

## Board Meeting Minutes – Tuesday 26<sup>th</sup> July 2022

### 1. Welcome & Introductions

Chair: Ann Webb

Attendees: Amie Merry, Andrew Slater, Councillor Adam Collinge, Stuart Harrison, Ste Webb, Sarah Harrison, Melissa Green, Councillor Sue Roberts, Janet Smith, Ryan Pitt-Woodcock, Glenford Clarke.

Lyndsey Beckett taking minutes.

#### 1.1 AW opened meeting

### 2. Meeting Opening

#### 2.1 Apologies – Joan Curtis, Natasha Curtis-Warner and Ambreen Raza.

#### 2.2 Declaration of Interests – None

#### 2.3 Previous Minutes May 22 – Proposed and agreed by AS. Seconded by St.H. AW signed.

**Matters Arising** – None.

**Board Adhoc meetings** – Notes from these meetings will be included in the packs produced for the monthly meetings.

### 3. Teams Ray Coyle Ballot Result – Report included in meeting pack. RC explained results to each question and overall result. RC suggested that the TMO should publish the results and provide feedback to tenants. AW said Q3 was worded incorrectly, and RC agreed that tenants don't know how to distinguish Council staff from TMO staff. RC suggests AM contacts the NFTMO to publish results on their website. AS asked RC to pass thanks onto Karen for working so hard in the heat and putting in lots of hour's door knocking.

### 4. Correspondence

#### 4.1 Accounts YE 21-22 – GCN have completed and once received PDF AM will circulate to Board and MG. There was a planned overspend of approx. £131,000 from surplus. This report will be presented at AGM in September.

#### 4.2 Retro Fit Email/Letter – Wolverhampton Homes are sending a letter to a percentage of tenants who live in non-traditional properties explaining a survey will be taking place. See letter in pack.

### 5 Chief Officer Reports – AM displayed reports on TV monitor

#### 5.1 Performance report – AM discussed each report. AM and SR will be getting involved in the collection of fly tipping as its not being collected.

1 MP enquiry received.

AM advised that we are going to be looking at conducting group viewings when allocating void properties.

SR has been attaching notices to abandoned vehicles and this has been very successful.

Helen from GCN had completed Q1 finance report. The Household Support Fund had caused some issues with finance and AM is to sit with BM and go through how it needs to be imputed onto sage, this includes PayPal transactions. AM identified problem with [REDACTED] inputting on sage [REDACTED]

There was a large spend from the Board budget, this was due to the NFTMO conference. Printing company we use have increased their prices by £150.00. AM to look for new company for a more competitive price. MG suggested contacting the printing department at City Council.

Finance is all on track. HSF – spent £18,000 so far. Deadline is 30.09.22. Received great feedback from tenants who have received food voucher and weighted blankets.

Rent – 7weeks plus figure has decreased from 13% to 11.89%. Figures are reducing. AM put aggressive rent chasing on hold during ballot. Invoices are to be sent out in September to all tenants in arrears. SR is doing a great job.

Q1 – 1 sickness absence. [REDACTED]

First Aid certificates out of date for AM and BM. AM is waiting to hear about a 1-day refresher course for staff and board members. If too expensive, AM will contact City Council.

## **6. Matters for discussion**

### **6.1 Management Agreement** – MG to go through at next managing agents meeting.

Whole agreement to be looked at and minor changes to be made. Repairs responsibilities is still a grey area. MG wants to get project groups together. The Board would not agree to the same management agreement as other TMO's. MG said main template to be the same but with different schedules. SR asked AM if we now had access to Geowolf, AM confirmed we do.

### **6.2 Complaints/Compliments** – None received.

### **6.3 Household Support Fund** – If any board members have any suggestions on how we can help people and what we can spend the money on message AM with ideas.

### **6.4 Standing Order @ AGM** – proposal in pack. Board to agree to put this on agenda for AGM for members to vote. AS happy this is finally happening as its caused an issue for years and caused problems on subcommittee votes. SR said its bad practice for any board. AC said you need to define family unit. AS moved to put on AGM agenda.

**Vote - Unanimous**

### **6.5 Cost of Living Crisis** – Interest rates are going up again. AM wants suggestions on how we can help during the winter period. St.H said the food parcels worked well last year. JS said start with what works and build on it with new ideas, need to be proactive. AW suggests it be discussed at a subcommittee meeting. AM said we need to educate the tenants and could publish something in next newsletter. AC said there might be another fund available in September and we need to raise awareness to tenants who do not realise what they are entitled to

- 6.6 Consultation Proposals** – Briefing note included in pack. MG advised Michelle taking lead on this. This has been raised from the white paper, everyone should have a voice to be heard by their landlord. Council to develop a strategy.
- 6.7 Tenant Scrutiny Model** – AM advised this is part of white paper. Tenant scrutiny model is to be created. A panel will meet every 6 months, sit outside the board. AM is working with TPAS, it's a work in progress.
- 6.8 Condensation Claims** – There has been a rise in section 11 claims. WF has produced four fact sheets. Condensation is the main issue especially in the winter. Plans for WF to put a booklet together to distribute to tenants. Can be delivered along with Autumn newsletter to tenants only.
- 7. Annual Report** – Report is complete and AM to collect from printers tomorrow. It needs to be delivered by Monday. 1 area needs to be covered. RPW, JS and GC all offered to help. AM to call board members when they will be ready to collect.
- 7.1 Board Member Elections** – GC, AS, RPW and AW are up for election. AM asked if they wanted to record a video or do a write up for the AGM. All agreed write up and AM will complete
- 7.2 Succession Strategy** – to be discussed at subcommittee meeting.
- 7.3 Fencing Update** – AM went through the response and recommendations from WF. St H suggested that tenants pay for fence, asks for permission from neighbour even if tenant or owner. We will stipulate size, colour. A standard needs to be created. AM – board need to decide if they want to revise their decision. All agreed not to reverse their decision. AM to create procedure and letters for repairs team to work with.
- 8. Health and Safety** – AM conducted training in the team brief meeting two weeks ago.
- 9. Community Events**
- Litter pick to take place on 2<sup>nd</sup> August at 11.30am. For all that attend a picnic will be provided. Poster has been produced to advertise.
- Blackpool Trip to take place on 3<sup>rd</sup> August. Coach is full. Staff attending AM and BM.
- 10. Board Calendar** – AGM will take place on Wednesday 14<sup>th</sup> September and full board meeting the evening after.
- 10. AOB** – A.C advised that a key had been found to access The Dovecote. The key is with the Business Support Team, and he has requested a copy for the TMO to keep. Permission has been granted to take school children in.

Meeting Closed – 7.31pm

Signed by Chair \_\_\_\_\_

Date \_\_\_\_\_

- Some information has been redacted to protect personal and sensitive data