

**Minutes of the Roupell Park Residents Management Co-operative Committee meeting  
1st Meeting post AGM held on Tuesday 30 – 10 – 07  
7-00 pm at 1 Tanhurst House Redlands Way SW2**

***Committee In Attendance***

M.Simpson (MS)	Tanhurst House	J.Reece (JR)	Outwood House
A.Ekumah (AE)	Tanhurst House	I Idigu (II)	Outwood House
B.Thompson (BT)	Dunsfold House	M.Mistry (MM)	Outwood house
P. Sargeant (PS)	Dunsfold House	V.Adetuwo (VA)	Witley House
S.Banyon (SB)	Warnham House	M.A.Gimenez (MG)	Tilford Gouse

***Residents in Attendance***

M.Isaacs (MI) Dunsfold House

***Staff in Attendance***

Mark Browne (MB) Director

***Visitors In attendance***

John Frankis (JF)

Acclaim Consulting

Andrew McPherson (AM)

Acclaim Consulting

***Agenda***

- 1. Apologies**
- 2. Election of Chair and Deputy**
- 3. Election of Treasurer and Deputy**
- 4. Election of Secretary and Deputy**
- 5. Minutes of Committee meeting 31.7.07**
- 6. Minutes of Special meeting 9.10.07**
- 7. Treasurers report and Minutes Finance – sub 25.7.07**
- 8. Business Planning presentation by Acclaim Consulting**
- 9. Performance statistics**
- 10. Nuisance ABC (report to be tabled)**
- 11. Resident Incentives for focus groups (discussion)**
- 12. A.O.B.**

MB reported to members that after Items 1-4 on the Agenda we would go straight to Item 8 so that JF and AM could leave once they have given their presentation.

***Item 1 Apologies***

C.Pall

M.Jones

***Item 2 Election of Chair and Deputy***

MB reported to members that unfortunately CP was unable to attend as she was unwell but she would be quite happy to stand for Chair again.

MB then asked members if there was any person who wished to stand as Chair.

There was no member willing to stand.

MB said could we have a show of hands for CP to be elected as chair.

There was a unanimous yes.

MB then asked if there was any person willing to stand as Deputy.

There was none.

MB said the post would have to be filled at a later date.

***Item 3 Election of Treasurer and Deputy***

MB asked if there was any person willing to stand as Treasurer.

MS said she would be willing to stand again.

**Item 3**

***Election of Treasurer and Deputy(continued)***

There were no other members willing to stand.

MB then asked for a show of hands for MS to stand as Treasurer.

There was a unanimous yes.

MB asked was there any person who wished to stand as Deputy Treasurer.

AE said he would be willing to stand again.

There were no other volunteers.

MB asked for a show of hands for AE to stand as Deputy Treasurer.

There was a unanimous yes.

**Item 4**

***Election of Secretary and Deputy***

MB asked members if there were any volunteers to stand as Secretary.

SB said she would be very happy to stand again.

There were no other volunteers.

MB asked members for a show of hands for SB to stand as Secretary.

There was a unanimous yes.

MB then asked was there any person willing to stand as Deputy.

There were none.

MB said this post would have to be looked at later in the year, but went on to say that he felt sure if SB needed any help PS would assist her.

PS said she would.

**Item 8**

***Business Planning Presentation by Acclaim Consulting***

MB told members that if we are to achieve the 2 stars required for the Better Homes funding we need to have a plan in place, and proof we are working to our plan.

MB went on to tell members that JF and AM were here to inform us on how we should go about putting a plan in place.

AM had set up a screen for members to watch.

JF then went on to explain how the plan worked.

JF said most important we must be seen to find out the needs of **all** residents on Roupell Park and build our plan around those needs.

JF then went through the full plan of how we achieve this.

He said that once our plan was in place it would be **our plan** and would not be used by any other TMO, ALMO or Lambeth.

JF went on to say obviously within the plan there would have to be times when we will be working with URH.

But only in these instances would URH be part of the plan.

JF said the only thing that we need to get the plan started is a group of volunteers willing to form part of a Business Plan Group.

MB asked if there were any volunteers within committee willing to stand.

The following volunteered

S.Banyon A.Ekumah A.Adetuwo B.Thompson I.Idig

MB said he would contact them all when the first meeting is organised.

MS thought it might be a good idea to get one of the youths involved to give their thoughts on the needs of young people.

