

<p style="text-align: center;">Kilburn Square Housing Cooperative: Board Meeting held on 2nd August 2016 at 7.00pm</p>	<p style="text-align: center;">Actions</p>
<p>Present:</p> <p>Margaret Von Stoll (MVS -Chair) Pauline Fell (PF - Vice Chair) Jennifer Williams (JWM -Estate Manager) Hasan Mahmood (HM - Treasurer) Martin Page (MP- Member) Marta Riccardi (MR - Member) Patricia Hogan (PH-Member) Deborah Scotland (DS – Member), arrived at 7.25pm</p> <p>Welcome and Apologies</p> <p>Apologies: Zaler Montana (D- Member) Ben Choudhary (BC- Member)</p> <p>Minute taker: Paul Johnston</p>	
<p>1. Welcome and Declaration of Interests</p> <p>The Chairman welcomed all to the meeting.</p> <p>Declaration of interests:</p> <p>MP declared an interest in item 10 on the agenda, "Estate points for discussion, item j) New build – Rathbone Garages plot" by virtue of his employment. The interest was not considered prejudicial.</p>	
<p>2. Minutes of last meeting (5th July 2016)</p> <p>The minutes of the meeting held on 5 July 2016 were confirmed as a correct record.</p> <p>In respect of matters arising:</p> <ul style="list-style-type: none"> • On minute 6 b), the Board noted that cost for completion was estimated at £2,500; and • On minute 10 d), the Board agreed that it would not renew arrangements with the London Federation in view of the limited benefit that the arrangement provide, and no one was available to attend the meetings on a Saturday morning. 	

3. Manager's report

The Board received a report from Jenny Williams, Housing Estate Manager, which set out an update on day to day Housing Management issues. The Board noted that a range of policies had been compiled by management for approval by the Board. The policies would be held on the shared drive and hard copies would be held centrally on file. The Board noted that all staff would be inducted on the policies to ensure compliance.

The Board approved the following policies:

- Abandoned vehicles' policy and procedure;
- Rent arrears policy;
- Voids policy;
- Health and safety policy;
- Death of tenant policy;
- Repairs procedure;
- Fire safety policy; and
- Supporting vulnerable residents policy.

In discussion on other areas of the report, the Board noted the following points:

- a new antisocial behaviour policy had been created, with staff induction and training planned as part of implementation of the policy. Board members were encouraged to attend the training event on 19 September 2016 to ensure awareness of the provisions in the policy;
- a training schedule for the staffing team had been developed, including provision for the Housing Officer to undertake the CIH Level 2 Housing Management qualification. The Board noted management's intention to review the current job description for the Finance Officer to ensure that the Housing Officer's time was freed up appropriately;
- letting of the garages on the estate was not currently possible due to damage. The Board agreed to receive a report at a future meeting on the number of garages affected by damage and the nature of the damage;
- the works programme on the security gates was ongoing, with work due to start on week commencing 8 August 2016;
- internal auditors would be on site in early August 2016; the auditors would be focussing on governance arrangements in the organisation;
- as part of the major works programme, BHP had consulted with leaseholders at a meeting on 21 July 2016 and tenants would be consulted on 4 August 2016. The programme would encompass consideration of whether new roofing was required;
- BHP had expressed some concern that the co-operative directly recruited and employed cleaning staff and considered that efficiency savings could be realised through outsourcing arrangements; and the Board noted that the co-operative needed to demonstrate it was achieving best value in all of its contracting arrangements. The Board agreed that a report be brought to a future meeting on contracting of cleaning services; the report should reflect quality and cost considerations, along with other services that could possibly be provided by an outsourced cleaning provider; and
- management were pursuing the possibility of Wings managing the entire car parking service, to ensure that the service was in line with BHP expectations and in view of the fact that management did not feel that the service could be effectively managed with current staffing resource. The Board agreed to consider

