

Haddonhall Residents TMO
 Minutes of Board Meeting

9th February 2005

Present: Flo, Sue H, Brenda, Ruth, Linden, Ben, Rene, Mike, Wendy

Agenda Item	Decision	Action by
1) Apologies	Ida, Sue J	
2) Minutes of last meeting agreed as an accurate record		WR
3) Matters arising	<p>AGM date – ideally we will have the AGM in September, but we need to check when the FSA’s deadline for submission of audited accounts is first.</p> <p>Guy Valentine-Neale – no news back from him as yet for visits/advice on funding for major works, need to chase. Post meeting note – two representatives from his department have visited since. WR, FF, RM & LD met them and will report at the next meeting.</p> <p>Mike promised to take pictures of the sites where we have agreed to put fencing chicanes to stop high-speed scooter action.</p> <p>Ben has not yet received our list of questions for allocation panels.</p> <p>Wendy to do another newsletter.</p>	<p>WR/LD</p> <p>MS</p> <p>BB</p> <p>WR</p>
4 Estate manager’s report	<p>Wendy welcomed Linden, and asked her to summarise her report.</p> <p>LD said she has had a walkabout round the estate with each staff member, listened to what they do, and told them in turn what she expects. This will form the basis of job</p>	

<p>descriptions for all staff, which Linden will draft and bring to Committee. She used Dave the gardener to illustrate – they have divided the estate into 9 sections, and will work out a cyclical programme of works, so that at any given point both Linden and Dave will know where he is supposed to be attending to, and what progress he should have made.</p>	<p>LD</p>
<p>LD proposed making Barry line manager supervising Bob and Dave, to enable her to have a direct line to the outside operatives on the estate, subsequent to and depending on the results of the job description drafts. We agreed to look at this after the job description work was completed.</p>	
<p>LD proposed contracting out the clearing of demised tenants' flats, rather than using estate staff, to ensure staff can concentrate on their designated tasks. All agreed.</p>	<p>LD</p>
<p>LD proposed installing an automated entryphone for the office, for security and efficiency reasons. All agreed</p>	<p>LD</p>
<p>LD proposed providing hot water plumbing for the office. All agreed.</p>	<p>LD</p>
<p>LD will log residents' visits to the office to assess the busiest times – we can use this info to work out whether it would be better to have one day where the office is closed for enquiries, or a closed period in each working day, to allow better completion of administrative tasks.</p>	<p>LD</p>
<p>LD & Flo went to the safety training session, and described it as satisfactory</p>	
<p>Ruth Flo & Rene are to visit LD regarding the issue of safety/ threatening behaviour believed to emanate from a group of young residents of Carlisle House, adjacent to the estate on Tabard Street.</p>	<p>Ruth Flo & Rene</p>

	<p>LD to meet with Phil Barnes with Mike Snowsell re heating/plumbing</p> <p>LD to get 3 quotes including Ecolab for pest control</p> <p>LD to check if hand-back to the council has happened with the UAO in Rephidim Street.</p> <p>BB will check with Southwark to find out their protocol for compensating tenants who have paid out extra to heat dwellings that are lacking heating provision during cold weather and the recent problems with communal boilers.</p> <p>The finance sub-committee will propose a decision on compensation in the light of information resulting from this.</p> <p>LD said that she doesn't feel it's correct practice to agree to hold residents' keys in the office for work in their properties when they're out. She said it is a compromising action – the committee unanimously agreed.</p>	<p>LD</p> <p>LD</p> <p>LD</p> <p>BB</p> <p>Finance sub-committee</p> <p>LD</p>
<p>AOB</p>	<p>Two new signs have arrived, more are to come</p> <p>BB said that he has heard the new Modular Management Agreement is only a matter of a few months away from roll-out, and advised that it would be a good idea for us to make a bid to John Carty for consideration of early adoption of it</p> <p>BB said he is moving to a new department, and that Michael Anderson Smith would assume his responsibilities. Committee thanked him for all his efforts on our behalf.</p> <p>The next In the Driving Seat training course is to happen on 26 February and is on financial management. FF, WR, MS and SH agreed to attend.</p>	<p>Committee</p>

