CCRMO Board Meeting – Minutes

Date: 6 July 2026
Time: 18:00 → 19:30
Location: CCRMO Office / Microsoft Teams
Minute taker: Julien Kroll

Attendance

Present	Apologies
Valentine Ohagwa (Estate Director) Mohammed Miah (Lambeth Council) – online Julien Kroll (Secretary) online Mike Corney (Treasurer) – online Alfredo Liguori Elvira Hernansanz Perez (Chair) Marius, P4Parking online	Linda Bishop Anderson Philip (online) Peter Matthews Sylvia Newman

Items Discussed

1. Opening, quorum and previous minutes

The meeting opened with the parking item so that the invited representative from P4Parking could contribute first.

Quorum was confirmed after Elvira joined the meeting.

The previous minutes were approved by those present unanimously.

2. Parking enforcement with P4Parking

The Board raised concerns that Sunday parking issues remain a recurring problem, particularly linked to users of the community hall parking in residents' areas and sometimes blocking residents in.

P4Parking confirmed that Sunday patrols do take place, although not always by the regular weekday warden. P4Parking also explained that tickets may be issued by post where it is unsafe for wardens to place a yellow notice on the vehicle.

The Board requested Sunday enforcement metrics for the last couple of months so that resident complaints can be answered with evidence.

The Board explained that the existing online reporting process is difficult to use, particularly because image upload limits make reporting unreliable.

P4Parking confirmed that enforcement can be supported using CCTV images, provided the images show the vehicle clearly and include date and time evidence. Four pictures or screenshots are required.

P4Parking also confirmed that a self-ticketing app can be provided to selected authorised users. The Board agreed that this would be a practical first step before considering additional camera installation.

P4Parking offered to install a camera covering the relevant area if access to the site router, wired or wireless, can be arranged. Valentine will look into this separately with P4Parking if needed.

3. Parking line proposal and policy

Julien presented the draft parking layout. The current draft includes approximately 89 numbered bays and 17 visitor bays, with around 105 spaces in total, subject to confirmation of fire access and final line-marking review.

The Board discussed removing cross-hatched areas and using double yellow lines, with kerb markings where needed, so that parking and stopping are only permitted in designated bays.

The Board noted that confirmation is still needed from the fire team or fire brigade on areas where access may be tight, especially where larger vehicles or vans could affect emergency access.

The Board discussed whether any designated disabled bays are required. The current proposal does not include new dedicated disabled bays, but the policy approach for Blue Badge holders requires further discussion.

The Board discussed the current practice that Blue Badge holders may have been able to obtain a bay free of charge. Concerns were raised about fairness, affordability and vulnerability. Options discussed included charging the standard rate, applying a reduced rate, applying an administration charge, or consulting residents before deciding.

The Board agreed that the Blue Badge parking approach should be included as a discussion point with residents before a final decision is taken.

The proposed approach for second vehicles was discussed. A second vehicle would not receive a guaranteed bay, but could use visitor bays under a monthly permit. The proposed charge discussed was double the standard bay charge; based on the current discussion this would be £24 per month if the standard bay remains £12 per month.

Julien offered to prepare a summary presentation for a resident meeting on the parking proposal. Valentine agreed that parking should be given proper time as a separate resident consultation, preferably before the AGM.

4. Estate Director update: voids, arrears and tenancy matters

Valentine reported that the previous voids [redacted]

There are currently two long-term voids being handled by the council: [redacted] The council identified [redacted] and Valentine has requested details of the location, quantity and type of asbestos identified.

The Board discussed a property in Hamlet where tenancy enforcement action is being progressed through legal channels. Valentine will provide a further update outside the meeting.

Valentine reported that 75 households are currently in arrears if all balances below nil are included. The highest arrear is just under £8,000 and the lowest arrear is £12.35. The top 10 arrears total approximately £51,000.

Valentine explained that arrears chasing and service charge follow-up have been limited due to staffing constraints and will need to be picked up once staffing is stabilised.

Mike asked about KPI performance. Valentine reported that the recent compliance discussion was more positive than expected and that rent collection figures were not as poor as anticipated, possibly helped by Universal Credit or housing benefit payments.

5. Sheds, parking trackers and reconciliations

Valentine reported that shed, parking and bicycle reconciliation work has been allocated to Maggie, but the update was not completed before the meeting.

The Board agreed that the priority is to reconcile payments and accounts, as payments are being made into one account and need to be matched correctly.

Valentine agreed that this reconciliation should be completed by the end of the month before enforcement or repossession steps are progressed.

Julien noted that sheds with substantial arrears should receive a final contact attempt and, if no payment is made, should be recovered and re-let to avoid ongoing losses.

6. Staffing, recruitment and operations

[redacted]

The Board discussed staffing pressures and the difficulty of securing reliable temporary staff. Valentine reported that one temporary worker did not start as expected and another has been given notice.

Valentine explained that the office has not had the manpower to progress some areas, including rent chasing, service charge work and some resident-facing activities.

