CCRMO Board Meeting Minutes

Meeting	CCRMO Board Meeting
Date	5 August 2026
Time	18:00 to approximately 19:53
Location	CCRMO Office and Microsoft Teams
Minute taker	Julien Kroll

Attendance

Present	Apologies
Valentine Ohagwa, Estate Director Mohammed Miah, Lambeth Council, online Julien Kroll, Secretary Mike Corney, Treasurer, online, left before the end of the meeting Alfredo Liguori Elvira Hernansanz Perez, Chair Linda Bishop Anderson Philip, online Peter Matthews Sylvia Newman	None recorded

1. Opening, quorum and previous minutes

The meeting opened and quorum was confirmed. The Board reviewed the minutes of the previous Board meeting held on 6 July 2026.

Decision / agreement
The minutes of the previous Board meeting were approved.

Action	Owner	Due / timing
Publish the approved previous minutes.	JK	Following week

2. HR and staffing update

Valentine Ohagwa provided the HR and staffing update in Mark's absence. [redacted]

[redacted]. Errol was successful for the Grounds Manager role. Richard was discussed as moving from a temporary arrangement into a permanent full-time role, subject to the usual compliance checks. [redacted]

Dominic was originally expected to be offered a 12-month fixed-term arrangement to support the repairs and disrepair backlog. Valentine proposed extending this to 18 months because of the volume of outstanding disrepair work. The Board discussed affordability, the savings from reducing agency arrangements, and whether the matter should be treated as operational or as a Board decision.

Decision / agreement
There were no objections to proceeding with Dominic on an 18-month fixed-term arrangement to support the disrepair backlog, subject to the normal HR and budget checks.

Action	Owner	Due / timing
Progress recruitment for the outstanding office and cleaning roles, using the normal Lambeth recruitment system and considering wider advertising such as LinkedIn or Indeed where appropriate.	VO	Ongoing

3. Review of open actions from the previous meeting

The Board reviewed the open actions from the previous meeting and updated their status as set out below.

Action	Owner	Status
Request Sunday enforcement metrics for recent months from P4Parking.	VO	Complete. Metrics received.
Arrange access to the P4Parking self-ticketing app for authorised users.	VO / JK / P4Parking	Complete. JK to check the status of tickets issued and whether they have progressed to fines or payment.
Consider whether a P4Parking camera or ANPR arrangement is needed and whether router access can be provided.	VO / JK / P4Parking	Ongoing. Further details to be requested from P4Parking. If the solution is not adequate, alternative parking providers may be considered.
Review the parking line design, including double yellow lines, kerb markings and removal or covering of old markings where appropriate.	JK / VO	Complete. Resident consultation remains the next step.
Confirm the proposed parking design with the fire team or fire brigade.	JK / VO	Fire brigade visit planned for 14 August 2026. JK to attend if available and invited.
Obtain and compare updated contractor quotes for parking line painting.	VO / JK	Complete. Preferred contractor identified, with quote understood to be within budget.
Prepare resident-facing communication on the parking proposal and policy changes.	JK	To be prepared and circulated to the Board before the resident meeting.
Organise resident consultation meeting on parking before the AGM.	VO / Board / JK	To be organised before the AGM.
Include Blue Badge parking arrangements as a resident consultation item before finalising the policy.	Board	Included. Proposed discount to be reflected in consultation materials.
Provide further information on asbestos identified in 18 Falstaff.	VO	Void-related asbestos works completed by Lambeth. Results and register position to be confirmed.
Provide update on tenancy enforcement for the Hamlet property.	VO	No update, but issue remains ongoing.
Restart arrears chasing and service charge follow-up when staffing allows.	VO / Office	Not yet restarted at full capacity due to staffing constraints.
Complete reconciliation of shed, parking and bicycle payments/accounts.	Office / VO / Maggie / JK	JK to liaise with Maggie next week to move this forward.
After reconciliation, contact shed holders in significant arrears and progress repossession or reletting where appropriate.	VO / Office / JK	To follow after reconciliation.
Confirm interview dates for permanent roles and progress recruitment.	VO / Mark	Complete for roles discussed. Further recruitment remains pending.
Explore part-time maintenance support for approximately two days per week.	VO	Superseded by proposed full-time 18-month support for disrepair backlog.
Obtain and share more information from Lambeth about the communal electrics project and Section 20 implications.	VO	Update provided under item 12. Further follow-up required.
Progress outstanding audit actions, including policies, health and safety, signing-in, cupboard lock, garage repair and staff training.	VO / Mark / Office	Ongoing. VO is working through the audit spreadsheet and policy list.
Review and update Unity Bank access.	MC / Elvira / VO	Access confirmed. Further payment cancellation actions noted under item 11.
Finalise Valentine's contract and associated HR documents.	VO / Mark / Board	Complete.
Progress rubbish policy for large items and bin-area misuse.	VO / Board	No substantive progress. To be picked up alongside dumped

