

Management Committee	Minutes
Date	26 May 2015
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Item 1 Refreshment- 6.15pm

Meeting Started at 6.30pm

Item 2: Members Attended: Mike Ford (MF) (Chair), Robina Fellows (RF), Malcolm Bush (MB), Clare Wincza (CW). Elizabeth Henderson-Sambell (EHS), Chenjerai Shire (CS),

Item 2a: Apologies: Lorraine Isaac (LI), Peter Humble (PH), Silvia Kirk (SK), Darren Roderick (DR) Joan Clay (JC).

Item 2b: Absent: Abdikhadar Jama (AJ).

Item 2c: In Attendance: Francis Owusu-Sekyere (FOS) Estate Manager and Carol O'Shea (COS) Estate Officer (Minutes). Kim Thompson (KT) L.B.C, Stephen Saunders (SS) L.B.C, Andrew Lovern (AL) L.B.C, Dan Friel (DF) Regeneration, L.B.C, Milos Murin (MM) PTE, Hannah Williamson (HW) F.H.A, David Webster (DW) F.H.A. (Farrer Huxley Associates)

MF (Chair) welcomed everyone to the meeting and drew everyone's attention to the use of a Dictaphone to help with accuracy of the minutes and asked if anyone have objection, none was raised.

MF advised agenda items 3 and 6 will be brought forward for discussion, to allow invitees the opportunity to leave the meeting after their presentations.

Item 3: Heat Metering Calculation:

AL started with reference to meeting held in October 2014 where rent debit and charges were discussed. He admitted faulty valves where they occurred increased residents' heating charges. He went on to give a detailed presentation as follows:

Compensation for Valve Let By

Let By Calculation

E C Harris were commissioned to conduct a study of the consumption and leakage data from heat metering system, and to suggest a fair and pragmatic way of compensating residents.

EC Harris were selected due to their strong background in design, engineering, asset maximisation and sustainability. Working closely with Camden a methodology was devised which compared:

the average annual consumption of similar flats (i.e. flats with the same number of bedrooms in the same block) with recorded valve losses (LAC)
against b) the average annual consumption of similar flats with no recorded valve losses (CAC)

to determine the compensation amount. This would be calculated for a flat as follows:

$$\begin{aligned} \text{Compensation Amount} &= \text{Annual Energy consumed by flat} \times \text{Compensation Percentage} \times \text{Unit Price (pence / KWh)} \\ & (= \text{Energy Consumption Component of Bill} \times \text{Compensation Percentage}) \end{aligned}$$

$$\begin{aligned} \text{Where Compensation Percentage} &= \text{Calculated Average Let-By for Group of Similar Flats} \\ &= (\text{LAC}-\text{CAC}) / \text{LAC} \end{aligned}$$

Example – calculation of compensation amount for 2-bed flat where:

Annual consumption of flat = 15,000 KWh:

Average consumption for 2 bed flats in the same block with Let By (LAC) = 10,000 KWh

Average consumption for 2 bed flats in the same block without Let By (CAC) = 9,000 KWh

Unit price = 6p per KWh.

Compensation Percentage = $(\text{LAC}-\text{CAC}) / \text{LAC} = (10,000-9,000) / 10,000 = 10\%$

Compensation amount = $15,000 \times 10\% \times \text{£}0.06 = \text{£}90$

Minimum compensation coverage and percentages:

Because it is not possible to say categorically that residents have not had let-by, it was decided that all residents would be eligible for compensation. This compensation is proportional to their measured consumption.

To try and protect against under-compensation, where the compensation for any group was less than the average for all heat metered flats, then the overall average was applied.

