN cars on the estate.

Major works

Scaffolding

Most the scaffolding has been taken down. Trevor Drury from Wates has been asked to inspect this and the inspection will take place in the next 3 to 4 weeks.

Trees

A couple of trees need to be addressed. There are a few other trees around Brondesbury and some around the new build which also need to be dealt with.

CB thanked JWM and stated that it was very good to work with her. MVS thanked CB for this comment.

The KPIs have been noted. The maintenance targets are far too high and we must set a more realistic target.

The rent reports are very good. MVS congratulated the team.

<p>4. Governance</p> <p>MVS stated that this topic had been covered in the minutes from the previous month.</p>	
<p>5. MMA</p> <p>MVS stated that there was nothing further to add as this topic had been covered in the minutes from the previous month.</p>	
<p>6. Human Resources</p> <p>JWM announced that the caretakers who had up until now worked 2 hours on Sundays will no longer be working these hours on Sunday as from 30th April 2017. The caretakers are contracted to work 36 hours per week and were paid overtime of 2 hours at double their usual hourly time. The new arrangement from May is for them to pick up on any leftover business from Friday on the following Monday.</p> <p>ZM raised his concern about what would happen if anything happened which affected the estate on a Sunday and JWM confirmed that this will be reviewed if anything did happen.</p>	
<p>7. Finance</p> <p>a) Monthly account report Draft budget JWM stated that the format will be changed as requested by the auditors. There will be the time expenditure, detailed summary sheet and movement of funds from month to month from 1st April 2017. There was a surplus of £24k at the end of March 2017.</p> <p>b) Business Plan JWM reminded everyone that this is a 5-year plan and that all the successes and achievements should be noted. The plan needs to be done and the money needs to be spent. AM declared that there is a prudent surplus in reserve of £68k. There is a surplus account and a reserve account. JW added that there were a few things in the Business plan that had been drafted. MVS confirmed that the plan is a work in progress. JL noted that there were a lot of potholes and CB added that the potholes were quite deep. ZM stated that the quality of the surfacing depends on who/which contractors carry out the work. He reaffirmed that this is a Health and Safety issue and must be done. JW pointed out that these and new ones have been caused by the scaffolding lorries. JWM asserted that the car park and bridge also need to be resurfaced. She has spoken to Mark Drury who has agreed for the procurement and now</p>	

<p>needs the Board’s agreement for the work to go ahead. PF commented that we have spent a lot of money on fixing garages and that all the money goes to BHP. CB clarified that the garage rents covers repair costs. The next repair costs for the garages will be sent to BHP.</p> <p>JWM claimed that the work on the bridge was not done properly and that some leaks are quite acidic. The repair costs were referred back to BHP. CB confirmed that any work (done by contractors) should be guaranteed and JWM mentioned that none of the work was post-inspected. JWM also added that we are not qualified to inspect the work ourselves and that we do not have a surveyor.</p>	
<p>8. Estate points for discussion</p> <p>a) Contracts coming to an end b) Health and Safety c) Accidents and near misses d) Quotes and subscription renewals e) Security gates – internal /external – discussed in the Manager’s report f) Anti-Social Behaviour/estate issues On the top floor of Rathbone House there were youths running down stairway 4, 5 youths were standing outside stairway 3 at 8.00 pm on Saturday night. JW witnessed youths smoking drugs and urinating in the area. It was also reported that a youth climbed the scaffolding and set fire to a resident’s netting. JWM stated that police have visited Kilburn Square and that they know the youths by name. She also urged everyone to ring 101 to report these youths and their activities. MVS added that she will be attending a Safer Neighborhood meeting. JWM concluded that the aspect on the CCTV cameras on the estate are not top-spec, which are reserved for the Police so there is not much facial recognition. g) Signage h) Grounds maintenance i) Parking, car parks, car park gates – policy update MVS would like to review the policy on providing a second permit to tenants and leaseholders registered with the Cooperative. The Board proceeded to discuss the costings for the second permit and agreed on £90 per year for a second parking permit. ZM suggested that the price for the first permit should be increased next year. JW mentioned the importance of the Wing terms and conditions wording change specifically stating that parking should only be in a bay. JWM added that social services have not been paying the parking fees and they will be fined. Social services had registered their car details with Wing but have not paid anything.</p> <p>j) Equipment purchasing k) New build l) Wates, external works</p>	<p>Agreed by the Board Agreed by the Board</p>

<p>9. Chair's Report</p> <p>MVS confirmed that most of the issues had already been covered.</p>	
<p>10. Sub-committee reports</p> <p>a) Finance b) Estate / Maintenance c) HR / employment d) Social</p> <p>MVS just wanted to give an update on the Business Plan, which was mentioned earlier.</p>	
<p>11. AOB</p> <p>JWM reminded ZM and PH to hand in any outstanding skills audit forms to JW.</p> <p>No other business.</p>	

Meeting adjourned at 8.45pm

Minutes agreed by:

Agreed P. Fell. (1)

Agreed P. Hagan (2)

Chair's Signature M. van Steen

Date 16/5/2017