		rubbish enforcement.
Explore part-time gardener options, including whether another RMO can share a gardener.	VO / Board	To be discussed at a future meeting.

Action	Owner	Due / timing
Restart structured estate walkabouts, with issues logged and reviewed regularly.	VO	End of August / after building safety input

4. Parking enforcement, parking policy, map and resident consultation

JK updated the Board on the parking enforcement trial, the parking map and the proposed policy changes. JK reported that we had issued approximately 20 tickets through the P4Parking app and wanted confirmation from P4Parking on whether tickets issued through the app were progressing properly, including payment or enforcement status.

The Board discussed covered vehicles and vehicles where number plates are not readily visible. It was noted that parking wardens may not be able to lift covers, but office staff had lifted covers to identify vehicles and Maggie had already contacted registered owners. The Board also discussed whether the policy should require visible number plates or suitable window panels in covers.

Mohammed Miah confirmed that parking is CCRMO's responsibility and that CCRMO is authorised to use any parking company it considers suitable. P4Parking is used by many TMOs, but the Board may consider alternatives if P4Parking cannot support a workable enforcement process.

The Board discussed ongoing issues linked to hall users, including parking and bin misuse. Valentine noted that hall hire terms had been updated to reflect some of the concerns raised. Valentine agreed to speak to Thomas and ask that the hirers are reminded that if problems continue, their future hall hire may need to be reconsidered.

The Board agreed that the parking proposal should be presented to residents before final approval. The consultation should explain the proposed parking map, resident and visitor bays, permit arrangements, Blue Badge arrangements, enforcement, and any proposed changes to the policy.

Decision / agreement
The Board agreed in principle to proceed to resident consultation on the revised parking map and parking policy before final approval.
The Board agreed to proceed with the preferred line-painting contractor, subject to final checks and fire access confirmation.
The proposed Blue Badge resident parking reduction should be 25%, subject to resident consultation and final policy approval.

Action	Owner	Due / timing
Ask P4Parking to confirm the status of tickets issued through the self-ticketing app and whether they have progressed to fines or payment.	JK	Before next parking update
Request details from P4Parking on camera or ANPR options, including whether current service levels are adequate.	JK / VO	Before final parking decision
Confirm fire access and turning requirements during the 14 August 2026 fire brigade visit.	VO / JK	14 August 2026
Prepare and circulate the resident consultation pack covering map, policy, rules, Blue Badge arrangements and enforcement.	JK	Before resident meeting
Speak to Thomas about hall hire issues, including parking and bin misuse linked to hirers.	VO	As soon as practical

5. AGM date, preparation and Board membership

The Board discussed the AGM timetable, required notice period and the practical availability of Board members. The Board discussed possible September dates and October dates because of planned absences. The final AGM date remains subject to venue availability and confirmation.

The Board noted that the AGM preparation will need to include the AGM notice, accounts, auditor position, Board election process, candidate forms and any supporting papers required for residents and shareholders. JK will prepare the resident communication package, including the AGM timeline and application process.

The Board noted that there are currently six full Board members and two co-opted members. The two co-opted members, Sylvia Newman and Linda Bishop, will need to apply formally at the AGM if they wish to become full Board members. The Board also noted that Elvira Hernansanz Perez, Anderson Philip, Peter Matthews and Alfredo Liguori are the longest-serving group and are expected to retire by rotation and reapply if they wish to continue.

Decision / agreement
The AGM should be scheduled for October if venue availability and statutory filing requirements allow. The date discussed was around 12 to 15 October 2026, subject to confirmation.
Elvira Hernansanz Perez, Anderson Philip, Peter Matthews and Alfredo Liguori should be listed as retiring by rotation and eligible to reapply.
Sylvia Newman and Linda Bishop should be informed that they need to apply at the AGM if they wish to become full Board members.

