

Dovecotes Tenant Management Organisation

Board Meeting Minutes – Tuesday 7th March 2023

1. Welcome & Introductions

Chair: Ann Webb

Attendees: Amie Merry Chief Officer, Stuart Harrison, Sarah Harrison, Ste Webb, Debbie Bentley, Andrew Slater, Melissa Green, Councillor Adam Collinge, Glenford Clarke.

Lyndsey Beckett Minute Taker.

1.1 Welcome & Introductions

2. Meeting Opening

2.1 Apologies – Sue Roberts

2.2 Declaration of Interests - AS is on the Board of NFTMO. AC to leave meeting when item 3.1 is discussed as he has been approached by the constituents concerned.

2.3 Previous Minutes January 2023 – Proposed and agreed by St.H. Seconded by SW.
Matters Arising – AM has been asked to add action plan at the end of the minutes that can be updated once actions have been completed.

3. Correspondence

3.1 Email JC – AC left the room whilst this item was discussed. Email from JC to CEO of Wolverhampton Council. A response to the formal complaint has been sent to Landlord Services.

3.2 Resignation NCW – NCW hand delivered resignation letter and returned iPad.

3.3 PSC Notification – NFTMO raised issue that chair of the board does not need to be registered on Companies House. The PSC has now been removed and board duly updated. AS as Secretary is responsible for updating Companies House and will do this in future with support from AM.

3.4 Resignation AR – AR has chosen to resign. iPad returned.

3.5 NFTMO Confirmation of Kitemark – NFTMO confirmed Kitemark award. The award needs to be advertised in next newsletter. Award will be received at conference in June. Award is valid for two years.

4. Chief Officer Report – AM displayed reports on TV monitor and discussed.

Post tenancy visits were queried last meeting as there was some outstanding. AM confirmed spreadsheet had not been updated and some of the properties had been carded due to no access. After so many failed attempts the abandonment process will start. AM has had to remind Housing Assistants they should be booking 8month checks.

Grays Property Maintenance have been issued the keys for 21 Forge Close, he has been asked to complete initial repair works by 24.03.23.

ASB log – AM asked how they would like to see this information presented. AM to change presentation to determine trends and gauge performance.

AM has added context to the Income and Expenditure spreadsheet. Overspent in materials but we are awaiting a payment from Grays for kitchens ordered. Small overspend in some budget areas. Still awaiting kitchen bill from UL.

Rents – NFTMO suggested rents performance data to be presented in a different format. Figures are now shown in graphs. Q3 rent decreased. Board pleased with new format as can clearly see increase/decrease.

H & S – AM to look at mandatory training.

AM asked board to clarify Covid procedure. Board all agreed if staff members test positive, they are to stay at home until negative. If well enough to work, they can do so from home.

R & M – All targets met including void rent loss.

Break 6.11pm – 6.23pm

5. Matters for Discussion

- 5.1 **2023/2024 Budget** – AM displayed on monitor. SW presented the proposed budget. AM presented the proposed operational budget. 5% increase to allowances confirmed. Board to agree to proposed budget AS - moved. **Vote – Unanimous.**
90-day access account – AM to ask CWC permission to open one of these accounts.
- 5.2 **External Payroll SLA** – AM awaiting cost from CWC.
- 5.3 **Complaints/Compliments** – AM presented lessons learned from complaints and compliments data. Report displayed on monitor. AM to share with board members.

AC left meeting – 6.43pm

- 5.4 **Household Support Fund** – Fund is now spent. Few left over items that Claire is distributing to those in need. Awaiting confirmation on next fund amount.
- 5.5 **CCTV Haymarket** – OpenView are to start installation on 13.03.23
- 5.6 **Cost of Living Crisis** – To be discussed in item 6.6
- 5.7 **Rent Increase Letters** – Increase of 7%. Letters have been sent to tenants.
- 5.8 **Community Events** – Proposal presented by St.H. £5,000 budget. Easter event on 12.04.23 community litter pick and all taking part will receive a free easter egg. Under 16's accompanied by an adult. Split into groups of 4 to cover the estate. Raffle to win easter egg full of chocolate. £2.00 per ticket.
Trips – 10.06.23 Llandudno, 15.07.23 Weston Super Mare, 09.08.23 Barmouth. AM to contact Hills coaches for quote. St.H suggested a longer time would be needed in Barmouth 8am until 6pm agreed.
- 5.9 **Vacant Tenant Post** – AM to contact RPW to confirm his position on the Board.
- 5.10 **Damp, Mould, and Condensation** – AM displayed response from RSH on the monitor. Dovecotes have below average cases. MG to email AB to confirm he will be responding to RSH.
6. **Community Chest** – to be discussed next meeting.
- 6.1 **Kitemark** – Certified mark of achievement in governance. NFTMO confirmed standard had been met and we have been awarded Kitemark.
- 6.2 **Board skills Audit** – AS confirmed all board members had completed a skills audit. AM, AS and AW to assess the results to establish if any training may be needed and results will be presented next meeting.

- 6.3 **Consumer Standards** – AM displayed briefing on monitor. AM has to evidence where and how we meet the standards. AM to share spreadsheet with board members who need to understand the standards and what we are responsible for.
- 6.4 **CWAG Checklist** – AM displayed checklist on monitor. AM to provide evidence.
- 6.5 **Managing Agents Meeting** – AM displayed minutes from the meeting on 16.02.23 and discussed.
- 6.6 **Housing Support Officer Role** – AM displayed proposal on monitor. Claire’s contract to end 01.04.23. Proposed to renew for another 12 months. **Vote – Unanimous.**

7. Health and Safety

- 7.1 **Office Plan/Building** – To be presented next meeting

GC left meeting – 7.23pm

- 7.2 **Lone Worker Arrangements** – Solo Protect contract is due to end. Does not work so AM proposes to use new App based system called Ok Alone. **Vote – Unanimous.**

- 8. **Finance** – Already discussed with budget.

- 9. **Board Calendar** – Board to let AM know if they wish to attend Trafford Hall and NFTMO conference.

10. AOB

AS – would like to create a sensory garden. AM states it would not be feasible for her to plan this at the moment due to working commitments. AS states he would like to start the project and asked about Lottery funding, MG to find out. AS could possibly contact School and Church to get involved.

7.32pm Meeting closed

Signed by Chair

Date

Action Log

Action	Officer	Update
Reapply for funding to install barrier in the underpass Ryefield	AM	To update Board after April 2023
HSF Grant update	AM	Currently awaiting award for new financial year.
Discuss SGP with Board and agree further actions to be discussed at next meeting	All	Discussed MG will report back with findings and plan for all TMO/C/EMB’s

Skills Audit Update from AS	AS	Still awaiting one submission AS to report back at next board meeting
Update from CP Maintenance	AC	AC reports that CWC to investigate if the TMO can manage this locally. AM Discussions with MG