

<p style="text-align: center;">Kilburn Square Housing Cooperative: Board Meeting held on 3rd May 2016 at 7.00pm</p>	<p style="text-align: center;">Actions</p>
<p>Present: Margeret Von Stoll (MVS – Chair), Pauline Fell (PF – Vice Chair), Andrea Johnson (AJ - Consultant) Debbie Scotland (DS – Member) Patricia Hogan (PH-Member) Hassan Mahmood (HM-Treasurer) Zaler Montana (ZM – Member) late</p> <p>1. Welcome and Apologies Martin Page (MP-Member), Marta Riccardi (MR-Member), Jennifer Welch (JW-Secretary)</p> <p>(a) Report from Andrea</p> <p>AJ apologised for the technology not working and presented the first page of report. AJ confirmed she has been meeting and in discussions with staff to put together a Performance matrix. Action: AJ will email this round to the board AJ has been clear with staff regarding their roles and salary positions with the organisation. Action: AJ will email all minutes of staff meeting.</p> <p>AJ suggested the board are vulnerable as jobs/labour can't be tracked from start to finish, there needs to be more accountability from the staff which there currently isn't.</p> <p>MVS suggested a database on each property on the work which has taken place and tracked (e.g. purchased items and labour so costs can be work out for each job), MVS has asked for this in the past. HM agreed there needs to be a procedure for stock taking, inventory, performance etc. to analyse</p> <p>AJ confirmed she will be doing a benchmarking exercise with staff, against WALTERTON and ELGIN community homes organisation.</p> <p>AJ stated this work needs to be done organising the infrastructure but asked the board if they want AJ to focus on this now or wait until the new manager is in to do this. All agreed they would like AJ to start this work due to her experience and knowledge of what the staff can deliver and put procedure in place. AJ proposed she will continue this work so the procedures are ready for the new manager.</p> <p>MVS stated we may be audited so all our policies need to be in place.</p> <p>A discussion was held about the staff. DS asked if appraisals are conducted and how often, AJ confirmed it is difficult to do meaningful appraisals here as they aren't held to account to achieve targets and therefore aren't delivering. AJ will be going through Job Descriptions' with all the staff and providing them</p>	<p style="text-align: center;">AJ</p> <p style="text-align: center;">AJ</p>

<p>with objectives that have to be staged.</p> <p>All agreed the Board want the staff to perform better.</p> <p>All confirmed there should be staff always at the front desk/reception. AJ stated the team is very small and they currently don't cover each other's roles when staff are on leave. MVS confirmed this needs to be done. AJ added staff leave needs to be tracked also. HM noted there should be requirements for sick leave.</p> <p>Action: AJ to look in this as you can't change something as an organisation if it is going to directly affect a staff member. MVS stated if there is anything regarding procedures and staff the Board would like to look into, we would have to check with HR.</p> <p>Action: AJ received three quotes (from previous contractors) for external gates tender and will email to the board Action: All to respond via email with preferences.</p>	<p>AJ</p> <p>AJ</p> <p>ALL</p>
<p>2. Minutes of last general meeting (05/04/2016) & Matters Arising</p> <p>(a) Accuracy</p> <p>All agreed the minutes are accurate.</p> <p>(b) Matters arising</p> <p>5 May – Mayors election, early and late closing.</p> <p>Parking permits</p> <p>DS asked if the extended visitor charge for parking was agreed. MVS confirmed all were agreed but the commercial vehicles. MVS confirmed £15 extended visitor charge is not being implemented till next year. DS and PF noted the £5 extended visitor charge for this year wasn't agreed. HM suggested either an email is to go to all residents about the parking and then a vote/survey is held or it should go back to the June General Meeting. All agreed this is to go back to the June General Meeting</p> <p>Action: MVS need to make a meeting with Wingd</p>	<p>MVS</p>
<p>3. Chair's Report</p> <p>MVS highlighted the Rathbone new build and the architect came to speak.</p> <p>MVS confirmed a letter needs to go to them that includes the following:</p> <ul style="list-style-type: none"> - £4,800 Loss - Plant beds and flowers around the perimeter - An outside gym for Adults - New residents have co-operative membership 	