Action	Owner	Due / timing
Confirm AGM venue and Teams arrangements.	VO	As soon as venue availability is known
Prepare AGM notice, candidate forms, timeline and resident communication pack.	JK	Before issuing AGM notice
Confirm the required notice period and filing timeline against CCRMO rules before issuing the AGM notice.	JK / VO	Before AGM notice is issued

6. Auditor position and financial records

The Board discussed the auditor position and correspondence from Jerroms. The Board noted that Jerroms had quoted £8,500 plus VAT to continue the audit and had indicated that approximately £2,200 plus VAT had already been incurred if the work stops now. The Board also noted that a previous Board minute recorded a decision to change auditors and proceed with the auditor identified as Atul / Alexander Dave.

The Board discussed whether Jerroms had been formally instructed for the current year, whether a current-year quotation or engagement letter had been approved, and what documents had been provided to Jerroms. The Board agreed that Jerroms should be asked to provide evidence of authority to proceed, a detailed fee breakdown and any work product completed to date. The Board also agreed that no further work should be carried out by Jerroms without written authorisation from CCRMO.

The Board discussed checking whether the alternative auditor remains available to complete the work in time for the AGM. If the alternative auditor is available, the Board discussed seeking an agreed settlement with Jerroms for any reasonable work already completed, with £1,000 mentioned during the discussion as a possible figure, subject to evidence and further review.

Decision / agreement
CCRMO does not accept the £8,500 plus VAT quote as approved at this stage.
CCRMO does not accept liability for the £2,200 plus VAT at this stage without evidence of instruction, approval, breakdown and work product.
Jerroms should be asked to provide evidence of authority to proceed, a detailed fee breakdown and any completed work product before any payment is considered.
VO should check whether Atul / Alexander Dave remains available to complete the audit within the AGM timetable before finalising the response to Jerroms.

Action	Owner	Due / timing
Ask Jerroms for evidence of instruction, engagement, quotation approval, fee breakdown and work product.	VO	Next update
Check with Cynthia what documents or instructions were provided to Jerroms.	VO	Next update
Check whether Atul / Alexander Dave can complete the audit within the AGM timetable.	VO	Before deciding auditor route
If appropriate after the above checks, negotiate a reasonable settlement with Jerroms and issue any required disengagement letter.	VO / Board	After evidence and availability checks

7. Pending policies and audit actions

The Board noted that approval of pending policies was postponed because there had been no significant update. Policies discussed included balcony guidance, tenancy checks and photography guidance, authority levels, parking and rubbish policy. Valentine explained that the audit team had provided additional time and a spreadsheet, and that she is working through the policy and audit action list.

For the balcony policy, Valentine noted that she wants the building safety managers to review it before it is finalised, as the policy is intended to explain the Lambeth position in a practical way without applying unnecessarily strict requirements unless required.

Decision / agreement
Approval of pending policies was postponed until further work has been completed and any required Lambeth or building safety input has been obtained.

Action	Owner	Due / timing
Continue progressing the audit action spreadsheet and priority policies.	VO	Ongoing
Seek building safety manager input on balcony guidance before final approval.	VO	After building safety visit

8. Estate Director operational update

Valentine provided an operational update. Two long-term voids had gone to Lambeth because they were over £5,000 and were expected to be completed shortly. Arrears were reported to be on target for the previous month. The Board noted that the top ten arrears totalled approximately £53,000, with the highest individual arrear around £8,000 and the lowest in the top ten around £4,000. Valentine will share the KPI report with the Board.

Service charge follow-up has been initiated, but arrears and service charge work remain dependent on office staffing capacity. The Board noted that the recent staff member recruited for this area left as the role was not for her, and recruitment is being revisited.

The Board discussed disrepair. Valentine reported that there are approximately 12 existing disrepair cases and that around three may be closed shortly. These are old cases, not new ones. The Board noted the importance of tenancy checks, photographs and proper documentation to protect CCRMO where damage may have been caused by tenants or where repair responsibilities need to be evidenced.

Action	Owner	Due / timing
Share the latest arrears and KPI report with the Board.	VO	Before next meeting
Continue closing old disrepair cases and document completed works carefully.	VO / Office / Caretaking team	Ongoing
Progress tenancy check and photography guidance to improve evidence and reduce future disrepair exposure.	VO	Ongoing

9. Sheds, parking and bicycle reconciliations

The Board discussed the need to complete reconciliation of shed, parking and bicycle payments. JK noted that notices had already been served with Tinu and that Maggie now needs to follow up with residents to confirm payments and next steps. The Board agreed that arrears, repossession and reletting should move forward once reconciliation is complete.

