

Haddonhall Residents Tenant Management Organisation  
Minutes of Board Meeting  
Date 12 January 2010

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| Present                    | George, Flo, Maureen, Ebenezer, Sue, Doris, Martin,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |           |
| 1. Apologies               | Leone Stanley (LBS), Rashida                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |
| Agenda item                | Decision                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Action by |
| 2. Minutes 7/4             | Minutes of December 09 meeting was discussed and agreed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | All       |
| 3. Estate Manager's report | <p>The following are the key issues that were discussed as part of the report:</p> <p>Martin reported that there were two six weeks home visits outstanding and requested for volunteers from members to accompany him to the visits.</p> <p>Martin reported that void works had commenced in 50 Rephidim which became void on 10 January 2010. Martin mentioned that the cost of the works would be much higher than expected because the property was left out of the last major works because the elderly residents at that time refused for any works to be undertaken.</p> <p>Martin informed members that apart from heating none of the defect repairs had been carried out despite sending a list of residents with latent defects to Southwark in December. Martin informed members that he would keep on chasing Southwark and then involve the TMI team if the situation remains the same by the end of January.</p> <p>Martin informed members that the Community Garden, Rockery Garden and Outdoor Gym projects had successfully been completed and there are plans to organise an official opening day in February.</p> <p>Martin reported that he has been informed by Ambius Ltd that the hanging flower baskets would be erected on the estate on Friday, 29 January.</p> <p>Martin informed members that the estate team would be carrying out an exercise to clear all the communal areas on the estate and intake cupboards of items that were posing as a health and safety hazard. According to Martin skips had been ordered and letters sent out to inform all residents about the exercise and also to remind residents to clear the communal areas of personal items.</p> <p>Members discussed and advised Martin to ensure all staff take their tea breaks between the 10.00am-11.00am and 1.00pm-2.00pm. It was agreed that the arrangement was necessary to ensure staff do not hang around the community room at different times of the day and also to make room for the coffee mornings which are due to start in early February.</p> <p>Members advised Martin to ensure staff takes all their outstanding annual leave for the year by the end of March and also to ensure that the service provision is not affected by key members of staff taking their holidays at the same time.</p> <p>MDD presented a print out of tenants in rent arrears</p> | Martin    |

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|                                     | <p>without details on the name and addresses and explained to members that there were a total of 17 residents in over 7 weeks arrears as at the end of December 09. According to Martin most of the tenants in arrears had problems with HB. Members suggested that it would be helpful for Martin to arrange for tenants in arrears to receive advice on welfare benefits and debt management. Sue suggested that Blackfriars Advice Centre might be able to assist. Martin also informed members that he thought the CHICs Rent Accounts system was not being utilised to its full capacity as he believes the system can provide more detailed information on rent arrears and housing management. Sue suggested that Martin contacts the CHICs company to arrange a one off training for himself or alternatively he could arrange for either Lisa from Boogles or a colleague from another TMO who uses the same system to train him.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |               |
| <p>4. Update on Parking Control</p> | <p>Martin informed members that he had a meeting with London Clamping Company who are keen to provide parking control on the estate. According to Martin he contacted the company because he was advised by Southwark Parking that they were currently not taking on parking control on TMO managed estates until there is a management agreement (which is currently being drafted by the Councils legal team) in place. Martin advised members that he preferred using the private company because he found from his meeting with them that they were more flexible and also willing to operate any system which residents would be happy with. Martin suggested that he would be obtaining references from organisations that currently uses or had in the past used the services of the company before recommending them to the committee. Martin also advised the committee that it is also important Haddonhall Haddonhall has a policy and procedure on parking management before introducing parking control on the estate.</p> <p>Members also discussed issues regarding the current parking arrangements on the estate which according to him had led to some dissatisfaction among some residents. Some members were of the opinion that the parking arrangement on the estate was not being managed effectively as there were a number of issues regarding some of bays not being used, non-residents parking on the estate, the bays not numbered and most importantly Haddonhall losing money as a number of people were not paying for their bays. Martin advised members that as far as he was aware everyone with an allocated parking bay was paying for it and also the estate office maintain a list of all the bays with their current owners. Martin also advised members that there were plans to mark out all the bays as part of the measures required to be in place before introducing parking control on the estate. Martin promised to present to members at the next meeting a copy of the information on parking</p> | <p>Martin</p> |

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|                     | which is currently being maintained by Maggie in the office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |
| 4. Residents events | <p>George informed members that arrangements were being made to have a resident's fun day on Saturday, 13th February which would be used to officially open the community gardens and the outdoor gym. George also mentioned to members that to ensure residents know how to use the equipments he would to arrange for a qualified instructor to be present at the fun day to provide training and advice to residents</p> <p>Martin informed members that he had ordered a wooden outdoor notice board for the community garden which would be used to display information relating to the opening times and other activities/events on the estate</p>                                                                                                                                                                                                                                                                                                                                                                                                                                        | George |
| 5. Meetings         | <p>George informed members that arrangements had been made for a residents meeting to be held on Tuesday, 26 January at the round house. George advised members that he would be writing to all residents to encourage them to attend the meeting as well as to join the committee as there was the possibility of the TMO going back to the council if residents do not show any interest in joining the committee.</p> <p>George also informed members that a meeting was going to be held on Thursday 14 January to discuss the regeneration project planned for Rothsay street. George showed members a picture of the proposal for the area and explained that the main issues which would directly affect Haddonhall residents would be the suggestions to replace some of the bin keeps in front of the blocks on Rothsay Street with a bin chamber, the widening the foot pathway on the northern end of Rothsay and the redesigning of the car park. George encouraged members to attend the meeting and also to ensure they participate effectively in the consultation exercise.</p> | George |
| 6. Community Worker | <p>George informed members that the adverts for the Community Worker position had gone out and there had been a slight issue with the increase in the original budget which was set and that it was currently being discussed by the five TMO's in the consortium. George advised members that despite the increase Haddonhall had agreed in principal to participate in the scheme which he believes would be of great benefit to the organisation as well as residents as the worker would be involved in key projects which unfortunately the estate office do not currently have the capacity to undertake.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | George |

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| 7. AOB and date for next meeting | In the absence of any further discussion the meeting was closed. Date for next meeting is Tuesday, 2 Feb 2010 |  |
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