<p>this issue in due course; the Board also agreed to consider the possible introduction of fee charging for parked vehicles, which would in turn require consideration of where income gained from such charging would most effectively be directed.</p> <p>The Board thanked the manager for her report.</p>	
<p>4. Chair's report</p> <p>The Chair noted that she had met with representatives from Brent Housing Partnership to discuss ongoing development of additional property on the estate, which would consist of 14 affordable and 10 shared ownership properties. The Chair noted that, as part of the scheme, no entrances and exits were planned at the rear of Rathbone House; and explained the proposed provisions around parking permits and key fobs.</p> <p>The Chair noted that the Housing Estate Manager had sent a letter of support to BHP for the plan; and noted that a number of the proposals discussed by the Board for the development had been taken on board by BHP.</p> <p>The Board agreed that Hassan report to the Board on the possibility of introducing outdoor gym equipment on the estate, taking into account the approach to similar schemes in LB Southwark.</p>	
<p>5. Key Performance Indicators</p> <p>The Board received a report, which set out the Key Performance Indicators (KPIs) for the Co-operative and current and past performance against these indicators.</p> <p>In discussion, the Board noted that the KPIs were designed in line with BHP targets, and that, given the size of the organisation and the estate, a number of these indicators would be difficult to achieve. The Board noted further, in line with the recently agreed new MMA, that the co-operative could face financial penalties if it were found not to be meeting BHP targets; it was therefore important that staffing resource in the co-operative be dedicated toward monitoring and ensuring performance against the indicators.</p> <p>The Board further noted that management had recently taken steps to raise awareness by tenants around arrears payments, and it was hoped that these measures would in time improve performance in this area.</p>	
<p>6. Finance</p> <p>The Board received a report, which set out financial information for the co-operative.</p> <p>In discussion, the Board noted that financial performance was strong, with income over the financial year higher than budgeted (primarily due to larger than forecast</p>	<p>JWM</p>

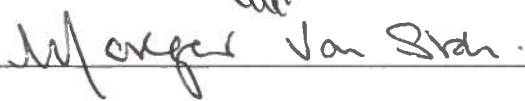
<p>income on car parking permits) and an underspend against budget.</p> <p>The Board noted that funds accrued through this underspend would be directed toward funding repair of gates. The Board further noted that there was sufficient contingency funding for the major works programme.</p>	
<p>7. Governance</p> <p>The Board noted that this item had been considered as part of the manager's report.</p>	
<p>8. MMA</p> <p>The Board noted that the co-operative had recently engaged a consultancy to assist with the new MMA arrangements and that a further report would be presented to the Board once progress had been made.</p>	
<p>9. Human Resources (HR) / Staffing</p> <p>The Board noted that this item had been considered as part of the manager's report.</p>	
<p>10. Estate points for discussion</p> <p>In discussion, the Board noted that: a report from sub on SORN and Signage around Estate was sent out to Board members.</p> <ul style="list-style-type: none"> • in line with BHP policy, SORN vehicles could not be parked legally on the estate. This was an area to consider further as part of wider discussion on car parking contracting arrangements; • New signage on the estate was required as current is generally in a state of disrepair and to be replaced it was important that this was expedited asap latest October. 	
<p>11. Sub-committee reports</p> <p>No sub-committee reports were submitted for discussion by the Board.</p> <p>The Board agreed in principle to a social event (BBQ) in September 2016, subject to Board members and residents volunteering to support arranging the event.</p>	
<p>12. AGM preparation – 15th September 2016</p> <p>The Board noted that the Annual General Meeting was schedule to take place on 15 September 2016. As part of preparations for the AGM, volunteers among the Board were sought in preparing the Annual Review.</p>	

<p>It was noted that all Board members would need to seek re-nomination by members at the AGM; and that it would be beneficial to seek greater resident representation on the Board.</p>	
<p>13. Board Training</p> <p>The Board noted that this item had been considered as part of the manager's report.</p>	
<p>14. NFTMO Conference Reports</p> <p>The Board noted that the Chair had attended the recent NFTMO Conference and gave a verbal report.</p> <p>The Chair noted the following points of learning from the conference:</p> <ul style="list-style-type: none"> • that the co-operative was moving in the right direction (and in line other common organisation practice) in terms of performance management measures for staff; • that many tenancy management organisations, in view of ongoing financial challenge, were considering new avenues for raising income and maximising value; • and the importance of collective responsibility amongst Board members. <p>The Board agreed to consider current indemnity insurance in place for Board members; and whether such arrangements remained appropriate.</p>	
<p>15. AOB</p> <p>There was no other business.</p> <p>There being no other business, the meeting concluded at 9:05pm.</p>	

Minutes agreed by:

Agreed  (1)

Agreed  (2)

Chair's Signature 

Date 6th September 2016