Action	Owner	Due / timing
Liaise with Maggie to reconcile shed, parking and bicycle payments and identify next steps.	JK / Maggie	Next week
Follow up with shed holders in arrears and progress lock changes, repossession or reletting where appropriate.	VO / Office / JK	After reconciliation

10. Rubbish policy, CCTV, walkabouts and fire safety

The rubbish policy had not yet progressed. Valentine explained that the policy will also need to address dumped rubbish and that Lambeth public protection may be able to help where there are images or identifying details, including issuing fines where appropriate.

The Board discussed CCTV. Valentine and Maggie had been shown how to use the CCTV system and capture images. Some cameras required adjustment, and regular review of the CCTV system was identified as important because one camera issue can affect another.

The Board discussed estate walkabouts and fire safety. A Lambeth building safety manager has been allocated and is expected to attend on 14 August 2026 when the fire truck visits. The Board agreed that walkabouts should be restarted and that the fire risk assessment process should identify high, medium and low risk items. High risk items should be prioritised first, while residents should also be reminded of their personal responsibility for communal safety.

Action	Owner	Due / timing
Progress rubbish and bulky waste policy, including dumped rubbish evidence and escalation route with Lambeth public protection.	VO	Ongoing
Restart estate walkabouts using a clear issue log and monthly follow-up.	VO	End of August / after building safety input
Use the building safety manager visit and fire risk assessment process to prioritise high risk communal items.	VO / Building safety manager	From 14 August 2026
Send previous walkabout reports to Valentine to support the restart of the process.	JK	When requested

11. Health and safety, Domain Court incident and banking access

The Board discussed the recent incident at Domain Court. Valentine reported that there had been communication with the police and that CCTV had been reviewed. The Board noted that CCRMO should wait for the coroner's report before issuing further conclusions to residents. Valentine stated that no immediate action had been identified by the fire safety manager, but any recommendations from the coroner's report will be acted upon promptly.

The Board discussed Unity Bank access. Mike confirmed that he had access. Valentine noted that Mike and Elvira are named users and that Mike may be able to raise a challenge or cancellation request for certain payments through the Unity website. Valentine will send details for two payments that need to be cancelled or challenged.

Action	Owner	Due / timing
Wait for the coroner's report on the Domain Court incident and act on any recommendations.	VO / Board	When report is received
Send Mike details of the two payments to cancel or challenge through Unity Bank.	VO	Following day
Raise cancellation or challenge requests for the relevant Unity Bank payments.	MC	After receiving details

12. Lambeth communal electrics and Section 20

Valentine updated the Board that the communal electrics work appears to relate to Portia Court and Adam Court, not all blocks. Contractors were expected to start the following Monday and to set up in the area in front of Ariel Court, with their own facilities and power source. Access to individual flats will be required at some point to reach cable or fuse box areas.

JK raised concerns that residents had not received adequate notice for access, that no detailed site survey or technical specification had been shared, and that his formal complaint had not been escalated. JK also raised concerns about the cost, the level of detail in the consultation documents, possible external trunking, and whether communal electrical costs are being allocated correctly.

Valentine agreed to raise the concerns with the Lambeth project manager and to look into the complaint escalation position.

Action	Owner	Due / timing
Raise notice, access, technical specification, cost breakdown and complaint escalation concerns with Lambeth/project manager.	VO	At next project contact

Confirm how and when residents will be notified before contractors require access to individual homes.	VO / Lambeth	Before access is required

13. Gardening and grounds maintenance

The Board briefly discussed whether a gardener should be hired for one or two days per week, if the budget allows, to improve estate maintenance and reduce pressure on the caretaker team. The Board noted that some work being completed is cosmetic while overgrown areas, rubbish and potential fire risks may need higher priority.

Action	Owner	Due / timing
Bring back options for part-time gardening support or alternative grounds maintenance arrangements.	VO / Board	Future meeting
Prioritise high-risk overgrown or rubbish areas before cosmetic grounds work.	VO / Caretaking team	Ongoing

14. Garages and parking bay interaction

The Board discussed the garage policy, the MMA position and the difference between Lambeth-administered garages and CCRMO-administered parking bays. It was noted that Lambeth appears to administer the garage lettings, while CCRMO may have repair obligations and may administer parking bays separately. The Board agreed that the position needs to be clarified with Lambeth before any enforcement or policy changes are made.

