

Haddonhall Residents Tenant Management Organisation

Minutes of the Board Meeting

4 October 2004

Present	Pattie, Flo, Mac, Rene, Mike, Wendy, Ida, Sue H, Ben (LBS)	
Agenda item	Decision	Action by
1. Apologies	Ruth, Sue J	
2. Minutes of the meeting on 15 Sep	Agreed as accurate record	
3. Matters arising from the meeting of 15 Sep	<p>Sandra has obtained a quote for the letterboxes of £6k, mainly due to the style of the letterboxes, so she is looking for additional quotes.</p> <p>Ben has sent information on what is required from the occupancy checks to the Estate office.</p> <p>Mac will find out who did the tree pruning on Tabard Estate.</p> <p>Wendy will be discussing contractors with staff at Leathermarket.</p> <p>There is now a new Neighbourhood Area Manager, Guy Valentine-Neale, who Mike and Mac will try to meet.</p>	Mike and Mac
4. Staffing	<p>We agreed that Sandra should ask the two members of staff who have reported medical problems to have a medical assessment at the TMO's cost.</p> <p>Ida and Sandra to work on a draft discipline and grievance policy to bring to the meeting on 27 Oct.</p> <p>Sandra presented to the Board some of her ideas about the ideal staffing structure for the TMO. Following a wide-ranging discussion about the various options, we agreed the following:</p> <p>Phase 1</p> <p>To appoint a full time Estate Manager through open recruitment as soon as possible.</p> <p>To create a new post of part-time Housing Officer which Maggie could fill although she may need training for some duties.</p> <p>Job descriptions for both posts to be drafted by 27 October.</p> <p>To get some quotes for getting the estate gardening done on a contractual basis.</p> <p>Phase 2</p> <p>To ask the full-time Estate Manager, once appointed, to work with the Board on carrying out Phase 2 of the staff review.</p>	<p>Sandra</p> <p>Sandra and Ida</p> <p>Sandra</p>
5. Sandra's report	Plumbing/heating – quotes to be brought to	Sandra

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	<p>an emergency meeting for decision. Issue of tenants expecting repairs and jobs over and above the requirements of the tenancy agreement – agreed to ask for a list of these and the cost of carrying them out and discuss at meeting on 27 Oct. Tenants' complaints – we need a complaints policy. Sandra to look at management agreement and see if this specifies a procedure, if not, then draft one for agreement by Board. Ben pointed out that the Council's anti-social behaviour unit can help with some neighbour disputes as can the leaseholder management unit. Decisions needed on contractors – the maintenance group can do this – meeting to be arranged with Sandra. Allocations panel – agreed a random jury-style for picking Board members for this. We did not support the proposal for a Christmas Fair as we felt there were other priorities. Health and safety representative – Sandra to allocate this to a member of staff. Ben reported that the London Hazards Centre offers good, reasonably priced training on this.</p>	<p>Sandra</p> <p>Sandra</p> <p>Brenda, Ruth and Mike</p> <p>Sandra</p>
6. Finance	Sue H presented a revised budget. We agreed to report on actual expenditure for the first six months of the financial year at our meeting on 27 October.	Sue H
7. General meeting	We agreed to discuss this at our next meeting – needs to be high up the agenda. Need to include safety talk, continuation ballot, signage and q&a on the agenda.	Ida
8. External meetings	None	
Any other business	Jam Factory – Mike and Flo to meet to discuss the wish list and the building plans and to draft a standard letter for residents to use to object to the plans.	Flo and Mike
Date of next meeting	Wednesday 13 October	
Signed as accurate record by Chair		Date