



Board Meeting 10 March 2025, 5.30 pm - 7.30pm
CCRMO Office, 1 Opal Street SE11 4HZ & Teams

Present (on Google Meet):

Stephen Kerbel
Sylvia Newman
Elvira Hernansanz Perez
Alfredo Liguori
Anderson Philip
Peter Matthews
Angie Lieu

Apologies:

Anderson Vitaal
Linda Bishop

Conflicts of Interest:

None declared

It was noted that minutes of the previous meeting are delayed. Also, perhaps avoid having presentations during Board meetings as it is time consuming.

1. Estate Manager's Update

1.1 ST gave an update. As at the last meeting there are still 3. With disrepair – there is one ongoing case and it was adjourned last month. Tenant raised past issues at court but there's no justification for this. Hopefully the case will be thrown out at court. Regarding boilers, there have been many replacements noticed by ST. Majority on the list have been done but one concern is running out of funds. ST asked LBL about an allowance increase but this is not confirmed yet. Boiler replacement costs are high and CCT could be in deficit if using all of the money. A Lambeth rep will undertake a survey to determine the state of boilers.

1.2 The office worker will be part time from April (Monday, Wednesdays & Fridays). Sum of £4k plus will be paid to the agency as a 'release fee'. It is a saving to have agency workers employed directly. Board member asked about the budget. ST will meet on Weds to discuss savings. For instance, so much is spent on windows. In the Tenancy Agreement if one window can open, others are not required to. This could be a way of saving money. As long as there is air circulation, con-

densation should not be an issue (Board member felt otherwise). Board member noted many tenants' homes had damp. ST did demonstrate money spent on mould spray when he asked for Lambeth an allowance increase.

Board member noted most residents' windows are closed, though she opens all of her windows. ST agreed and noted seeing a door handle 'sweating' once. The ground floor 1 bedroom dwellings are very small. ST felt Maggie might have more ideas around saving money. ST was confident that Lambeth will increase the budget.

1.3 Steve asked about the income officer role. Until there's a new budget agreed by Board, it is questionable how the income officer role fits in with the Housing Officer. Board member recalled sending the budget to Board members and there is budget for an Income Officer. Board member explained how the role was needed and beneficial (e.g. making a case to the council for increased allowance by demonstrating better KPI). To effectively carryout the office duties, an Income Officer is required. It can be reviewed after 6 months. Many RMOs have Income Officers as part of their staffing.

Board members felt the performance statistics were higher when there were more staff. Steve noted Idham published a report that mentioned Cottington Close scored excellent when he left. It seems the subsequent Board dropped the ball afterwards.

2. Update – recent burglary

2.1 ST noted the Seacom alarm system was inactive and not linked to the police. Head of neighbourhood confirmed this and will now link this alarm system to the police. ST had tested the alarm and found it was not linked. Additionally, the office door is not a proper fire door. It should have a push bar. There has not been a full building inspection – alarm and fire door confirmed this. Regarding insurance, receipts are being sent and the claim should be received next month. Staff were told to take their laptops and mobile phones home. Head of neighbourhood is liaising with the police. The culprits were captured on video and police stated that they were well known. Insurance excess is £500 and the laptops from Lambeth are insured. Claim is £800 and around £600 for the laptop.

2.2 Regarding duration of Income Officers probation; ST noted worker had been on site since September and a probation might not be necessary. Board member felt probation would be useful.

2.3 Anderson asked about the £800. ST confirmed the safe was broken and cash stolen. Anderson wondered why laptops were not kept in the safe. Anderson also asked about a fire drill. ST – the building operation manager does this every other week. Regarding a business continuity plan, ST sent information to Elvira today. Building is council controlled as safety measure staff will take laptops home. Fire door and alarms are Lambeth's responsibility. Regarding having a cash free environment; during the time when there were signatory issues with banking, money could not be paid into accounts. Once banked it would have been cashless, sadly money stolen. There is a new safe and a claim was made for this (i.e. ST had to list all damages). Cost of this claim is around £150. **Board members advised ST to have a list of the damages for next meeting.**

3. Budget

3.1 Draft budget was sent to all Board members. Surplus was under £1k. Elvira, ST and account had met but the budget is not finalised yet. Board training was around £4k and there is not a plan to do more this year. This means that sum can reduce. Perhaps move £1k to community gardens. There was not sum for gardens before and invoices were all lumped together. Concluded that there is an account for gardening. There are plans to use the money this year. The over allocation can be moved to 'gardening' and 'events'. It is suggested to use half of next meeting and work through the budget (no objection)

3.2 Regarding signatories, Steven worked with Lloyds Bank but had to restart the process. There is access to the Unity account now. In the new budget the salary increases are shown. The lights project and painting costs will come from reserves. No more money has been put into the reserves. Around £10k was used for boilers. The bigger blocks were done but lower ones might cost less. It does depend on things like materials used.

3.3 Steve gave an update - Lloyds Bank said they will look at putting Angie as a second signatory tomorrow. This means accounts can be viewed, including online. There will also be a cheque book.