The Board noted that CCRMO should not interfere with matters that are for Lambeth to administer, but may separately consider how garage use interacts with CCRMO parking bay allocation where CCRMO is responsible for the bay allocation. The current garage policy on the CCRMO website should be reviewed in light of the MMA and Lambeth's role.

Action	Owner	Due / timing
Clarify with Lambeth the respective responsibilities for garage lettings, garage repairs, waiting lists, garage policy and the interaction with CCRMO parking bay allocation.	VO / Mohammed Miah	Future meeting
Review the published garage policy against the MMA and Lambeth's administration responsibilities.	VO / Board	Future meeting

15. Any other business and close

No further substantive business was recorded. The meeting closed at approximately 19:53, based on the recording length.

The next Board meeting date is to be confirmed.

Consolidated action log

Action	Owner	Due / timing
Publish previous minutes.	JK	Following week
Progress outstanding office and cleaning recruitment.	VO	Ongoing
Confirm P4Parking ticket status and payment/fine progression.	JK	Before next parking update
Request P4Parking camera/ANPR details and service options.	JK / VO	Before final parking decision
Confirm fire access during fire brigade visit.	VO / JK	14 August 2026
Prepare parking consultation pack.	JK	Before resident meeting
Speak to Thomas about hall hire parking and bin issues.	VO	As soon as practical
Confirm AGM venue and Teams arrangements.	VO	As soon as venue availability is known
Prepare AGM notice, candidate forms and timetable.	JK	Before issuing AGM notice
Confirm AGM notice and filing requirements.	JK / VO	Before AGM notice is issued
Ask Jerroms for evidence, breakdown and work product.	VO	Next update
Check with Cynthia what was provided to Jerroms.	VO	Next update

Check alternative auditor availability.	VO	Before deciding auditor route
Progress audit actions and pending policies.	VO	Ongoing
Seek building safety input on balcony guidance.	VO	After building safety visit
Share arrears and KPI report.	VO	Before next meeting
Continue closing old disrepair cases with evidence.	VO / Office / Caretaking team	Ongoing
Progress tenancy check and photography guidance.	VO	Ongoing
Liaise with Maggie on shed, parking and bicycle reconciliation.	JK / Maggie	Next week
Progress shed arrears, lock changes, repossession or reletting after reconciliation.	VO / Office / JK	After reconciliation
Progress rubbish and bulky waste policy.	VO	Ongoing
Restart estate walkabouts.	VO	End of August / after building safety input
Use FRA/building safety process to prioritise high risk communal items.	VO / Building safety manager	From 14 August 2026
Wait for coroner's report and act on recommendations.	VO / Board	When report is received
Send Unity payment details to Mike.	VO	Following day
Raise Unity cancellation or challenge requests.	MC	After receiving details
Raise Section 20 and communal electrics concerns with Lambeth/project manager.	VO	At next project contact
Confirm resident access notice process for communal electrics works.	VO / Lambeth	Before access required
Bring back part-time gardening options.	VO / Board	Future meeting
Clarify garage responsibilities with Lambeth.	VO / Mohammed Miah	Future meeting

Consolidated decisions and agreements

Decision / agreement
Previous Board minutes from 6 July 2026 were approved.
There were no objections to proceeding with Dominic on an 18-month fixed-term arrangement, subject to normal HR and budget checks.
Parking map and policy changes should proceed to resident consultation before final approval.
Preferred line-painting contractor may proceed subject to final checks and fire access confirmation.
Blue Badge resident parking reduction should be proposed at 25%, subject to consultation and final approval.
AGM should be scheduled for October if venue availability and filing requirements allow, with dates around 12 to 15 October discussed.
Named full Board members retiring by rotation should be invited to reapply if they wish to continue.
Co-opted members should apply formally at the AGM if they wish to become full Board members.
CCRMO does not accept the Jerroms £8,500 plus VAT quote or £2,200 plus VAT incurred amount as approved at this stage without supporting evidence.
Pending policies remain postponed until further work and relevant input are completed.

Prepared by Julien Kroll, Secretary. Revised draft prepared for Board review.