

Minutes of the Annual General Meeting of Haddonhall Residents TMO

Wednesday 26 September 2007

The Roundhouse, Great Dover Street, London SE1

1. Ray Austin, Chair, welcomed the residents and guests, introducing Michael Preston from Tenant Management Initiative and Tim McNally, Councilor, as two welcomed friends of the TMO.
2. Flo French, Jonathon Wilson SNT,
3. Minutes Accepted
 - a. Proposer Robert Cairns
 - b. Seconder Darren Marrison
 - c. Voted For 30
 - d. Against 0
 - e. Abstention 0
4. Matters Arising: No matters were raised
5. Chairs Report

Activities over the past year

The past year has seen your committee carry out a great deal of Strategic activity and foundation laying that we hope will enable the TMO to steadily build into one of the best TMOs, not only in Southwark but in London. We believe it will also enable us to maintain these high standards and make Haddonhall one of the most desirable estates to live on for many years to come.

This includes:

Producing a Business Plan. This will help us to lay out the strategy for the next three to five years in the areas of Finance, Governance, Resident Participation and Future plans.

Benchmarking, a self assessment process against a set of recognized standards. This has allowed us to assess where we are and provides direction for improvements.

Kitemark, a nationally recognized award to show that Haddonhall has achieved the highest of standards in the way it manages the estate. If we get this award we will be the first TMO in Southwark to do so.

As a result of the above our reputation in Southwark is growing all the time. We are now seen as a flagship TMO and other estates are coming to us to see how we do things. In a recent

audit, ordered by Southwark on all its TMOs, Haddonhall had the least number of issues needing to be addressed, none of which were critical. We have also been the quickest to address those issues.

Estate office and Administration:

⇒ Our new manager Claudius Opadarin-Oluwole has now been in post for nearly a year and I'm sure you agree that he has done an excellent job so far.

⇒ By shopping around Claudius has managed to save several thousand pounds on things like insurance.

⇒ The committee has been working to update Terms and Conditions for staff, looking at Job Descriptions and have also issued staff with a new hand book covering all aspects of their employment.

⇒ Barry, our caretaker retires in November but we are hoping that, after a short break, he will return on a one year contract. So you are unlikely to see any change in personnel in the near future.

I'm sure you will all join me in saying a big thank you to all our employed staff for the way they are maintaining the estate for us.

Management committee:

⇒ The Committee has gone through a difficult time this year. Although we have a maximum of 12 seats on the Committee, only 8 people offered to stand for election. For part of the year two of our members had to take a leave of absence and for a very good reason of course. However, this left only 6 active members which is the number needed to be quorate, which makes all that has been achieved by them even more remarkable.

⇒ *The committee holds monthly meetings as well as being involved in sub-groups such as; finance, estate renewal, allocations and social. These groups generally meet on an ad hoc basis outside of monthly meetings.*

⇒ Some committee members also attend other borough wide meetings once a month in order to help put Haddonhall on the map and to help attract extra funding. These include Borough and Bankside Area Forum, Borough and Bankside Community Council and the TMO liaison group.

⇒ *Some Committee members also attended free training courses throughout the year.*

Estate improvements and major works:

⇒ Major works to replace windows will go ahead soon but more consultation is needed. There will be a short update later in this meeting and further meetings are being arranged for all residents in the very near future.

⇒ We have recently put in bids for two further projects in this year's round of Cleaner, Greener, Safer money. They are to remove the other play area and to replace the fencing on the football pitch. However, on inspection of the football pitch it was discovered that the wall facing Pilgrim House was unsafe, probably caused by the tree growing beside it. As tree is not on Haddonhall ground it has become the responsibility of Southwark Council to repair the wall. For safety reasons, the play area will remain sealed off until further notice.

⇒ The fence has been taken down from between Potier Street and Prioress Street and we hope that landscaping the area will start soon.

⇒ New Dog signage has gone up to alert owners that they are responsible for cleaning up after their dogs. We have also had Dog Wardens around the estate in an attempt to encourage owners in their responsibility and these patrols will continue.

Parking

⇒ Parking has been an issue on the estate for a long time now. Last year a small group was set up to look at possible solutions. Recently a survey was held in which we were all asked what our preferred solution would be. The result of that survey is now available and there is an item on tonight's agenda to look at those results and to discuss the next step.

Social:

⇒ *Back in March this year we held our Spring event at Hanky Place. The event was attended by several support groups including the Police and Victim Support. The children enjoyed playing on a Fire-engine located outside the hall.*

⇒ For the first time in a long time Haddonhall had a summer coach outing – a day trip to Hastings. Although we did not quite fill the coach, those who went really enjoyed the day.

Looking ahead

Many of the Management Committee's objectives for the year ahead remain the same as for last year, although much has been done, there is still much to do:

1. To continue to raise the profile of Haddonhall within Southwark Council and other T&RAs within the borough.
2. To negotiate with Southwark Council over a new management agreement that will be brought in force across the borough's TMOs over the next few years. This will

also allow us to decide on whether we want to take on additional responsibilities, which will enable us to have a more direct control over our estate. (However, this will take some time to achieve.)

3. To continue to lobby, along with the other TMOs in Southwark, for accurate calculations of our allowances.
4. To continue to work as a committee to achieve Kitemark status.
5. To continue lobbying from various external funding bodies to further programme of estate environmental improvements.

