



Board Meeting

03 October 2023, 18.00 – 19.00

Teams

Present

Mike Corney, MC	Virtually
Sherona Gayle, SG	Virtually
Julien Kroll, JK	Virtually
Michail Nazarenko, MN	Virtually
Sally Seymour, SS	Virtually
Peter Street, PS	Virtually

Minute taker

Sally Seymour, SS

No	Item	Action
1.	<p>Harfleur Court Disrepair Case</p> <p>In the absence of RMO leadership following Idham’s departure, the Board discussed the disrepair case and agreed the following approach should be taken:</p> <ol style="list-style-type: none"> 1. Work out what needs to be actioned (ie which identified issues in the report are the tenant’s responsibility, and which are the Landlord’s responsibility?) 2. Work out who is responsible for each issue that needs to be actioned (Lambeth or RMO) 3. Get plan in place for each item to be actioned by responsible party 4. Talk about compensation once resolution plans are in place for the required issues <ul style="list-style-type: none"> - Board noted that the priority should be resolving the issues 	<p>SG + Rahatul Islam + Lambeth</p> <p>SG + Rahatul Islam + Lambeth</p> <p>SG + Rahatul Islam + Lambeth</p> <p>Board to discuss with RMO team when the time comes</p>

<p>JK made the point that we should look at whether establishing more frequent inspections could be a way to prevent some disrepair cases from occurring. This suggestion was echoed by Nigel Edwards, TMO Client Manager</p>	
<p>2. Estate Manager</p> <p>SG updated the Board on the additional information she acquired on Simon, the Roupell Park Estate Manager:</p> <ul style="list-style-type: none"> - Currently works part time but has the capacity to go full time - Has propose to get a plan in place for ongoing management of the RMO before a full-time permanent Estate Director starts - Would look to work with some of his existing team - Is not currently subject to significant board oversight, and would expect a similar arrangement at Cottington Close <p>Points discussed by the Board:</p> <ul style="list-style-type: none"> - While it would be useful to get feedback from some of the residents of Roupell Park to see how they view the operation of their estate, the Board raised concerns about the inaccurate information that could come from random canvassing - Board also discussed the fact a transformation plan had been put in place by the previous interim Estate Director, Marie, but ultimately a transformation plan can only be as successful as the ultimate Estate Director hired to manage its ongoing implementation - Board questioned whether Roupell Park is a good example of an RMO that has modernised its processes in the way the Cottington Close RMO aspires to, or whether they are simply carrying out historic process better than Cottington Close has – the Board wants an Estate Director that shares the same ambitions as the RMO with regards to modernisation 	

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- The Board was also concerned about the relationship Simon has with his existing Board – the Board felt it was essential for there to be good communication and transparency between any new Estate Director, even a temporary one, and the Board in order to re-establish trust

MC updated the board on Marie, who served as interim Estate Director prior to Idham:

- Marie would be willing to fill the roll of Estate Director but only on a limited temporary basis
- In her previous stint as interim Estate Director, Marie was instrumental in helping the RMO recover from a failed audit. She helped to correct failures in a number of areas.
- However the staff have concerns about Marie returning as it is perceived that she didn't give them suitable space to operate previously, and has been accused of micro-managing. Given the need to re-establish a healthy environment within the RMO team, this perception might prove problematic.

The board discussed the advice it had received from the HR consultant, as well as from Lambeth, on the options available regarding the Estate Director vacancy. It was noted that a person familiar to the Board, or to the estate, could be hired on a very short-term temporary basis without a full recruitment process being run – meaning this could be an option to fill the role quickly while the search for a permanent Estate Director was conducted. Anything else would require a full recruitment process to be run to ensure the process was fair.

Board voted on which of the following strategies to pursue with regards to the Estate Director vacancy:

- 1) Hire a temp (potentially one with previous experience/known to the Board) while a full time Estate Director is recruited in parallel. This option could mean hiring Simon or Marie directly.

<p>2) Hire a Transformational Manager with a view to launching a recruitment process for a full time Estate Director once the RMO is in a stronger position operationally. This option would require a full recruitment process to be run for the role given it would be a permanent contract, albeit fixed term.</p> <p>3) Go straight to a new full time permanent Estate Director.</p> <p>PS has expressed interest in the Transformational Manager role, and therefore did not participate in the vote.</p> <p>The remaining Board members voted in favour of Option 2.</p>	<p>SG to draft a job spec for the role of Transformational Manager. Board agreed to sign off via email.</p> <p>PS not to participate in any further discussions on the role given expressed interest in applying.</p>
<p>Meeting closed 19.00</p>	