CCRMO

Annual General Meeting Minutes

21 October 2026

Date	21 October 2026	Time	6:00 pm
Venue	Pedlars Acre Hall, 1 Opal Street, London SE11 4HZ	Format	In person and online
Chair	Elvira Hernansanz Perez	Minute taker	Julien Kroll
Opened	6:10 pm	Closed	Approximately 7:30 pm

1. Attendance and quorum

The Chair confirmed that the quorum requirement was met. Thirteen eligible shareholders and proxy votes were counted for quorum purposes. Additional attendees joined both online and in the room during the meeting.

Board members, CCRMO staff, residents, shareholders, the independent auditor and a representative from Lambeth Council attended. The detailed attendance register is retained separately.

2. Welcome and meeting arrangements

The Chair welcomed attendees, thanked Board members for volunteering during the previous year, and thanked residents who had attended or submitted feedback. Copies of the agenda and the draft accounts were made available.

3. Presentation of the AGM agenda

The Chair presented the agenda. The principal items were the annual overview, the Treasurer and auditor reports, approval of the accounts, Board elections, the parking-policy update, and the annual vote on whether CCRMO should continue as a Resident Management Organisation.

4. Chair’s annual overview

The Chair reported that higher repair, contractor, material and legal costs had placed pressure on CCRMO’s finances. An external HR review had been commissioned to clarify the organisational structure, staffing requirements, roles, training and retention. Recruitment remained challenging, and temporary or fixed-term support continued to be used while permanent appointments were pursued.

The Estate Director outlined the current office and operational staffing structure. The Lambeth Council representative reported that most performance indicators were being delivered to the expected standard and that the overall direction of performance had improved.

5. Annual accounts and auditor’s report

The Treasurer and Julien Kroll clarified that the accounts covered the financial year from March 2025 to March 2026. CCRMO’s management allowance for that year was approximately 2.3% higher than in the preceding year. The

allowance for the current year had increased substantially, which should help address recent cost pressures and rebuild financial resilience.

The independent auditor explained that the review tests year-end balances, income, expenditure, supporting invoices, authorisations and selected employment records. The auditor does not recheck every transaction, but provides independent assurance that the accounts and internal processes are reasonably supported.

The draft accounts showed a deficit of £37,900, compared with a deficit of £72,703 in the preceding year. An outstanding point concerning the legal-cost provision was still being reviewed and could affect the final figures. The auditor nevertheless confirmed that CCRMO held positive funds and that prudent reserves were appropriate for future expenditure and legal or repair risks.

Residents asked what approval of the accounts meant. It was explained that members were acknowledging that the accounts presented a reasonable reflection of the year's financial activity. Questions were also raised about parking income, sheds, CCTV assets and maintenance costs. Where a detailed answer was not available, residents were invited to send the question to the office for a written response.

The accounts presented were draft accounts. The final accounts will be made available through the office. If any material change arises before finalisation, members will be informed and further approval sought if necessary.

Resolution	That the draft annual accounts and the auditor's report be received and approved, subject to finalisation and notification of any material changes.
For	13
Against	0
Abstentions	0
Outcome	Carried

6. Board elections

The Chair explained the retirement-by-rotation process. Anderson Philip, Peter Matthews and Alfredo Liguori retired by rotation. Elvira Hernansanz Perez, JulienKroll and Mike Corney had been reappointed at the previous AGM and was therefore not due to retire by rotation.

The valid nominations were Peter Matthews, Natasha Thottacherry and Anthony Hoad. As the number of candidates did not exceed the available elected positions, no contested ballot was required and all three candidates were declared elected.

The elected Board following the AGM consisted of Elvira Hernansanz Perez, Peter Matthews, Natasha Thottacherry, Anthony Hoad, Julien Kroll and Mike Corney. This left the Board one member below the minimum of seven elected members referred to during the meeting.

The Board invited any eligible member who wished to be considered for co-option to put themselves forward to the CCRMO office or to a Board member. The Board will consider the remaining vacancy in accordance with the Rules. Officer roles will be elected or confirmed at the first meeting of the new Board.
Alfredo Liguori proposed himself as coopt to fill the gap. Additional coopt candidate is welcome.

7. Parking update

The Board had reviewed resident feedback and agreed that an eligible household with a resident Blue Badge holder would receive a 100% discount on one resident parking permit, subject to the policy requirements for residency, vehicle registration, insurance and a valid MOT.

The revised policy will take effect only after the new parking lines have been completed and the necessary permits are available. The operation of the policy will be reviewed after implementation.

Following discussion, it was agreed that one further resident review meeting would be arranged and an additional deadline provided for written comments. Julien Kroll will respond to the parking emails received. The further review will consider additional input before implementation; no commitment was made to reopen every element of the policy.

8. Vote on continuing as a Resident Management Organisation

The Chair explained that the AGM was required to vote on whether CCRMO should continue as a Resident Management Organisation. Votes were taken from eligible members attending in person and online.

Resolution	That CCRMO should continue as a Resident Management Organisation.
For	13 (12 in person and 1 online)
Against	0
Abstentions	1
Outcome	Carried

9. Any other business and questions

Residents discussed community events and asked for more activities. The Board and staff explained that events depend on volunteer capacity and available funding. Recent activities had included a fire-safety community event involving the London Fire Brigade and a Christmas lights bus trip. Residents were invited to volunteer to help plan future events.

Communication methods were also discussed. Suggestions included improved email distribution, more visible posters and clearer website updates. Staff acknowledged that communication could continue to improve.

10. Closing remarks

The Chair thanked residents, Board members, staff, the auditor and the Lambeth Council representative for attending and contributing. The meeting closed at approximately 7:30 pm.

11. Summary of decisions and actions

Action	Owner	Timing	Status
Finalise the annual accounts and make them available through the office. Inform members of any material changes and seek further approval if required.	Auditor / accountant / office	On finalisation	Open
Invite eligible members	New Board	Next Board meeting	Open

interested in co-option to contact the CCRMO office or a Board member, and confirm the new Board's officer roles.			
Arrange one further parking-policy review meeting and provide a further deadline for written comments.	Office / Board	Before implementation	Open
Respond to the parking-policy emails received.	Julien Kroll	Following week	Open
Progress parking-line works, permits and resident communications before the revised policy takes effect.	Office	Before implementation	Open

12. Approval of minutes

These minutes will be presented for approval as an accurate record of the Annual General Meeting.