



COTTINGTON CLOSE RMO BOARD MEETING

7th July 2025, 5.30-7.30pm

Attendees:

Elvira (Chair), Anderson (Vice Chair), Yemi (Estate Manager), Stephen (Secretary), Peter (Vice Secretary), Alfredo (RMO Member), Silvia (RMO Member), Thomas Humphreys (Agency Minute Taker).

Apologies:

Angie & Linda.

Conflict of Interest

No issues.

Approval of Previous Minutes

The Secretary, Stephen, confirmed that the minutes from the previous meeting of the 10th March 2025 have now been sent back by the previous minute taker.

The Chair of the meeting, Elvira, informed the attendees that the outstanding minutes from the previous meetings will be chased with the agencies of the minute takers employed.

State Manager Update

State of Arrears

The rent collection percentages were then highlighted by Yemi, the Estate Manager:

March – 96.38%

April – 100%

May – 97%

The Secretary raised the question as to if there were any written reports with regards to rent collection, to which the Estate Manager, Yemi, informed the attendees of the current financial situations of some tenants, further highlighting losses of employment for some tenants.

The Estate Manager also informed the attendees that details pertaining to tenants who are currently in arrears are private, and cannot be shared, as of data protection. It was further highlighted by the Estate Manager that tenants who are currently in arrears, can gain an agreement with the RMO to pay off historic arrears, further informing the attendees that the sums agreed to be paid can be small sums.

It was also confirmed by the Estate Manager that payments towards arrears can be paid via Universal Credit, giving an example of a tenant who had lost employment and had applied to Universal Credit, who then started to pay the arrears.

The Chair advised the Secretary to draft an email to the rent income team, copying in herself and Vice Chair, Anderson, regarding the implications of rent collection, as of past poor rent collection percentages.

State of Voids

The Estate Manager highlighted void properties within the estate, confirming that all voids have now been filled by new tenants, although there has been some feedback with regards to the standard of work undertaken by contractors within voids.

Tenancy Check Status

The Estate Manager addressed the tenancy checks undertaken, confirming that so far, one property has been highlighted regarding complaints due to noise, but further confirmed the tenant of this property was in an abusive relationship, which has been confirmed by a staff member.

The Chair enquired as to how many tenancy checks have been undertaken per week, to which the Estate Manager, Yemi, confirmed 5 per week.

The Secretary highlighted the targets for these tenancy checks, to which the Estate Manager, Yemi, informed the attendees of the many attempts it can take to make contact with tenants to check their details against their tenancy, and that targets were not available, but further confirmed that one had been undertaken today, 07.07.2025.

The Estate Manager further reminded the attendees of the noting of repairs at properties checked, as part of the tenancy check duty.

Sheds, Bikes & Parking

The Estate Manager highlighted the current shed audit being undertaken by rent officers, with letters having been sent to tenants, where one tenant has been identified as being assigned two sheds, and a date having been given to this tenant to return the keys, although it was highlighted that the locks have now been changed.

It was also confirmed by the Estate Manager that a tenant also has two parking spaces assigned to them, which is currently being dealt with.

Electric Parking Survey Results

The Chair highlighted the survey results, where the Estate Manager confirmed that 9 have been received back from residents thus far.

Treasury Update

The Secretary highlighted the stock supplies held by the TMO, where the Estate Manager informed the attendees that credit cards can no longer be used to purchase supplies for stores, and that accounts will now have to be opened with suppliers to replenish stock, further, that the funds are no longer available to hold stock as before.

The Estate Manager also informed the attendees of the attempted opening of an Amazon account, to be able to purchase stock for the stores, further reminding attendees that purchases are to be made with the most reasonable with regards to cost.

The Chair highlighted the Lloyds savings cap, and also the returning of funds, further, that accounts will now be dealt with by her, with the Estate Manager, Yemi, overseeing payments.

The Estate Manager informed the attendees of the new Treasurer currently being sought, the details of which are to be confirmed as currently on going.

Events Committee Update

Residents Meeting

The Estate Manager informed the attendees of the complaint received regarding no general residents meeting being undertaken for a year, where the Secretary, Stephen, informed the attendees of the residents forum, and that issues of concern or enquiry can be obtained through this channel, where the Estate Manager, Yemi, suggested that a general resident meeting date needs to be discuss at the August Board meeting.

The Chair reminded the attendees of the volunteer staff needed to accommodate the general resident meeting, requesting feedback regarding volunteers.

The Secretary reminded the attendees that TMO staff have always undertaken community engagement work in past instances.

Gardening Committee Update

The Chair highlighted the big gardening days undertaken within the TMO and confirmed that bulk refuse from these days will be monitored.

The Estate Manager raised the issue of the cleaning of the communal bins, informing the attendees that this issue will now be undertaken after conversations had with cleaning staff.

Status of Staff Contracts

The Chair informed the attendees of a staff member having now been made a permanent member of staff, to which the Secretary informed the attendees of having not been notified of this, further, that budget details regarding this have not been submitted for perusal.

The Vice Chair informed the attendees that details pertaining to this were included in previous submitted meeting minutes, to which the Secretary confirmed his checking of these for confirmation.

Staff Assessments

The Estate Manager assured the attendees of the monitoring of staff performance, and the procedures undertaken to monitor this issue.

New Board Members

The Chair highlighted the issue of recruiting new staff, to which the Secretary confirmed the past discussions had regarding this issue, further, the Chair raised the suggestion of the listing of skills within the advertisement placed to fill vacancies.

The Vice Chair confirmed to the attendees that the criteria to fill vacancies, must be outlined within the vacancy advertised.

Charlene Training as Housing Officer

The Secretary questioned the reporting lines of the rent officers, asking if the rent officers report to the housing officers, to which the Estate Manager informed the attendees that issues are reported to a rent income manager, who manages the rent officers.

The Secretary further informed the attendees that the TMO is currently staff heavy and requested management to investigate this issue.

The Vice Chair requested the Estate Manager to come back to attendees regarding structure and responsibilities of staff.

Visitor Misusing Residents Parking

The Vice Chair highlighted instances of the misuse of parking, suggesting the input of enforcement officers to be authorised by law to issue fines.

The Estate Manager reminded the attendees of instances of altercations when individuals were approached regarding unauthorised parking, further reminding attendees that visitor parking permits are available for purchase.

The Secretary highlighted the suggestion of lettering all tenants within Cottington Close, informing them of dates of parking time changes and the costs to purchase visitors permits, where the Chair highlighted approval in this regard.

Website Update

The Chair confirmed the only update regarding the website, being for Anderson to be updated on the website.

Dumain Court Incident

The Estate Manager informed the attendees of the fatal incident which occurred at this block, further confirming this to be a tenant of the RMO, with further details given regarding the proposed visiting of the affected family members, with the giving of a wreath to them, and a cost for this to be submitted at the next meeting.

The visitation of the health and safety officer for Lambeth was also confirmed by the Estate Manager, where, after inspection, the dry riser area was noted as a specific concern in three blocks within the TMO.

Any Other Business

The Secretary requested details pertaining to responsibilities of staff within the TMO, to be submitted at the next meeting.

The board meeting closed at 7.30pm.

Date of Next Meeting – T.B.C