



Board Meeting

3 February 2026, 18:00-19:00

CCRMO Office, 1 Opal Street SE11 4HZ & Teams

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Present

- Valentine Ohagwa (Interim Estate Director)
- Elvira Hernansanz Perez (Chair)
- Alfredo Liguori
- Julien Kroll (Secretary)
- Mike Corney (Treasurer)
- Peter Matthews
- Sylvia Newman
- Anderson Philip
- Mohammed Miah (Lambeth Council)

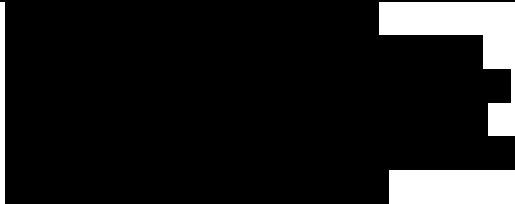
Apologies

- Linda Bishop
- Yemi Omole

Minute Taker: Julien Kroll

Minutes

Item	Details
0	Conflict of interest: none declared.
1	Quorum: Yes. Approval of previous minutes: December 2025 minutes approved and to be signed/archived; they had already been published on the website. Next meeting: Tuesday, 3 March 2026. Amended later to 4 th of March
2	Estate Director update: Arrears: update to be provided by end of week when arrears officer is in. Voids: 2-bed void awaiting specialist Gerda fire door installation (works booked for this week); bedsit void returned to Lambeth for boiler leak and missing radiators—status update due end of week. Deceased tenant property [REDACTED]

	
3	<p>Tenancy checks: approx. four completed recently; Wednesday afternoons designated for tenancy checks going forward.</p> <p>Checks to include photos documenting general condition (damp/mould, repairs, hoarding) to attach to the unit record.</p> <p>Estate walkabouts to include visits to vulnerable residents; frequency to be defined.</p>
4	<p>Sheds & bike storage tracker: current tracker incomplete (examples missing, including JK's paid shed). Notices placed in Dec remain unresolved; at least one unused shed in Hamlet should be repossessed and re-let.</p> <p>Income opportunity estimated ~£10,000 once tracking and lettings are put in order; high resident demand expected to fill vacancies quickly.</p> <p>Action: interim director to reconcile tracker with office and issue registration/repossession letters; JK to attend office on Wednesday to walk through tracker.</p>
5	<p>Complaints handling: inbox management to be tightened—register, acknowledge, and respond within timeframes.</p> <p>Policy compliance: update required to a 2-stage process (Stage 1: CCRMO; Stage 2: Lambeth corporate complaints).</p> <p>Draft initiated previously; to be finalised and shared with Lambeth for validation prior to publication on website.</p>
6	<p>Parking enforcement: weekend wardens issued tickets to residents parking correctly on double yellow lines with permits; enforcement company to share current operating guidelines and align with CCRMO policy, including Blue Badge rules.</p> <p>Church events: recurrent obstruction on Sundays; request increased patrols at peak times (e.g., morning and mid/late</p>

	<p>afternoon) and ensure P4 focuses on these windows. Road markings: prior approval/budget exists to repaint bay/line markings; obtain updated quote and book for summer (weather permitting).</p>
7	<p>CCTV: obtain correct quotes to add two cameras (communal garden and rear/parking) Confirm legal requirements (data protection, signage, coverage) prior to installation.</p>
8	<p>Treasury: progressing transfer of Lloyds signatories/access (remove Angie/Yemi as applicable, add Mike and Valentine); aim to complete by end of month.</p>
9	<p>HR consultant: former advisor retired; seek external HR support for contracts and employment advice (e.g., staff moving to 4/5-day contracts). Lambeth to advise if any suitable contacts; VO to follow up with sector peers (e.g., Cowley, Wellington Mills).</p>
10	<p>Resident communications: create opt-in email distribution list; keep noticeboards updated; reduce paper drop reliance.</p> <p>Lambeth IT to confirm whether TMOs can access council mailing tools; otherwise source a low-cost/free alternative. VO to publish a short “welcome/availability” note and upcoming estate walkabout dates on website/noticeboards.</p>

Open Actions From Previous Meetings (for review/ticking)

Done	Task	Owner	Notes/Status
<input checked="" type="checkbox"/>	AGM minutes for email approval	JK	
<input type="checkbox"/>	Send KPI report to board when available	YO	Needs to be done
<input checked="" type="checkbox"/>	Send letter to neighbours about tenant issue	YO	
<input type="checkbox"/>	Board to approve Tenancy Check Photo Guideline	All	
<input type="checkbox"/>	Shed Tracker for next meeting	YO	

<input checked="" type="checkbox"/>	Provide complaints policy and process document for website	YO	
<input checked="" type="checkbox"/>	Digitalise outdated documents from internal audit	JK	
<input type="checkbox"/>	CCTV quote for garden (1 camera)	YO and Alan	
<input type="checkbox"/>	Update parking policy for board approval	YO	
<input type="checkbox"/>	Ask P4 to enforce church parking on Sundays	YO	
<input type="checkbox"/>	Implement new visitor permit system (£2.20, 24H)	YO	Not done
<input type="checkbox"/>	Caretaker to repaint parking lines	Caretaker	
<input type="checkbox"/>	Ban multiple bays per household (start of year)	YO	

New Actions - 3 February 2026

Done	Action	Owner	Due
<input type="checkbox"/>	Provide arrears report update	VO	By 6 Feb 2026
<input type="checkbox"/>	Update on voids (2-bed door install; bedsit with Lambeth)	VO	By 6 Feb 2026
<input type="checkbox"/>	Serve NTQ and supervise clean/clear of deceased tenant property; document with photos	VO	By 6 Feb 2026 (initial)
<input type="checkbox"/>	Implement Wednesday tenancy checks incl. photos; define estate walkabout frequency	VO	Feb 2026
<input type="checkbox"/>	Reconcile shed/bike tracker; issue letters to register/repossess; re-let unused Hamlet shed	VO	Feb 2026
<input type="checkbox"/>	Attend office to walk through shed tracker and provide tracker copy	JK	Wed 4 Feb 2026
<input type="checkbox"/>	Share parking company's written	VO	By 14 Feb 2026

	enforcement guidelines and align to CCRMO policy (inc. Blue Badge rules)		
<input type="checkbox"/>	Set enhanced Sunday patrols at peak times (e.g., ~08:00 & ~14:00/16:00) to address church parking	VO / Parking contractor	Immediate / ongoing
<input type="checkbox"/>	Obtain updated quote and schedule for repainting lines/bays (summer window)	VO	By 29 Feb 2026 (quote)
<input type="checkbox"/>	Obtain correct CCTV quotes (garden + rear/parking); confirm legal requirements	VO	By 29 Feb 2026
<input type="checkbox"/>	Finalise two-stage complaints policy; send to Mo/Lambeth for validation; publish on website	VO	By 29 Feb 2026 (draft to Mo)
<input type="checkbox"/>	Complete banking signatory changes (Lloyds) and access for VO/MC	VO / MC	By 29 Feb 2026
<input type="checkbox"/>	Identify/appoint external HR consultant; progress contract change drafting (4/5-day requests)	VO (with Mo's input)	By 29 Feb 2026
<input type="checkbox"/>	Draft blurb and options for resident email distribution list; liaise with Mo on Lambeth IT tools	JK / Mo	By 15 Feb 2026
<input type="checkbox"/>	Publish VO introduction and walkabout dates on website/noticeboards	VO	By 10 Feb 2026

These minutes were prepared by: Julien Kroll (Secretary)