<p>(c) Accidents and near missus</p> <p>Will be populated and sent round.</p> <p>(d) Quotes and subscription renewals – Home swapper subscription renewal</p> <p>MVS noted we pay an annual subscription so residents are able to swap tenancy with another estate and opened to the board as to whether they would like to keep paying £150 a year for the subscription. All agreed this should be kept. Action: To go into newsletter so everyone is aware.</p> <p>(e) Security gates and fobs</p> <p>Included in the report that AJ will send round. Action: All to provide comments to AJ.</p> <p>(f) Signage</p> <p>(g) Grounds Maintenance</p> <p>DS asked when the grounds maintenance come. PF noted March to October its fortnightly and March-October its weekly. DS queries if it is needed this often. All agreed it was. MVS confirmed trees aren't included in the ground maintenance. Action: MVS to check the flower beds are being done to standard, this KPI to be done on this</p> <p>(h) Parking – Commercial Vehicle permit charge</p> <p>(i) Equipment purchasing – Steam Cleaning Machine</p> <p>MVS asked all if the board would like to purchase this Action: MVS/AJ look into if the machine is being handled correctly</p> <p>(j) New build on the Rathbone garages plot</p> <p>Covered in Chair's report.</p>	<p>Newsletter author</p> <p>ALL</p> <p>MVS</p> <p>MVS/AJ</p>
<p>6. Sub-Committee Reports</p> <p>(a) Finance</p> <p>Done</p> <p>(b) Estate and Maintenance</p> <p>(c) HR/Employment</p> <p>(d) Social – May residents' fun day, volunteers</p> <p>MVS asked for volunteers for the May day social event and BBQ, Sunday 29 May. All attendees volunteered to help with the event.</p> <p>(e) To agree forthcoming sub-meeting dates for 2016 and policy review meetings.</p>	

All agreed to wait to see what comes back from AJ's report.	
<p>7. Complaints - For previous month.</p> <p>- None to note.</p>	
<p>8. AOB</p> <p>HM noted AJ's report for procedure implementation and regarding the new manager, HM asked if the board can keep AJ or someone who can once a month can keep the manager on track and provide the board a report. MVS noted a budget would be needed for this.</p> <p>DS disagreed as an audit is hopefully going to take place and a handover with AJ should be allowed to take place first as well as time for the new manager to settle into their role. ZM wants the board to make a decision about how to manage this. MVS suggested to wait to see the calibre of the managers</p> <p>HM asked how far along AJ is with Managers report. MVS noted this will be included as part of her KPI report as we don't want the report to look how it did. Action: MVS to look into for the next board</p> <p>ZM confirmed the gardening club is going well but would like to extend its work, using bigger moveable beams – MVS will discuss with ZM afterwards as this is part of new development.</p> <p>DS noted grass bad in front of Varley is overgrowing and coming through the bricks Action: Rudi to look into this</p> <p>Action: Broadband for community room to be sorted.</p>	<p>MVS</p> <p>Rudi</p> <p>MVS/AJ</p>

Minutes agreed by:

Agreed  and Rasan Mahmood (1)

Agreed P. Field (2)

Chair's Signature 

Date 7 June 2016

**Kilburn Square Housing Co-op Board Meeting Agenda
Tuesday 3rd May 2016 at 7:00pm, in the Community Hall**

Agenda

1. Welcome and apologies

Report from Andrea Johnson – Consultant (if available)

2. Minutes of the last meeting (for the 5th April 2016)

- (a) Accuracy
- (b) Matters arising

3. Chair's report (if available)

4. Finance

- (a) Budget spend to date (if available)
- (b) Budget to be set for forthcoming financial year

5. Estate issues for discussion

- (a) Contracts coming to an end
- (b) Health and Safety report
- (c) Accidents and near misses
- (d) Quotes and subscription renewals – Home Swapper subscription renewal
- (e) Security gates and fobs
- (f) Signage
- (g) Grounds maintenance
- (h) Parking – commercial vehicle permit charge
- (i) Equipment purchasing – Steam Cleaning Machine
- (j) New build on the Rathbone garages plot

6. Sub-committee reports (if available)

- (a) Finance
- (b) Estate / Maintenance
- (c) HR / employment
- (d) Social – May residents' fun day, volunteers

To agree forthcoming sub-meeting dates for 2016 and policy review meetings

7. Complaints (if any) - for the previous month

8. AOB

Date for next meeting Tuesday the 7th June 2016 at 7:00pm

