**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 25 June 2019, at 7pm at Roupell Park Community Centre**

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|  | **PART A** | Action |
| **1** | **Members Present:**Mary Simpson: Chair (MS1), Oni Idigu: Treasurer (OI), Agnes Nyuma (AN), Alieu Corneh (AC), (MJ) Eddie Andrews (EA), Janet Nicholson (JN) **Apologies** – Marcia Jones, Rosaleen Jones, Simon Oelman, Molly Sinclair, Jeanette Mason, Marcia Jones, Marsha Temple, Stefan Tavernier Gustave**Staff in Attendance**Colin Carnegie (CC), Eva Christmas (EC) Jeanette Worsfold (JW) |  |
| **2** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**There were no declarations of interest, fraud, gifts, hospitality or any new share certificates. |  |
| **3****3.1****3.2** | **Matters Arising from Minutes of Meeting held on 27 November 2018**Amendment - Metal gate is for Fairview bin chamber not Warnham House.**Subject to this amendment, the Minutes were agreed as a true record** |  |
| **4****4.1** | **Chairs Report**The chair had no matters to report |  |
| **5****5.1** | **NFTMO** Reports from staff and board were made on workshops relating to: * Self-Financing
* Insurance all you need to know about protecting your TMO
* Understanding Governance
* TMO leading the way in community visioning.
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| **6****6.1****6.2****6.3****6.4****6.5** | **Policy Review Complaints Procedure**RPRMO had previously followed Lambeth’s complaints policy which included a service resolution stage where the service manager sought to resolve the issue. However this is not recorded as a complaint. The proposed revised policy will be managed asfollows - * 1. Stage 1 will aim to resolve any service failure at first contact.
	2. The complaint will be investigated by the relevant service manager or where the complaint relates to them by the Estate Director.
	3. Stage 2 complaints will be investigated by the Estate Director or if they conducted by the review by the Board according to the Board review process.
	4. Complaints about the Estate Director will be investigated by the Chair
	5. Complaints made about the behaviour of a Board member, including the Chair will be investigated by a specially convened panel of Board members who have no involvement in the matter who will be advised by the Estate Director.

If the complainant is not satisfied with the response, they may choose to appeal to the Board. This is a voluntary process and the complainant may choose to refer the matter to the Council without going to a Board review.The review will be conducted by any two members of the Board who have not been involved in anyway. The panel may review correspondence and other documents or by meeting with the complainant and the person complained about.All complaints at every stage will be recorded and monitored against performance standards.**The Board agreed to the revised complaints policy**  |  |
| **7****7.1****7.2****7.3****7.4****7.5****7.6** | **Community Development Action Plan**EC provided an updated plan which shows significant progress in all areas of the plan. Partnership remains a core principle – for the first time we delivered a workshop at the NFTMO conference which involved other partners: BGRMO and CEF Lyncx which was well received and provided a platform for a debate of why there isn’t more partnering within the TMO sector. We secured our 5th award ‘Going the extra mile’ at the NFTMO Conference this year – EC to circulate submission to the Board members. A particular success in attracting external grants: £39K from Viola and £25K from Near Neighbours to fund the Community Garden Project; £9K from Lambeth to fund the Summer Programme. £50K from the Cruyff Foundation is to be match funded with LMCT grant (£100K) and is therefore pending.Stay and Play sessions have resumed with their Monday sessions and are parent run EC thanked the Board for their strategic support which enables ‘ahead of the curve’ delivery.  | EC |
| **8****8.1** | **Contract Manager Report**PPM programme continues currently the creation of lined parking bays to be completed by September 2019.Property MOT’s commencing starting with Tanhurst House. Inspections will be used to comply a database of the stock condition of properties. The expectation is that most repairs can be carried out over 1 day for residents.MPS and RGE Electrical contracts extended for a further 2 years.Landlord consent inspection charge from 1.04.19 is £50.00**The Board noted the report** |  |
| **9****9.1****9.2** | **ED Report**The report highlighted ongoing issues around the council programme to rectify the kitchen, bathroom and electrical works. There remained outstanding quality control issues in particular kitchen fire doors. This had been reflected in the risk map. |  |
| 10 | **AOB*** Mary asked about DLO culture. Colin to provide update at next board meeting July 2019
* Board member asked what format was being used to capture the stock condition. Colin advised a spreadsheet was being used.
 | **CC** |

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| **ACTION POINTS** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| 1. **Board Appraisals**
 | **MS(1)** | **Ongoing** |
| 1. **EC to circulate current partnership list to the board.**
 | **EC** | **July 19** |
| 1. **EC to email Betty Thompson’s story to board members**
 | **EC** | **July 19** |

Chair’s Signature: ……………………………… Date: ………………………

Secretary’s Signature: ……………………………….……