

**Millbank Estate Management Organisation
Annual General Meeting
Tuesday 29th September 2015
Merta Hall, 19.00 – 21.10**

Present:

Peregrine Alexander
P Artkinson
Gina Bobin
Harry Bourne
B Brady
Kellie Carson (KC)
Nina Chitnavis
K N Cocking
Peter Cousen
Kelly Degg
Peter Doherty
S P Gethin
Rosanna Glynn
Maria Goveia
Phil Hayes (PH)
L J Hiscock
Andrew Jane
Jane Jane
Robert Kelly
Margaret Landman
M L Leandrou
Raymond Lloyd
Maria Liutai
Oscar Martone
Gwendolyn Morgan
N Thompson
Marian Williams

1. Introduction and Apologies

- PH welcomed all present. Meeting proceeded based on count of 23 present (requirement of 21 at quorate)
- Meeting covered the current state of MEMO, its future direction and whether to continue as a TMO. Personal issues not to be addressed and meeting would comply with rules and requirements of an AGM. When asking a question, PH requested shareholders to raise their hand and state name/building
- Apologies from: James Crowe
Caroline Andrews
Olive Whitcombe
Ullah Werner

2. Minutes of the AGM 2014/2015

Matters arising from last set of minutes:

- Page 1: Noted that more attendees were present at the last AGM than recorded on the minutes. Action: add attendee list
- Section 4.10: '*board@memo*' corrected as boardroom@memo
- Section 7.1: '*Sir*' corrected as Sayer
- Section 9.3: '*Adjourned*' corrected as concluded
- Section 2.1: '*Resident notes that the washing line dispute is not noted in the minutes*'. Shareholder confirmed that this was not the main point to be documented but KC's apology not being recorded in the minutes

18 shareholders accepted the minutes as an accurate record of the meeting held last year

3. Chairman's Report

- Both Chairman and Estate Director's report presented together for the purposes of creating one vision
- *Question raised: what were the roles of the Board and Estate Director?*
PH responded: Board were employers of the Estate Office team; reviewed the strategy, presented to the community and moved forward. Board instructed KC on how to run the estate. Board was not involved in the day to day running of the estate
- PH: MEMO was at risk of not existing a year ago; commented on the benefits of being resident-led that was autonomous and made decisions on how finances were

spent and where. Shareholders allowed the management to run the affairs of the estate. Previously, policies/governance were not up to date with unauthorised spend and without budgetary control. Two-thirds of spend was on repairs. Estate office lacked technical knowledge and expertise. This led to the council conducting an audit with the subsequent implementation of the Service Improvement Plan (SIP). As the organisation was not fit for purpose, rules were rewritten and agreed at a public meeting with the primary core value being established to manage the housing at a higher standard and creating a stable organisation. Policies were reviewed and voted by members of the Board. Website went live as of 29th September with the availability of policies and minutes for download. Staffing review carried out bringing on John Downie as the Technical Manager and a handyman (handyman services only available to tenants). Streamlined estate services regarding cleaners and caretakers which subsequently matched the requirements of the estate. Water/gas safety checks also in place. Reviewed and aligned finance and IT requirements as well as staff training needs

- *Question raised: What staff and training were in place?*
Responded: Estate Director, Technical Manager and 2 Housing Assistants, 3 cleaners (1 position being phased out) and 1 handyman. Training was in place for customer services
- *Question raised: Was the handyman available to leaseholders?*
- *Responded: Handyman was responsible to tenanted properties with the possible availability to leaseholders. To be monitored very closely*
- Window cleaning of communal areas brought up, however PH stated that this would be looked into but not part of the AGM agenda
- Some general discussion took place on listed buildings of which Hogarth House was confirmed as Grade I listed building where other buildings are Grade II (only externally)
- Updated tenants handbook was to be available in 2 weeks (leaseholders handbook already existed) that covered responsibilities of both tenant and estate with clarity over repair obligations
- A good business plan was required and as part of the SIP, JD would conduct interviews with residents (informal consultation). The Board had already been interviewed
- Increase in membership required from the present 206 members
- *Question raised: How many of the 206 members lived on the estate?*
Responded: 206 members
- *Question raised: Did MEMO make known when a property was sold?*
- *Responded: Yes*

- An assessor would be reviewing the current stage of governance as part of the process to achieve the Good Governance Kitemark for 2016
- PH acknowledged the Estate as a diverse community. The Board had been concentrating on its core value and community activities had taken a side line. Though it was acknowledged that community activities had taken place but did not have a massive impact on resources
- *Question raised: Would there be any consideration towards environmental improvements with the Board being open to suggestions?*
Responded: the Board was open to suggestions with the aim of setting up a group consisting of the Board and residents
- *Question raised: What was the source of money for the 'community chest'?*
Responded: Tapped into the aerial funding; from the local council and fund raising
- MEMO's responsibilities did not extend to boundaries/highways as this fell under the Mayor and his office
- JD had worked closely with CWH on schedule of works since June. Major works would start in February 2017 (external works now included the door entry systems and internal communal areas). 3 L's scheduled to finish their major works by end of October. MITIE performed well. Conservationists had been resistant to double glazing where secondary glazing was not approved by CWH. There would be provision of new lighting in the courtyards but no CCTV. Bricks were to be replaced as part of the external works. Cyclical decoration took place every 5 years
- Resident asked about increasing the availability of 1 recycling bin to 2
- Resident noted that the Board had brought order out of chaos. There was applause
- Looked at hosting at Tate Britain

4. Finance Report

- Scott Steel presented an overview of the Finance report. Noted structural change of staff and targets had been allocated in a more professional manner. Money had been allotted in places where there was a requirement. Less income reported due to large service rebate. Conscious that there were no overspends and managed budgets very carefully. It had been a good financial year with added financial improvements. PH added that the estate was going in the right and balanced direction. Legal and professional fees had doubled due to spend on SIP with employment of professionals such as the HR specialist who had been involved with the staffing review. The staffing review was still in process with spend in process
- Noted that Board/admin costs had reduced due to an Expenses Policy being in place
- Question raised of why there was £500,000 against creditors. Scott Steel clarified that this related to the cyclical funds of CWH

5. Presentation of Accounts, approval and appointment of the Auditor

- Proposed by Neil Cocking to change auditors to ADHL. Seconded by Gina Bobin and 24 voted unanimously to change the auditor to AHDL

6. Vote to continue as a TMO

- 23 voted in favour of continuation as a TMO

7. Election of Management Committee Members

- *Withdrawn nominations:*

Richard Mittens

Neil Thompson

Ullah Werner

- *Elected:*

Caroline Andrews

Gina Bobin

Harry Bourne

Neil Cocking

Peter Cousen

Phil Hayes

Gwendolyn Morgan

Those not elected would be discussed at the Board Meeting

There was silence at the meeting to mark respect for the recently deceased Reny Carter aged 95 years

Meeting concluded at 21.10