



## AGM Held on Tuesday 29th September 2015 commencing at 7.00 pm in the TMO Meeting Room

### **Present:**

**Residents:** Ursula Deniflee, Anna Dimarino, , George Moore, Don Nunan, Roger Sweet, Dana Tabaquinho, Boyd Walters

**Board Members:** Phillipe Chery, Michael Conlon, Zoe Kennedy, Karen Illingworth Louise Spencer, Barbara Sweet, Alex Tabaquinho

**Southwark Council Housing Staff:** Tracy Stedman, Tenant Management Initiatives

**Auditor:** Peter Ludlow, Appleby and Wood Accountants

**TMO Staff:** Richard Walsh, TMO Manager

**Observers:** Teddy Amoyan, Fair Community Housing Services, Helen Cadwallader, Fair Community Housing Services

### **Apologies:**

None

### **Minutes of previous AGM**

The minutes of the AGM held on 8th October 2014 were presented to the meeting and Zoe Kennedy, Chair of the TMO signed them off as an accurate record of the meeting.

### **Financial Report and Annual Accounts**

1. Karen Illingworth, the Treasurer, reported that the Finance sub-committee meets quarterly to analyse spend. As Treasurer she also meets TMO Manager monthly to ensure the accounts are being properly maintained.
2. Peter Ludlow, the auditor, thanked the Chair and the TMO for his invitation to attend the meeting and present the accounts. He started by taking the meeting through the balance sheet. On the advice of the auditors the reserve has been set at £22,871 (inclusive of VAT) which is equivalent to a quarter of the Management and Maintenance Allowance paid by the London Borough of Southwark. This money has been retained in the Reserve fund for contingencies and future commitments. The TMO has net current assets of £52,596. The TMO made a surplus for the 2014/15 year of £55,339 (2014 - £12,285), bringing total reserves to £55,339 (2014 - £12,285).
3. One property was empty for two months. There was a net surplus before taxation and the TMO is not subject to corporation tax. Bank interest is taxed outside the mutuality. As this is the first full year of the TMO's operations the account are not comparable. Staff costs manager cleaner and agency staff were £34,408 - this sum included tax and national insurance. The Auditor thanked the TMO and the TMO Manager for their help with the audit.
4. All in all a 2014/15 was a good financial year. Tracy Stedman commented that from a Council point of view the TMO had a very successful year in terms of finances. The

Board is pleased with these results.

5. The audited Financial Statements for the Year ended 31 March 2015 were received and accepted on a unanimous vote. By tendering the audit the TMO has achieved good value for money and the appointment of Appleby and Wood as auditor for the next financial year was agreed.
6. Ursula Deniflee enquired about the TRA accounts and about spending on the garden.

## **Chair's report**

7. Zoe Kennedy, the Chair, reported on a very successful year. Our achievements in 2014/15 include:
  - Recruiting a permanent TMO Manager and Cleaner to manage and maintain Styles House
  - Open Gardens Weekend in June 2014 was attended by about 250 people, with another successful open garden event this year
  - A Bonfire Night Party
  - A New Year's Party
  - A resident survey on improvements
  - Southwark Council Best Newsletter award 2014
  - New flooring in the lobby of 1-48 Styles House and the annex stairs
  - A "deep clean" of all floors and communal glazing in Styles House
  - Fitting a communal tap and improving waste management arrangements at the Styles House annex block
  - Speaking to residents about their views on the redevelopment of Algarve House and Southwark Tube Station and meeting with and writing to senior councillors so they understand and give weight to residents' views
  - Generating a surplus fund of c. £32,000 for use on improvements
8. Residents have benefitted from Board and other training to help them participate in the management of their estate. Over the year the TMO supported residents by helping to provide and maintain communal gardens and allotments. The TMO Chair has directly managed the TMO Manager. The TMO Manager has managed the Cleaner. The TMO Board and staff have worked to improve the appearance of Styles House and its surrounding and to build community spirit among residents.

## **Election of the Board**

Tracy Stedman commented that the TMO's performance looked very healthy for its first year and there has been good communication with the TMO Manager over the year. She advised the meeting that "*A vote to continue as a TMO*" was not required this year, as it is the first full year the TMO has been in operation, but will need to take place next year.