3.4 Regarding events committee, a request for volunteers was made but there were no responses. Easter event – Board member (Lilian?) advised caution around religious events like Easter and giving out eggs. It could offend non-Christians. One suggestion is having a spring event in May. Distributing small pots and bulbs to residents could be wasteful, as many might not use them. There does not have to be a 'Christmas Party' – it could be termed 'Winter Party'. Perhaps have a large event in June/July instead of Easter. ST explained his former TMO had fundays with features like balloon making, face painting, a bouncy castle and so on. Anderson felt the UK was a Christian country and removing such celebrations was unfair. Board member felt there were several parties on the estate already. Others recalled 'movie night' and it being fun. Steve felt the gardens should be supported. Perhaps one or two members of that committee can attend Chelsea Flower Show.

3.5 It would be good to have a General Meeting before AGM. There are around 4 days to plan for. In terms of how best to inform residents, perhaps have one large event in the Summer. A red bus was hired last year to see the Christmas lights. Will need to update noticeboards accordingly, and notify people too. At the meeting many will ask questions, there could be some negativity. ST – meeting purpose is to present budget, explain any plans and other governance matters. It is not for individual complaints.

4. Gardening

4.1 Volunteers worked with Mark doing a lot including trimming rosebuds. Dennis overhauled the garden and bulbs were all planted. Things are looking good and work will start on the greenhouse tomorrow. As mentioned, will use some of the reserves for gardening. Mark has some great ideas and is knowledgeable. It should look nice in the summer.

4.2 There are beds for food growing in communal gardens. Residents want these beds but do not know who to contact. No one seems to know anything about the beds. Proposal is that the office takes ownership; have a list of owners in a folder. Another suggestion is to put phone number of gardening SC members for contact. If beds are not used for 3 weeks they will be taken away. It is advisable to notify the gardening group. The beds do need to be numbered clearly, then letters sent. Some bed users are non-estate residents. The letter should state that beds must be re-claimed within one month.

ST advised against causing too much hassle for staff. Some might object to giving office staff their information. Criteria could include ensuring the bed is kept tidy, or it will be taken.

5. Complaints

5.1 This was in relation to a miscalculated service charge. A resident wrote to the office because of this. CCTV and electricity costs were incorrect. The resident felt the office gave Lambeth information, which led to the wrong service charge being issued. ST did ask office staff to email Lambeth and copy him (this was done). ST noted office staff collect money but the Lambeth leaseholder team issue charges. Board member queried the CCTV charge as it was free.

ST explained that Lambeth provided money for CCTMC to pay for a caretaker. Caretaking is part of a service. **ST will check if an allowance is paid for CCTV – action**

ST did ask Lambeth to explain to the leaseholder why he was being charged for CCTV. Steve noted the resident leaseholder also complained about wrong electricity information being given to Lambeth. One Board member felt the amount was duplicated. Steve wondered if office could write to Lambeth about this double charging. It would be good to try and resolve the resident's complaint. Board member wondered how people were supposed to know what they should be charged. It seems the error was applied to the entire block. ST will need to look in detail at past CCTV costs.

5.2 A parking bay also caused a resident to make a complaint. Some have two bays and this was raised previously. Parking needs to be reviewed. ST agreed this area needed to be tidied up, but there were other pressing priorities. Anderson recalled ST was to look at bay allocation (i.e. about 3 months ago). ST reiterated that there were other pressing matters, and parking will be looked into. Anderson felt the matter was a priority for residents. ST noted it will be addressed but was not priority. **Steve recalled there was an 'issues list' and wondered if this could be reintroduced by ST – action.** Such a list helped with tracking priorities and confirming what has been done. Other agreed the list would be useful and could have start/end dates.

5.3 Lift issues – Anderson felt it was an ongoing issue. Perhaps the lift cameras could be used to identify the culprit. Board member confirmed the perpetrator was now known. The actions could be a tenancy breach. However, there might be some mental health issues too.

5.4 Website – this led to a complaint as it was not updated. Julian was asked to upload the Secretary's report but did not, as he disagreed with its contents. Charlene is capable of uploading to the website and will do so. ST recalled Julian said the site was hard to navigate. Charlene was given details and also struggled with it. There is now a step-by-step guide and Charlene did the required uploading. Board member asked to be informed when residents do task for CCTMC. ST clarified that Charlene now had full control to the website (may require password change to prevent anyone having access).

6. All Other Business

6.1 New Board Members – this could be done in May or September. Anderson suggested announcing that more Board members are needed. There is no need waiting until September. At the last AGM it was recalled that some residents put their names forward to join the Board. Peter asked about observing meetings before applying to join the Board (*no objection but not to observe a 'sensitive' meeting*).

6.2 It is suggested reducing issuing the newsletter to once or twice yearly. The costs of production are high and perhaps this does not need to be issued quarterly (no objection noted).

6.3 Peter asked about previous meeting minutes. The minute taker was unwell, recordings were sent. Stephen chased and the minute taker was to attend this meeting. Peter offered to type up minutes of the last meeting. ST will also source for an alternative minute taker.

6.4 As Peter missed start of the meeting, brief recap of the website was given. Charlene has full control. It was agreed that the website password will be changed so no residents would have access.

Board meeting closed at 7.30pm