MS went on to say that she realised both SB and AK had young children but it would be nice to have a youngster on board.

VA asked how long will the planning take.

JF said we would look to start in November and it would then take approximately 12 weeks after that.

JF then gave members copies of the Presentation and thanked members for listening.

MB thanked them both for their Presentation.

- Item 5** *Minutes of Committee Meeting 31-07-07 and Matters Arising*  
 MB asked members if they had read the minutes provided prior to meeting.  
 MB said he would go through the minutes with members.
- Item 5 Minutes of Committee meeting 31-07-07  
 \*\*\*\*\* **Item 5 CP to approach Councillor on help with funding for the Fun Day.**  
 CP said there had still been no reply.  
**CP to send an email to Councillor Reed.**  
 CP had still not had a reply to her email.  
 As at 27.02.07 AE is going to approach one of the councillors on this matter.  
 As at 27.03.07 AE approached Councillor Reed and it has been arranged for Councillor Betty-Evans-Jacas to attend the next committee meeting.  
As at 26.04.07 Betty-Evans-Jacas did not attend.  
As at 31.07.07 CP said that MB had invited her to this meeting.  
As at 30.10.07 Councillor to attend December meeting.
- \*Item 6 SA said they were having problems with the chute covers in Tanhurst House.  
 As at 27.03.07 SA said they were still having problems as nothing has been done.  
 TD said he would look into it.  
**As at 26.04.07 Item not discussed.**  
 \*\*\* **As at 29.05.07 Job still not done.**  
 \*\*\*\*\* As at 26.6.07  
 MB said they will be looking to replace the covers with a plastic cover which will be lighter in weight and make less noise.  
 But this would have to come from next years budget.  
As at 31.07.07 monies will come from next years budget.  
As at 30 10.07 this item not discussed.
- Item 8 Estate Walkabout  
 As at 27.03.07 MB explained that before the programme can be set up it will have to fall in place with what finances are set in the April Budget.  
 He explained that we have walked around previously and seen for example that the stainless steel on Dunsfold House needed cleaning but there was not sufficient money in the budget to do it.  
 IS remarked that a while ago MC (Maintenance Team) visited Hyperion House and noted the things that needed doing and they have still not been done.  
 MB said it was probably due to the fact that the finances were not available.  
 He went on to assure IS that Hyperion would be included in the Estate Inspection and Action Plan.  
 As at 26.04.07 MB presented members with a copy of proposals for Estate Inspections, and said it would be discussed at a later meeting.  
**As at 29.05.07 Item to be discussed later in the meeting.**  
As at 31-10-07 this item will be picked up with a focus Group.
- Item7 Web Site  
 MB said that we have now signed up with the Chelsea and Kensington site and we would be going live shortly.  
 CP said she had visited the site and thought it was great.  
 MB said he had met with Big Room Internet and they were going to produce a mock up in the Community Office so residents can come and have a look.  
 This way we would be able to get a feed back on what they thought and would they use it.

Item 7 Web Site (continued)  
MB said he was still waiting for Big Room Internet to deliver the Mock up to the Community Office.  
As at 31.07.07 CP informed members that the Finance Sub had seen a mock up of the home page and it was agreed the appearance was good but the content was wrong. CP said once this is up and running we could get more information out to the residents. And she reminded members that the minutes could be distributed in this manner saving on paper.  
**As at 30-10-07 site to go live in November.**

Item 8 Any Other Business  
(e) MJ said that she had been contacted as to the possibility of setting up a single mums group. CP said she thought it was a great idea and asked MJ to get the details.  
(f) SA asked TD if he could get something done about the overgrown bushes on Rush Common as the area was dangerous of a night.  
\* **TD to report to Parks department.**  
(g) PS said the light at the end of Outwood House nearest to the Common was out.  
\* **TD to get repaired.**  
**As at 30-10-07 these items were not discussed.**

MB asked if there were any Matters arising.  
There were none.

*Minutes were agreed*

**Item 6** ***Minutes of Special Meeting 9-10-07***  
MB asked members if there were any questions they would like to ask on the minutes.  
There were none.

*Minutes were agreed*

**Item 7** ***Treasures Report and Minutes of Finance–Sub 25-07-07***  
MS reported that due to preparing and the imputing of information regarding the Restructuring we were unable to have a full set of figures available for this meeting. MS went on to assure members that we were in a very healthy position, and figures would definitely be ready for the next meeting.  
MS then asked members if there were any questions concerning the minutes.  
There were none.

