CCRMO Board Meeting – Minutes

Date: 4 March 2026

Time: 18:00 to 19:30

Location: CCRMO Office, 1 Opal Street SE11 4HZ and Microsoft Teams

Attendance

Present	Apologies
Valentine Ohagwa (Interim Estate Director) Alfredo Liguori Julien Kroll (Secretary) Mike Corney (Treasurer) Peter Matthews Sylvia Newman Linda Bishop Lucy (Lambeth) Tony (resident from Hamlet Court)	Elvira Hernansanz Perez (Chair) Mohammed Miah (Lambeth Council) Anderson Philip

Minute taker: Julien Kroll

Items Discussed

0. Opening

- In the absence of the Chair and Vice-Chair, Julien Kroll presented the agenda and acted as Chair.
- One resident joined; reminded that they must step out for confidential discussion.
- Conflicts of interest: none declared.

1. Quorum & Previous Minutes

- Quorum confirmed.
- Previous minutes approved unanimously.
- Original signed minutes to be stored in the Board cabinet; available to auditors on request.
- Anonymised versions are published on the website and are not signed.

2. Review of Action Items

- Open actions reviewed (see Action Log).

3. Estate Director Update

- Arrears: on track.
- Voids: 2. One ready; one awaiting radiator replacement (Lambeth attended today—completion expected shortly).

- Service charges: 4 residents with no payment. VO to engage and collect outstanding amounts. Note: historic overestimation by Lambeth has led some leaseholders to withhold payment; 2026–2027 estimates reportedly account for prior actuals.
- Tenancy checks: currently on Wednesdays. New form and policy to be submitted to Lambeth for pre-approval.
- Staffing: following Alan's departure, options for replacement and evolution of the ground-staff structure discussed. 2026–2027 budget needed to set salaries and scope; to be discussed at next meeting.
- Sheds: policy approved and live on website. Next actions: display the policy on the information board; distribute letter to residents; invite sign-ups to the distribution list for new availability.
- Fire list: in line with new regulations, a FireBox register per tower will indicate residents requiring assistance with evacuation (tick-box only—no sensitive details). This also presents an opportunity to combine with tenancy checks.

4. Sheds

- Update as above.

5. Parking Tracker & Data

- Provide a tracker (similar to the shed tracker) to the Board at the next meeting.

6. Finance

- Budget review and next-year forecast: current projection negative (approx. £30k). Staffing adjustments likely required based on available budget.

7. Salary & Resources

- Discussed current staffing, future resourcing, training and talent needs. Salary increases to be considered after budget estimates are finalised.

8. Garden Committee

- A new Chair is required. This is a matter for the gardeners to elect/appoint; not a Board decision.

9. Fuel Card

- Fuel card received at the Office. CO to confirm the use case with Alan and cancel if not required.

10. Summer Camp Proposal

- Partnership proposal declined due to conflict (director is a resident) and current budget constraints. VO to notify the company.

11. Rubbish & Hamlet Disposal

- Board to consider a controlled approach: disposal by prior booking with the office; fines for unbooked disposals (indicative range £50–£1,000 depending on items).

12. Code of Conduct & Confidentiality

- Updated versions to be provided at next meeting; signatures required from all Board members.

Open Actions from Previous Meetings (Reviewed)

Done	Action	Owner	Due
Yes	Provide arrears report update	VO	6 Feb 2026
Yes	Update on voids (2-bed door install; bedsit with Lambeth)	VO	6 Feb 2026
Yes	Serve NTQ and supervise clean/clear of deceased tenant property; document with photos	VO	6 Feb 2026 (initial)
Partially, Policy to be approved	Implement Wednesday tenancy checks incl. photos; define estate walkabout frequency (policy to be provided at next meeting)	VO	Feb 2026
No	Reconcile shed/bike tracker; issue letters to register/repossess; re-let unused Hamlet shed	VO	Feb 2026 (postponed)
Yes	Attend office to walk through shed tracker and provide tracker copy	JK	4 Feb 2026
On going	Share parking contractor enforcement guidelines and align to CCRMO policy (incl. Blue Badge rules)	VO	14 Feb 2026 (postponed)
Yes	Set enhanced Sunday patrols at peak times	VO / Parking contractor	Immediate / ongoing

	to address church parking		
No	Obtain updated quote and schedule for repainting lines/bays (summer window)	VO	29 Feb 2026 (on hold pending policy)
No	Obtain correct CCTV quotes (garden and rear/parking); confirm legal requirements	VO	29 Feb 2026 (in progress)
Yes	Finalise two-stage complaints policy; send to Lambeth for validation; publish on website	VO	29 Feb 2026 (draft to Mo)
Partial	Complete banking signatory changes (Lloyds complete); finish Unity Bank signatory and access for VO/MC	VO / MC	29 Feb 2026 (Unity outstanding)
No	Identify/appoint external HR consultant; progress contract change drafting (4/5-day requests)	VO (with Mo)	29 Feb 2026 (in progress)
No	Options for resident email distribution list; liaise with Lambeth IT (Mo); consider opt-out logistics for paper notices	JK / Mo	15 Feb 2026 (in progress)
Yes	Publish VO introduction and walkabout dates on website/noticeboards (walkabout dates pending)	VO	10 Feb 2026
No	Implement new visitor permit system (£2.20, 24h)	YO	Not done
No	Caretaker to repaint parking lines	Caretaker	To be done
No	Ban multiple bays per household — bring data and plan to next	YO	Next meeting

	meeting; implement progressively		

New Actions – 4 March 2026

Action	Owner	Due
Engage with the 4 residents in arrears to agree repayment/collection plan and update Board.	VO	By next meeting
Follow up with Lambeth on radiator replacement for the remaining void; confirm readiness date.	VO	By next meeting
Submit new tenancy-check form and policy to Lambeth for pre-approval.	VO	By next meeting
Prepare 2026–2027 budget scenarios and staffing options (incl. salary proposals) for decision.	VO / MC	By next meeting
Display shed policy on information board; prepare and distribute resident letter; open sign-up list for shed allocation.	Office / VO / JK	By next meeting
Establish FireBox assistance register per tower (tick-box list); draft resident communication and align with data-protection requirements.	VO / Office	By next meeting
Provide Parking Tracker (data and allocation) similar to the shed tracker for Board review.	VO / JK	By next meeting
Prepare options to address £30k projected deficit (savings/efficiencies and revenue options) linked to staffing plan.	MC / VO	By next meeting
Confirm need for fuel card with Alan; cancel if not required.	VO	By next meeting
Notify the company of the decision to decline the summer camp partnership.	VO	Immediate
Draft "book-to-dispose" rubbish policy (incl. indicative fines and	ALL	Discuss in next meeting

enforcement steps) for Board approval; validate legal basis with Lambeth.		
Circulate updated Code of Conduct and Confidentiality for signature at the next meeting.	VO	Next meeting

Prepared by: Julien Kroll (Secretary)