The average compensation percentages awarded to each group of flats at Snowman and Casterbridge is as follows:

Block	Flats	Billed Flats	(Let By) Compensation Percentage	(Calculated Percentage)
Casterbridge				
1 bed	34	31	13.3%	2.4%
2 bed	68	64	13.3%	4.9%
Snowman				
1 bed	34	28	13.3%	1.1%
2 bed	68	67	20.2%	20.2%

MC members asked questions on what happens when the Wi-Fi screens go down and do not talk to the meter. AL explained the meter continues to work as it does not depend on the Wi-Fi. EHS asked how then does the Wi-Fi work, AL explained the Wi-Fi, allows residents to see their energy usage and send the meter reading to Camden, it therefore doesn't affect the energy usage if the Wi-Fi is down and can still send the reading once it is back on. KT confirmed there is no need for Wi-Fi connection in individual properties for the system to work. SS re-echoed the fairness approach adopted by the calculations. AL and SS responding to a question from CS advised tenants should not use immersion heater as this will cost them more on electric bills.

AL advised they have procured new screens better than the existing ones and they will be replacing all faulty screens free of charge. He hinted that the next stage will be prepaid and will be piloted later. FOS was advised to inform residents about the change of faulty screens. Members found the presentation informative and agreed to invite Rents & Charges Team to June MC meeting to offer explanation on how the credits will be applied to individual rent accounts. MF and CW thanked AL and SS for their attendance and well thought through response.

FOS

Item 6: Regeneration Update:

DF advised he has responded to the request of last meeting to bring in the Landscape Architects, HW and DW who are here to update progress on landscaping matters. MM is also here to present update on the Co-op's office drawings following comments on last meeting.

MM was asked to present his updates first. He presented new drawings and went through with members. He explained mechanical and structural engineers are being consulted at this stage and explained the layout of both Medical and Community Centres. MF noted these are not final drawings but work in progress and wanted to know when it will be completed. DF advised there will be consultation in June after which drawings can be finalised. It was agreed to wait until June for the next update on this.

HW presented comprehensive landscape drawings incorporating; Crossing points between phases, phase 3 courtyard, streetscape to new retail units, improved junction, green entrances to Belsize open space, welcome slope, private entrances to Snowman House and Casterbridge, entrances to Community and Health Centres, parking court for residents of Snowman and Casterbridge showing indicative location of car parking for existing residents. The presentation also included tree removal and replanting and on street parking strategies including disabled parking bays and bus stop location. The drawings also highlighted phase 2 landscape principles and aspirations as well as strategy.

HW and DW took turns explaining the drawings in detailed to members. It was noted some trees will be lost whilst more will be planted with a net gains rather than a loss. The management of the newly planted trees was discussed and DW assured members any species planted will be easily manageable and expected to survive. DF advised it normally depends on how the contract is written, however, the managing period for the contractor ranges from 2 to 5 years after planting. HW advised this is with Camden Tree Officers who are looking into it. HW, answering a question from FOS, confirmed some trees in phase 2 will be removed especially those that are not healthy. It was agreed we compare our tree survey with the drawings to find out trees that will be removed since the tree identification were used this will enable ARHC to put tree maintenance strategy in place.

KT suggested naming a tree after Orna Neumann, It was noted this is an agenda item but agreed to deal with it since it has been mentioned. Members unanimously agreed to either name a tree or the garden in front of Casterbridge and Snowman after Orna. MF paid tribute

to Orna for her good fight to maintain the garden and trees, failing which could have resulted in the removal of the Abbey Area Regeneration Project.

HW gave detailed explanation of on street parking and all other aspects of the drawings. It was noted the residents' estate parking is to be split with 18 spaces by the proposed Health Centre and 15 underneath new building in phase 3. Committee requested that DF write to consult residents on this split. FOS noted the estate office has not been given parking space under the new arrangement whilst Community Centre has been allocated 3 spaces although presently we share 4 spaces between us, DF agreed to look into this.

DF

It has been proposed the bins for the tower blocks under the drawings will be placed in unused cupboards at ground floor which will require Caretakers to move bins to the roadside and bring them back in on collection days as Bin Men will not go beyond 10 metres. Both the Landscape Architects and Regeneration Team have been working closely with Camden Street Environment Department on this issue. This generated a lengthy discussion with no agreement reached, it was however noted the new blocks will have similar designs.

FOS asked whether the Garchey pits is still on agenda to be removed, DF responded that as far as he is aware, that still remains the case. It was noted there is no delivery parking bay on the estate for tenants/residents who are moving home. The Landscape Architect was asked to look into this. Members deliberated and asked relevant questions on all other aspects of the drawings as HW and DW continued to offer explanation.