In line with the requirements of the TMO's Rules three Board Members resigned: Philippe Chery, Karen Illingworth and Zoe Kennedy were subsequently re-elected on to the Board by a show of hands. The Chair invited other residents to become involved in the developing the TMO and the estate. Anna Dimarino asked who would fill the Board officer roles Tracy Stedman advised that these roles would be decided at the next Board meeting and communicated to residents in the next newsletter following that meeting.

# Improvements to Styles House

## Opening discussion

There has been discussion on the Board as to how the surplus should be spent. A number of options have been considered:

- Improving security and the entrance to the main block, as there have been problems with rough sleepers and other intruders.
- Review how the lobby flooring lasts and consider replacing flooring throughout the main block.
- Decorate the lobby
- Cleaner, greener and safer: Remove compost bins and use for bulky waste. This project would need to be part-funded by the TMO as it is a slightly bigger project than the council funded scheme.

Is this the project we want to do improvements to main entrance doors, door entry system, disabled access, the waste and recycling bin area including the removal of the compost bins? Boyd Walters suggested linking everything to the gates. Have we looked at this? Zoe replied that the inclusion of the gates would make for a costlier, bigger project. Roger Sweet said that the gates are paramount. He said security was essential and he didn't feel safe at present. If there were electronic or other secure gates, then any person climbing in over the gates would be immediately recognisable as an intruder. Tracy Stedman said that Cooper Close is gated and they do not have problems with intruders or managing legitimate access. She suggested that Board members/other residents should go and look at Cooper Close.

Ursula Deniflee asked that any new arrangement should provide better disability access. Would the Council fund the work? Zoe Kennedy replied that the TMO was not likely to get Council funding. Karen Illingworth pointed out that there could still be a security problem. She would prefer a simple push button system as Tracy had spoken about. The TMO should solve the problem of the doors first. Cheap locks on the gate could be the solution. The gates raised difficult issues such as how will delivery vehicles get access? How do we let visitors or deliveries in, who are welcome, but who are not residents?

## Security and other concerns

Anna told the meeting that intruders had a fire fighter's key and were using the latch above the front door to get in. Tracy said people do use the fire drop key. Anna asked for cameras on the front door. Boyd Walters said the real problem [in the annex] was that the doors slam all the time. What are we going to do about it? Tracy said there were similar complaints from other estates. Karen said the TMO could ask the council for a meeting. Louise Spencer remarked that the doors rattle at night. Karen said the lobby door is not a fire safe compliant door. Ursula said the main gate needs to be closed at night. Alex Tabaquinho observed that the trade button is being used by used by rough sleepers to get into the block. Zoe proposed a letter to residents and garage users. Dana Tabaquinho said the doors will only be secure if people close them behind them. Alex said the TMO needs to educate people to close the doors. Anna said the people who use the garages are not closing the gates.

## Front entrance and gates: concluding improvement discussion

Zoe said it would be cheaper to focus on the door entry without doing the gates. Ursula said that the TMO needs to know it is installing very secure doors. It is quite a specialist job. Karen pointed out that before we any vote residents need to realise that to install the electronically operated gates electricity will have to be run to the main block, annex and office/meeting room. Boyd remarked that a closed gate is a psychological thing. Tracy advised the TMO to investigate Cooper Close and ask Cooper Close to provide costings. Ursula said the TMO needs to clarify what is available and then decide – the system can be a

complex system or a simpler system. Louise Spencer observed that people can climb over the fence, but they will not. Philippe Chery said the TMO needs to do its own research. Zoe said we will ask the Improvements Group to progress the installation of secure gates.

### **Cleaner Greener**

Tracy advised the meeting that the Cleaner Greener bid round is pending. Michael Conlan enquired will the TMO definitely get the Cleaner, Greener funding? Zoe said we can definitely apply for funding.

## **Planning for future events**

The Social Sub-committee is no longer active so there is nobody to organise events or parties.

## **AOB**

- Dispose of the palette by the storage sheds
- Back surges are still a problem and these effect both the toilet and sink.
- Don Nunan lives on the 9th floor and is being disturbed by the demolition of existing college buildings can anything be done about this? Bit at the back at Ufford St.
- Platform is playing high volume music
- RW is to write to Development Securities about painting all of the exterior of Algarve House
- Tracy said that at future AGMs the TMO needs to provide a performance report covering equalities and rent arrears.