*Minutes were agreed*

**Item 9** ***Performance Statistics***  
MB had provided members with a copy of the statistics.  
He went on to say that once again this is all relevant to us achieving our 2 stars. First we need to achieve high standards and secondly produce the relevant information for you to read.  
MB went on to say as you can see from the figures we are not doing very well on collecting rent arrears, but we will be having an arrears Christmas Drive that we hope will show an improvement in our figures next month.  
MB said but there has been an improvement on our Service Charge collection. Our work on Voids, and our reporting method is the best in Lambeth. Our gas testing is very good and once again the best in Lambeth

**Item 9**

***Performance Statistics (continued)***

MB then gave members a copy of our Complaints data for 2006 and 2007.

For 2007 the largest number is the Day-to-Day issues and Transfers.

The Day-to-Day we will obviously need to improve on, transfers are difficult because it involves other agencies, but I assure you we will keep trying.

MB said we will be monitoring these figures and will be giving you a monthly report.

MS asked when the figures are produced would it be possible to put the previous months making it easier to compare.

- **MB said he would.**

**Item 10**

***Nuisance Acceptable Behaviour Contract (ABC) report to be tabled***

MB gave members a copy of Roupell Parks Nuisance Monitoring 2007.

MB went on to explain that the system works in the following way.

Starting with Letters, then Visit, then the ABC and if all else fails Legal/ ASBO.

This method will be used for the following.

Noise, Rubbish, Child Behaviour, and Abandoned Vehicles.

MB said because this is something that people have to sign up and agree to, it would make them accountable for their actions.

MB said in a lot of cases we would offer help and advice, also involving other agencies such as Schools and the Police.

It is hoped our actions with the ABC will facilitate in the reduction of Anti Social Behaviour.

BT asked what happens if someone makes a malicious complaint about somebody.

MB said care would be taken in talking to the person making the complaint as well as the recipient of the complaint.

PS said she thought that this was a very good report but as it would only be seen by the committee, would it not be an idea to send something out to the residents letting them know this contract is in place and would be used.

- \* **MB said he would.**

**Item 11**

***Residents Incentive for Focus Groups ( Discussion)***

MB reported that we must show that we are getting more residents involved in things on Roupell Park.

He went on to say that our resident involvement is 0.4%, which means it has to become much higher to achieve our 2 stars.

MB said we must start by setting up a focus Group consisting of possibly 8 members, but this cannot be committee members.

MB gave members a copy of what other TMOs were going to do.

MB said there are various ideas but thought it better if we came up with an idea of our own.

A discussion then took place and at the end we came up with an idea to try.

**First** committee members approach residents in their blocks or residents that they think may be willing to get involved.

Take their names and give to MB.

Also MB, CC, SC, and SG (office staff) think of people that they think might get involved.

**Second** once we have the residents in place we invite them to 1 Tanhurst House for a Fish and Chip Supper (or maybe something else) with drinks, to give them the chance to meet each other.

Obviously we would have to be considerate of peoples food needs.

**Third** once the group is in place we would consider giving vouchers according to their attendance.

MB said do we all agree with this.

It was agreed.

**Item 12**      **Any Other Business**

- (a) MI asked when was the Commissioning going to start.  
MB not until Lambeth supply us with enough money to carry it out.
- (b) MM asked what his happening with the lifts as they are always breaking down.  
MB replied he has a meeting with the lift contractor to get a full report on the lifts.
- © PS said would committee agree to us buying an electronic Bingo machine for the Senior Citizens Coffee Mornings.  
Everyone agreed.  
MS said that could be very useful for other occasions such as Fun Days and Special Evenings that we may wish to hold in the future.
- (d) SB asked MB if he could come up with some dates for the Diary for the following items  
Policies and Procedures. **6.11.07**  
Letter for residents to go to Councillors complaining of cuts in our budget. **14.11.07**  
Letter on Anti Social Behaviour. **14.11.07**  
Letter on Parking Restrictions. **After General Meeting in December**  
MB thanked every one for attending and reminded them of the Committee Christmas dinner on Friday 14<sup>th</sup> December.

*There being no further business the meeting closed at 8.50 pm*