Item 4: Previous Minutes: Agreed as a true record and signed by Robina Fellows and Malcolm Bush

Item 5: Matters Arising:

a. Feedback from Social Sub-Committee meeting- It was noted only 4 bookings have been received to date for the coach trip to Bognor Regis after flyers sent to residents given deadline of 12th June 2015. Previous flyer to residents to choose between Bognor Regis and Bournemouth returned only 10 responses with Bognor as favourite. MF suggested we cancel the trip if enough people do not book by the deadline. MB asked how many do we need to book the coach, FOS responded 49. KT suggested hiring a mini bus rather if we cannot fill a coach, this was agreed. It was also agreed FOS send reminder to residents closer to the deadline.

FOS

b. Garchey – FOS advised the estate office are aware of 2 leaseholders and 1 tenant who still have Garchey sinks, this information has been sent to Dave Cartel LBC adding to what Regeneration Team have told us at this meeting.

c. Correction - MB pointed out the word 'the' is missing on page 6 point 7 and the word 'is' missing on page 8 point 7.6 second line. KT advised minutes need to be edited, read and input decisions in minutes. RF asked if Corrine and Rod are still helping with the Newsletter. FOS responded "yes" and the next one is due in July 2015.

Item 7: Estate Manager's Report:

FOS commented the report is self-explanatory; however, there are few issues that needs to be emphasised.

a. Snowman House and Casterbridge entrance lobbies - Report received from Paul Leavey with recommendations of works that Camden want to carry out on the lighting, we are waiting for start date. FOS will circulate the report to all MC members. Meanwhile, FOS and KT are liaising with Paul Leavey.

FOS

b. Deficiencies notice by Fire Brigade - FOS advised he completed an on-site inspection with the Fire Officer this morning. He informed members the officer is pleased with the work carried out so far and proposal to change individual property front doors and fire doors on the stairwells. He was however concerned with the plywood insulation casing around the heating pipes and vents metal casing which might not be fire resistant and, finally, lack of Fire Risk Assessment for Emminster. FOS has sent an email to Paul Leavey informing him of these concerns.

KT advised if we have to replace plywood in communal landings contractor will be contacted, Emminster FRA will be sent to ARHC. She explained new fire regulations means few fire doors are not compliant. However, the issue is more serious in the tower blocks than Emminster. EHS was concerned there are too much works being carried out on the estate to comply with deficiencies notice plus lifts refurbishment which will inconvenience residents. FOS was asked to liaise with officers in Camden so that works can be coordinated.

FOS

c. Internal audit and KT Monitoring Reports – FOS advised members he had received reports of the internal audit and KT monitoring. He however couldn't put them on agenda for discussion at this meeting due to invitation of Regeneration and Heat Metering teams. FOS will send the reports to MC members for discussion at next meeting. **KT** advised distribution in good time so that any member with concerns with her report can contact her before next meeting.

FOS

d. Website - FOS informed members ARHC website is up and running with all technical issues now resolved, both free phone number and contact form on the website are working. FOS has sent flyer to residents informing and encouraging them to visit the website.

Item 8: Quarter 4 budget Report:

FOS advised the report was sent to members prior to last MC meeting and it was agreed at the meeting to refer it to Finance Sub-Committee to go through it. **MF** asked EHS (Treasurer) to give feedback following Finance sub-committee meeting. EHS told members the finance team are happy with the report which is well-presented and easily understood. The report projected end of year budget surplus subject to our Auditors confirmation.

KT commented she thought MC members were receiving the bookkeeper's monthly sage report with forecast instead of the quarterly report. FOS explained the monthly report is always given in addition to the quarterly report and that is the source of information for the quarterly report. FOS further explained he presented a copy of the sage report with comments column as advised by **KT** at Finance Sub-Committee meeting but this was rejected as members prefer the quarterly report backed by that of sage.

