

<p style="text-align: center;">Kilburn Square Housing Cooperative: Board Meeting held on 6th September 2016 at 7.00pm</p>	<p style="text-align: center;">Actions / Agreed</p>
<p>Present: Margaret Von Stoll (MVS - Chair) Pauline Fell (PF - Vice Chair) Hasan Mahmood (HM - Treasurer) Zaler Montana - (ZM - member) Martin Page - (MP - member). Departed at 8.42pm Marta Riccardi - (MR - member). Arrived at 7.16pm Deborah Scotland- (DS - member) Jennifer Welch - (JW - member). Arrived at 7.12pm Jenny Williams - (JWM - Housing Estate Manager)</p> <p>Welcome and Apologies Apologies: Ben Choudhary - (BC - Member)</p> <p>Declaration of Interest: No Declaration of Interest</p> <p>Minute taker: Lauren Pemberton-Nelson</p>	
<p style="text-align: center;">1. Welcome and Declaration of Interests</p> <p>The Chair welcomed all to the meeting.</p> <p>No Declarations of Interest.</p>	
<p style="text-align: center;">2. Minutes of last meeting (2nd August 2016)</p> <p>No matters arising from the minutes of the meeting. Minutes approved. Noted that recorder is needed.</p>	
<p style="text-align: center;">3. Manager's report</p> <p>The Board received a management report from JWM with an update on day to day Housing Management issues. ASB policy - MVS and PF confirmed they will be attending an ASB training session on the 19th September. HM may, and will confirm whether he can make it or not. Slides will be provided by JWM for those who cannot make it.</p> <p>Arrears management - JWM stated that since the report, the arrears have reduced by 2.7%. On track to reducing it, but not yet at the current preferred level.</p>	

Reports and the statistics are a week late as payments do not always go through straight away.

Training provided by BHP - Training will take place on 1st and 8th September, including repairs training, Dom Doc (IT package at the moment is North Gate), and allocations.

Also housing officer to do chasing up and assist with collecting rent.

Training need identified for the Board on finance and on spreadsheets. This will give a clear understanding of what documents need to be produced so that they can be used in future.

Security Gates - Security gates completed on Victoria Road. A number of people have enquired how they get fobs, which will be controlled through the posts. Tenants not yet notified on cost of fobs; cost depends on quantity.

Staffing - No change in pay-scale of new Finance and Administrator Officer, just changes in job description.

Auditor has been paid twice, and there are other errors, so invoices have to be checked more thoroughly, and signed off more carefully. There needs to be closer checks on hourly rates, the time of work and the amount of work that is done. MP suggested agreed annual amount for all the work. JWM suggested specification of his role.

Auditor has not committed to coming in, JWM is contacting BHP, and they said they will get back to her.

Health and Safety Audit - Andrea is dealing with that and when she comes back from holiday, the risk assessment will be signed off.

Since 2014, a member of staff has been using store cupboards (not residents' shed) and underground car park for their own recycling business. Most of these materials were toxic, and would be dangerous in an event of a fire. Warning issued to this member of staff, and this has all been cleared from the estate. Underground car park still has to be cleared - to be done as soon as possible.

Still waiting on quotes from cleaning contractors, trying to see which is most cost effective. Current cleaners are being monitored and will be dealt with.

Car parking stays the same until the dispute is resolved, because that is outside of the Co-op's control.

Payroll - with the new automated system, errors cannot be made. Staff have been paid overtime without consent, with people being asked to do extra jobs without verifying it with someone in control. But this will be different with the new system.

Underground car park will be cleared, as evident from the note above.

If any amendments or changes happen, JWM will notify the Board.

<p>Noted that scaffolding is going up on 12th September.</p>	
<p>4. Key Performance Indicators (KPIs)</p> <p>For the key performance indicators, there is one red result for the average re-let times which is usually 21 days, but took 30 days due to a whole flat needing to be fumigated, with new kitchen etc needing to be done.</p> <p>The rest are on or above target, with mostly greens. (11 greens, 5 yellows). Noted that customer satisfaction is lower than usual (19.55%), but noted that it is usually lower during summer due to people on annual leave. More accurate costings on what things cost due to more repairs is being done through BHP.</p> <p>Also noted that there were no complaints in August. JWM has compiled a customer survey to find out how residents feel about the Co-op.</p>	
<p>5. Governance</p> <p>Noted by JWM that talks of improvement on website, with repairs and complaints procedure to be on there, so that people can make complaints and repairs online, as well as with contact information, which will also be easier. Same info available on BHP website should be accessible on KS website - link between the two, and support from BHP. Also in BHP's interest for KS to do so. More professional and up to date website to be created. Helps committee with dealing with aspects of governance.</p> <p>JWM noted that last the two audit reports were poor - 2010 and 2012. Not much improvement by 2012. Some issues in previous audit reports under a different Manager, such as the Housing Management Consultant, did not make the Board aware that they were not complying with some aspects, and they were paying for that consultant. The Board must take responsibility as a whole, as the whole Board should have read and reflected on the report, and requested the audit report. Noted that any audit report has to go to Board, as well as with the financial accounts. The Board have to ask more questions and reflect more.</p> <p>There are still some current issues. Potential issue is that the problems that arise are not properly addressed. Agreement to move forward.</p>	
<p>6. MMA</p> <p>No input from BHP yet - will be discussed once they have responded.</p>	
<p>7. Human Resources</p> <p>Pensions: 8 providers to look at, staging date of February 2016 and has to go</p>	

<p>through consultation with employees. Auto-enrol Smart Pensions is MVS's preference. MP prefers those that go with a well known pension company. HM said they're difficult to deal with. Board to confirm preferred pension scheme by Tuesday 13th September.</p>	
<p>8. Finance</p> <p>Management accounts: HM stated that report shows that extra money has been generated - £41.5k. This has been partly through renting the meeting room and increasing permit charges for the nursery and medical centre.</p> <p>£11.4k has been saved through non staff expenses. Less money has been spent, but this may increase.</p> <p>It was noted that on spending on the gate will come out of the same budget. If this is the case, there will be a massive overspend.</p> <p>Budget needs to be sorted as it is not clear. Clear what income is, but not clear what expenditure is, such as 'other staff costs'. Also massive overspend on repairs. Budget item needed for consultancy fees, as this is not currently in the budget.</p> <p>JWM to speak to Tony (finance officer) and Martin and Yasmita to clarify issues and make sure everything is in place and then send out an improved version. Yasmita may be coding wrong with repairs. JWM to speak to Tony before AGM to get him to clarify issues.</p> <p>Budget reflects expenditure up to the end of August.</p>	
<p>9. Estate points for discussion</p> <p>(e) Security Gates - internal / external: Internal gates need to be replaced eventually. To go back inside to access to top floor. (f) Signage: Needs to be done. (i) Equipment Purchasing: Not doing any of this. (j) New build - Rathbone garages: Got planning permission, and may be starting approximately Feb next year</p>	
<p>10. Chair's report</p> <p>Nothing to report, apart from police looking into homeless on high street.</p>	
<p>11. AGM preparation – 15th September 2016</p> <p>AGM form needs to be in by 5pm Thursday 8th September - goes to all members.</p>	

No committee if there are not at least 7 Board members. MR stated that she would not be standing as a member for the forthcoming year as she would be unable to attend meetings until sometime into 2017.	
12. Sub-committee reports None.	
13. AOB None. There being no other business, the meeting concluded at 9:02pm.	

Minutes agreed by:

Agreed _____ (1)

Agreed _____ (2)

Chair's Signature _____

Date _____