



Board Meeting

30 May 2023, 18.30 – 20.30

CCRMO Office, 1 Opal Street SE11 4HZ & Teams

Present

Sherona Gayle, SG
Peter Street, PS
Julien Kroll, JK
Kinga Zacharska, KZ
Sally Seymour, SS

In Attendance

Idham Ramadi, IR

Minute taker

Sally Seymour, SS

No	Item	Action
1.	Welcome & Apologies Michail Nazarenko and Craig Robinson.	
2.	Minutes from 27 April 2023 Approved Minutes from 10 May 2023 Budget Meeting Approved	
3.	Action Tracker Lloyds Account <ul style="list-style-type: none">- IR to submit all documentation required to set up approvals for expenditures to be made out of the Lloyds account before mid June- SS to provide executed form on 31-May-2023	Idham Ramadi

<p>Contact Preferences</p> <ul style="list-style-type: none"> - CCRMO team to stop dedicating time to chasing residents for their contact preferences, and instead are to request for contact preferences when they speak to residents about other matters <p>Motion Sensitive Lights</p> <ul style="list-style-type: none"> - IR to explore viability of having motion sensors installed on light circuits in communal parts of the buildings <p>Automated Systems (item 91)</p> <ul style="list-style-type: none"> - To be updated to show it has been agreed but not yet implemented <p>Disrepair Cases</p> <ul style="list-style-type: none"> - Board requests for IR to provide more detailed updates to the Board when cases come up - SS to provide template for Board postings - Board + CCRMO Team to look to produce a guide to residents on how they should report various issues, and on who is responsible for different repairs 	<p>Sally Seymour</p> <p>CCRMO Team</p> <p>Idham Ramadi</p> <p>Sally Seymour</p> <p>Idham Ramadi</p> <p>Sally Seymour Board + CCRMO Team</p>
<p>4. Estate Directors' Report</p> <p>Performance Digest</p> <ul style="list-style-type: none"> - Board requests for CCRMO team to explore being more proactive with reaching out to leaseholders ahead of a new financial year to remind them that they need to set up service charge payments - IR to provide a draft standard form tenancy agreement to Board for review - IR to provide details on legal advice received in relation to the property with an outstanding gas service where the tenant will not grant access <p>Finance Report</p> <ul style="list-style-type: none"> - Monthly finance report should be completed in time for the Board meeting 	<p>CCRMO Team</p> <p>Idham Ramadi</p> <p>Idham Ramadi</p>

<p>2022 Annual Accounts</p> <ul style="list-style-type: none"> - IR to investigate why the cost of ‘gas servicing’ is listed as £28,000 implying a cost of over £170 per flat assuming 163 flats. Does this include other services provided by that vendor (e.g. installation of carbon monoxide alarms)? If so, description of line item to be changed. - IR also to check how we can monitor how many carbon monoxide alarms are being installed, and whether we are being billed correctly for them. 	<p>Idham Ramadi</p> <p>Idham Ramadi</p>
<p>Community Garden Paper</p> <ul style="list-style-type: none"> - Board doesn’t think any of the 3 options proposed to resolve the complaints surrounding the community garden are viable. Additionally Board notes that, in the absence of any clear fair use policy governing the community garden, residents can’t be held responsible for issues arising. - Board proposes a community Garden fair use policy is developed. Development of this policy should involve conversations with the Gardener, and residents 	<p>Idham Ramadi</p>
<p>Printing Contract</p> <ul style="list-style-type: none"> - Discussion postponed to next meeting to allow IR time to share the actual contract with the Board for review - 	<p>Idham Ramadi</p>
<p>Surplus Spend</p> <p>1) Bike Hangers</p> <ul style="list-style-type: none"> - Board provisionally agrees to install them as follows: <ul style="list-style-type: none"> ○ 2 @ Isabella ○ 2 as close to Hamlet as possible ○ 1 @ Adam ○ 1 @ Fontenoy - IR to ensure it is clear that bikes are left at owners risk, and residents with bike insurance should check with their insurance provider that their bikes are covered in the hangers 	<p>Idham Ramadi</p>

<ul style="list-style-type: none"> - Board to encourage residents to respond to the letter, and make sure they are aware of the bike hanger service <p>2) Electrical Charging Points</p> <ul style="list-style-type: none"> - IR to speak to Lambeth to confirm there are no issues with us pursuing this - IR to get additional quotes, and see whether there are efficiencies from installing more than one (e.g. reduced installation costs) <p>3) Road Lining Project</p> <ul style="list-style-type: none"> - Board raised concerns about whether there was actually sufficient space to have residents park in other parts of the estate while their bays are being painted - IR to speak to Lambeth and Southwark about the possibility of having residents cars exempted for parking on public roads around the estate while the line painting is ongoing - IR to explore possibility of hiring a tow truck for the day to tow cars that are not moved in line with instructions – what is the cost, and do we have the right to do this? - CCRMO Team to put notices on car windscreens to get the attention of drivers <p>Matters Arising from Residents Meeting</p> <ul style="list-style-type: none"> - Isabella House Door Entry: IR to also explore having systems installed in other buildings, and see whether we can get a better cost per flat if we offer a contract for the whole estate - Parking Signs: IR to look at having parking signage updated to include the parking email address 	<p>Board</p> <p>Idham Ramadi</p> <p>Idham Ramadi</p> <p>Idham Ramadi</p> <p>Idham Ramadi</p> <p>Idham Ramadi</p> <p>CCRMO Team</p>
<p>5. Complaints and Repairs Log</p> <p>Complaints</p> <ul style="list-style-type: none"> - A lot of these do not relate to activity that CCRMO has any control over, and therefore do not reflect situations where CCRMO have failed to deliver a service. List to be split to separate out the complaints relating to CCRMO 	<p>Idham Ramadi/CCRMO Team</p>

<ul style="list-style-type: none"> - SG notes that it appears some complaints are not being recorded. IR to confirm with CCRMO staff that the process for recording complaints is being followed 	Idham Ramadi
<p>6. Community Engagement Strategy</p> <ul style="list-style-type: none"> - Board to provide comments to PS 	Board
<p>7. Anti-Social Behaviour Procedure</p> <p>Deferred to next Board meeting to allow PS and IR to re-draft.</p>	Idham Ramadi / Peter Street
<p>8. AOB</p> <p>Cleaning</p> <ul style="list-style-type: none"> - Follow-up meeting between the Board and the Caretakers to be scheduled to finalise the cleaning schedule 	Idham Ramadi
<p>Meeting closed 21.00</p> <p>Next meeting Tuesday 27 June 2023 at 18.30</p>	