Before I end, I would like to thank every member of the management committee for giving up so much of their time to attend all our meetings and play a valuable part in the running of the estate. Thanks to Flo & Rene, for walking around the estate with Claudius identifying practical things that need attention, to Ida, for her work on the staffing issues mentioned earlier, to Sue for her role as Treasurer looking after our finances, To Wendy who has recently returned after giving birth and to Mike for taking the lead on the Parking issues. Although it is not common practice to single out any one individual, there is one member without whose tireless work and driving force, we would not have achieved a great deal of what we have done this year. George Arkless, our Secretary was the main motivator in the Business plan, the audit, the Kitemark and in drawing up many of the policies that need to be put in place. I would also like to thank Michael Preston of the Tenant Management Initiative Team for his support over the past year, and my final thanks goes to our Ward Councilors, in particular Lorraine Zuletta and Tim McNally who have whole-heartedly supported us throughout the year.

Finally I would just like to say, in order to provide fresh ideas and input we need participation from as many different people who live on the estate as possible. If you can spare time to sit on a sub-group or even on the committee itself then we would invite you to come and observe one of our meetings. At a leaseholders' meeting held recently, a couple of people said they bought on this estate because they saw that it was a good place to live and Lorraine Zuletta, one of our Councilors said "Haddonhall was the best Council estate in Southwark. However, the Committee can only do so much. It is residents working together that will continue to make this the best estate in Southwark.

With your help we look forward to reporting on even more achievements at next year's AGM.

Thank you all for your support.

Ray Austin

Chair

Haddonhall Residents' TMO

6. Meeting expressed thanks to all TMO staff.
7. Continuation Ballot: Proposer Mr Rezgui
 Secunder: Robert Cairn
 For 42
 Against 0
 Abstentions 0
8. Accounts. Sue explained the accounts had been received to late to present to the meeting. She did confirm that the auditors report said we were solvent with sufficient funds to ensure future operations.
9. Vote for retaining auditor
 - a. Proposed by George Arkless
 - b. Seconded by Ray Austin
 - c. For 47
 - d. Against 0
 - e. Abstentions 0
10. Parking: Michael Sedgewick gave the results of the vote for the parking. Out of 109 eligible to vote there were 49 forms returned.

Option 1. 69% of the vote was for us to use Southwark's scheme.

Option 2. 42% voted for allocated bays

50% voted for zones

Option 3. 84% for only one of the permits being linked to a vehicle

Option 4. 88% for scratch cards.

Some questions were raised after Mike had finished

- Question on safety aspect, particularly at weekends round Rephidim St.
- Would those who currently have allocated bays lose them. Yes as this is what was voted for.
- This raised the question of those with disabilities who did not want to park far from home. Zonal would allow residents to park near where they lived though not an allocated bay. Disabled parking bays were another issue to be worked out in the finer details of the scheme.
- A question on what the current problems were concerning parking – this was explained as some areas did not have many parking bays, plus some areas were subject to blocking, double parking etc especially at weekends by people not living on the estate.
- Question about cars registered to residents but not at the estate – to be considered in finer detail of the scheme.

- Question about the cost and if it could be offset by the scheme. It was explained we currently pay for the parking bays and the new permits would be the same amount.
- Question about number of passes, 72 bays 47 rented. It was explained we currently have an over capacity on the estate though this is distributed unevenly. There was scope for creating another 26 bays.
- Question about a number of car break ins close to the estate and this problem moving onto the estate. It was explained the estate manager and secretary attend the local Safer Neighborhood Panel where we raise these type of concerns and kept in touch with other local criminal activities which might effect the estate.
- Concerns were raised about contractors working locally parking in Rephidim Street.
- Question was asked if the garage permit could be tied to the garage not the car. This could be looked at.
- Question why the scheme is necessary if more then enough bays. It was explained without an enforceable scheme we had no practical recourse for those who parked on the estate who don't live here, or parked in bays paid for.
- One final question was asked if we were creating new bays could this be done during major works when roads were resurfaced.

11. Major Works.

Ray explained that Major Works were due to begin in November however there were a number of issues. Leaseholders had received their bills with extra work listed that had not been consulted on. Leaseholder had held a meeting and were asking for further consultation on the additional items. There would be more meetings in the near future but this has resulted in a delay in the start of the major works. There had been a lot of communication but not much to report on at the moment. There would be a meeting of ensure the best deal for all.

Ray explained the Major Works Team had been invited to the meeting but were unable to attend.

Concerns were raised whether we would get the new windows and Ray assured all present that the replacement of windows would go ahead, but there would be a short delay.

There was a question concerning capital expenditure versus service charges. It was explained windows were listed under both service charges and capital.

Question raised regarding service charge calculations. Sue Hilleard reported she is currently in discussions with Gulam concerning this.

12. Election of Board.

8:15 Ray handed the over to Michael Preston to over see the election of the Board and all members stepped down.

Michael introduces the election, gave a summary of working with Haddonhall and thanked the committee.

Michael then read out the nominations and asked for a vote to elect on mass.

35 for
0 against
0 abstentions.

13. AOB

The board was asked why we can not have the recycling bags that are available. George to ask Claudius to contact Southwark Refuse.

George thanked those that took part in the satisfaction survey and the final report was available at the back of the meeting. He explained some things had been missed out of this years report such as parking which would be included in future annual surveys. Safety was an issue which caused some concerns and the Estate Manager would be asked to do an audit of the security doors to ensure they are all working properly. George did ask residents to make sure security doors functioned properly and to shut them. When problems with the door occurred these should be reported to the office.

The committee and residents expressed their thanks to Ray for the work he had done during the last two years.

No other matters were raised.

14. Meeting finished 8.30pm