Valentine proposed exploring a part-time maintenance resource for around two days per week to support Errol with repairs and historic disrepair items. The Board supported this in principle, noting that additional maintenance capacity should reduce costs and improve resident satisfaction in the longer term.

Valentine noted that there are approximately 10 current disrepair cases, including some minor cases, and that historic incomplete repairs can lead to further legal and compensation costs.

7. Community fire event and communal electrics

Valentine reported that a fire truck community event is planned for 14 August, from approximately 14:00 to 18:00, mainly for children and families. The event was proposed following three recent occasions where the fire brigade had to be alerted.

Valentine reported that Lambeth Council has indicated it will renew communal electrics in the blocks and that a contractor has visited. A site cabin may be placed near Dumain and the grass reinstated afterwards.

Julien raised concerns about the Section 20 process and requested further clarity before works proceed. Valentine agreed to obtain and share more information about the Lambeth project.

8. Audit, policies, health and safety, banking and contract matters

Valentine reported that the auditor, Graham, is being kept updated on progress. Previous audit actions remain open and include policy updates and health and safety matters.

Mark, the HR consultant, also supports health and safety and has reviewed some areas. Initial observations included the need for a lock on a materials cupboard, a site signing-in book for staff working outside, a minor garage repair and a training programme for outside staff.

[redacted]

9. Rubbish policy and gardening

The Board briefly returned to the rubbish policy, particularly issues with large items and misuse of bin areas. This remains an item to progress.

The Board also discussed the need for gardening support. A part-time gardener or shared resource with another RMO was suggested as a practical option, especially to reduce pressure on repair staff during grass-cutting and summer maintenance periods.

10. Close

The meeting closed shortly after the staffing, audit, rubbish and gardening updates. Mike thanked Valentine for her work and acknowledged the pressure caused by the current staffing situation.

Action Log – Open and New Actions

Action	Owner	Due
Request Sunday enforcement metrics for the last couple of months from P4Parking.	VO	Next meeting
Arrange access to the P4Parking self-ticketing app for selected authorised users.	VO / JK / P4Parking	As soon as practical
Consider whether a P4Parking camera is needed and whether router access can be provided.	VO / P4Parking	After app trial / as needed
Review parking line design to include double yellow lines and kerb markings where needed, and remove cross-hatched areas where appropriate.	JK / VO	Before final quote
Confirm proposed parking design with the fire team or fire brigade, including emergency access around tight areas and visitor/delivery bays.	JK / VO	Before approving line painting
Obtain and compare updated contractor quotes for parking line painting, ensuring quotes are comparable in terms of preparation, paint type and removal/covering of old markings.	VO / JK	Next meeting
Prepare a resident-facing summary or presentation on the parking proposal and policy changes.	JK	Before resident meeting
Organise a resident consultation meeting on parking, preferably before the AGM.	VO / Board	Before AGM
Include Blue Badge parking arrangements as a resident consultation item before finalising the parking policy.	Board	Resident meeting
Provide further information on asbestos identified in 18 Falstaff, including location, quantity and type.	VO	Next update
Provide an update on tenancy enforcement for the Hamlet property discussed in the meeting.	VO	Next update
Restart arrears chasing and service charge follow-up once staffing capacity is available.	VO / Office	When staffing stabilises
Complete reconciliation of shed, parking and bicycle payments/accounts.	Office / VO / Maggie	End of July 2026
After reconciliation, make final contact with shed holders in significant arrears and progress repossession/re-letting where appropriate.	VO / Office / JK where helpful	After reconciliation
Confirm interview dates for permanent roles and progress recruitment following the staffing consultation.	VO / Mark	July 2026
Explore part-time maintenance support for approximately two days per week to support repairs and disrepair backlog.	VO	Next update
Obtain and share more information from Lambeth about the communal electrics project and Section 20 implications.	VO	Next update
Progress outstanding audit actions, including policy updates, health and safety items, site signing-in process, cupboard lock, minor garage repair and staff training programme.	VO / Mark / Office	Ongoing
Review and update Unity Bank access so only appropriate Board members or authorised staff can view sensitive banking information.	MC / Elvira / VO	Next meeting
Finalise Valentine's contract and associated HR documents.	VO / Mark / Board	Immediate follow-up
Progress rubbish policy for large items and bin-area misuse.	VO / Board	Next meeting
Explore part-time gardener options, including whether another RMO can share a gardener for a few days per week.	VO / Board	Summer 2026

Decisions / Agreements Recorded

The previous minutes were approved once quorum was confirmed.

The P4Parking self-ticketing app will be pursued as the preferred first step to improve enforcement.

The parking proposal should be taken to residents for consultation, with enough time for meaningful discussion before final implementation.

Blue Badge parking arrangements require further discussion before the policy is finalised.

Additional maintenance capacity is supported in principle because it may reduce disrepair costs and improve resident satisfaction.

Prepared by: Julien Kroll, Secretary