Item 9: 2015-16 Budgets (Revised)

FOS advised the budget has already been passed at March 2015 MC meeting but he has since revised it to eliminate the projected deficit of £3,800. Hence the reason he included the revised budget in the papers to MC members for discussion at this meeting. FOS explained he revised the budget following confirmation from the Bookkeeper that Employment Allowance of £2K from Government is yearly on-going. This was not known at the time of putting the budget together. He has also looked at

reactive repairs budget again and reduced it to 16K given that we spent 8K last year. Members unanimously agreed to the revised budget.

Item 10: Paperless Meetings/Tablets update:

a. FOS updated tablets have not been purchased yet due to the need to transfer money from NatWest to Unity Trust bank to facilitate debit card application in order to purchase the tablets from Amazon. The authorisation for the transfer has been given by the Finance Sub-Committee and FOS has therefore transferred funds across. He now needs authorisation for the debit card application which takes 10 working days to process.

EHS (Treasurer) explained the 'Alto Card' applied for is a pre-paid card Funds are loaded onto it as and when needed. No more than 10K can be loaded at a time; likewise the balance on the card cannot exceed 10K. This, she reckoned gives protection to the organisation compared with a normal debit card that will give access to all of the money in the account. She recommended we apply for only one card although we are allowed four. MF suggested responsibility for the card be taken by the Treasurer in the absence of the Estate Manager. MB asked if tablets can display excel spreadsheet of finance reports, FOS responded the report will be emailed so there shouldn't be any problem. Members agreed to have the Alto Card, FOS was authorised to apply for it.

FOS

b. Bank Current Account Switch

FOS informed the meeting of the need to switch ARHC operating current account from NatWest to Unity Trust Bank's existing current account which is more or less inactive. CW asked the reason for the switch and competitiveness of bank fees. FOS responded fees are comparable. EHS in her capacity as Treasurer told members this has been discussed at Finance Sub-Committee meeting and explained the numerous difficulties we have had with NatWest dating back a long time. This includes a refusal to issue us with a debit card and signatory changes which still has not been done since Corinne (former Chair) left, although Mervin Archer, Relationship Manager, has attended our estate office to take details of the Chairman and Secretary.

KT advised Camden needs to be informed of the change and the new account number has to be provided. FOS responded the switch is to an existing bank account which Camden already has details, nevertheless, they will be informed. KT suggested FOS write to her line manager. MF went round the table and asked if anyone had any objection and there were none. Members therefore agreed for the current account to be switched.

FOS

Item 11: Correspondence - None

Item 12. AOB

a. **Feedback from Finance Sub-committee meeting/CCTV** – Members were informed our CCTV hub (sprite Box) has started making hammering noise and we have been told by Videcom the machine which is analogue and obsolete is closed to the end of its life after 10 years in service and cannot be repaired. We need to move on to digital. Members, after deliberation agreed FOS to find out the cost for replacement.

FOS

b. Lobbies refurbishment - Again discussed here, FOS advised he doesn't understand technical bits but can confirm the report does mention how some of the lighting installations can benefit from extra insulation. KT advised FOS to speak with Paul Leavey for explanation. CW asked if there could be redress from the contractor. FOS responded he will discuss this with the contractor once Camden tells us how much the remedial works will cost and who is to pay for it.

c. New Lifts and Cameras – FOS advised he attended a meet the contractor meeting arranged jointly by Camden and the Contractors who will undertake the lifts refurbishment, only RF and one tenant from Snowman House attended. FOS negotiated with the contractors for cameras to be installed in the new lifts with the view that MC members have previously asked the regeneration Team to install cameras if they were to provide us with new lifts (after feedback from LI when she visited Agar Grove with FOS). Concerns were raised on issue of privacy. MF (Chair) therefore suggested we refer this to next MC meeting as agenda item for full discussion as members were tired, He further advised FOS to send flyer to residents for their views before next meeting. Members unanimously agreed.

FOS / MC

Meeting Ended at 8.55pm

Date of Next Meeting: 30th June 2015

Signed: _____

Signed: _____

Print Name _____
Management Committee Member

Print Name _____
Management Committee Member

Dated _____

Dated _____