

Haddonhall Residents Tenant Management Organisation

Minutes of the Board Meeting

4 August 2004

Present	Ida (minutes), Rene, Ruth, Mac, Flo (Chair), Pattie, Sue H, Brenda, Mike, Sue Plain (LBS)	
<b>Agenda item</b>	<b>Decision</b>	<b>Action by</b>
1. Apologies	Wendy, Sue J, Ben Beck (LBS)	
2. Minutes of last meeting	Agreed as accurate record	
3. Matters arising from meeting of 21 July	We will send Emma from the Willowbrook Centre a copy of the wish list we have used with the Jam Factory as a contribution to the Project Bank. Standards of cleaning on the estate. This has been difficult for Sandra to address since the last meeting because of staff holidays, but it is a priority for her.	Mike  Sandra
4. Sandra's report	Board members are pleased with Sandra's reports and with her progress. We agreed to write to her to thank her for this, We agreed that the reports would be even better if they could highlight matters for decision for the Board as distinct from matters for information. The Board discussed the need for some 'quick wins' on the estate and felt that signage should be something we could progress before the general meeting in October. Given the short amount of time before then, Sue Plain suggested that at least we could have some options ready to present to that meeting. We agreed to ask Sandra to lead on this, with input from Board members. The Board agreed to ask Sandra to write to the residents of the one bedroomed flats over the issue of the security doors being left open for long periods of time, with some suggested options for resolving this, but also inviting alternative solutions. The Board agreed that the Secretary should write to Barry to thank him for the support he gave to Sandra over the period of other staff being on leave.	Ida  Sandra  Sandra  Ida
5. Finance update	Sue H has loaded the wages and SAGE (accountancy package) onto the computer system in the estate office. She has asked Sandra to suggest some categories for budget headings which she can work with. Sue suggests looking at the CHICS housing management package as the next	

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	<p>stage, perhaps from September. They have offered to load all the rents from April onto the system for us, which would be a great help. We then need as a Board to agree which modules we should buy.</p> <p>There is still a great deal of catching up to do on the rent cards, which is holding up getting the 2003/2004 accounts audited. We are working towards a cashless office. Sandra is getting the office paperwork organised and archiving some of the older papers.</p> <p>The Board thanked Sue for taking time off work to get this progressed.</p> <p>The Board agreed that Sandra could buy a new telephone / answer phone and ensure that a helpful greeting is recorded on it.</p> <p>The Board agreed that Barry should have a key to the estate office.</p>	<p>Sandra Sandra</p>
6. Estate security meeting	This item was not discussed as Sue J was not present. We agreed to ask Sue to present to the next Board meeting	Sue J
7. External meetings	Mike is meeting an LBS Planning Officer with Jam Factory residents tomorrow morning to discuss Jam Factory planning issues.	
Any other business	Ida reported that ACAS, who advise on employment issues, had offered to come to talk to us about our staffing needs. Wendy, Sandra, Rene and Ruth to attend. Sue H will also come if the meeting can be arranged for late afternoon. The meeting is on Monday 16 August – Wendy to confirm time.	Wendy
Date of next meeting	Wednesday 18 August and Wednesday 1 September.	
Signed as accurate record by Chair		Date