**Totteridge House Co-Operative LIMITED**

**MINUTES OF general meeting**

**Ground Floor Meeting Room, Totteridge House**

**7.00pm, Wednesday 1st November 2017**

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| **PRESENT**  S Latchman (SL)  S Henzley (SH)  V Dal Busco (VD)  C Wilkinson (CW)  T Greenwood (TG)  A Morton (AM) | **APOLOGIES**  K Klidzia  J Baxter  W Awad | **IN ATTENDANCE** | **NON MEMBERS**  B Henzley  A Costello |

**2. Minutes of last meeting**  
The meeting approved that the minutes dated 1st March 2017 were a true and accurate record. This was proposed by TG and seconded by SH.

**3. Matters arising**  
None   
  
**4. Managers’ report**  
*Parking*

Sumi and Kamila have drafted a report on the parking situation around the estate and local area. The intention is to request a meeting with our local MP to assist with proposing an extension of the B2 controlled parking zone as this seem the best possible outcome for our residents. Copies of the draft report are available in the office.

*Lifts*

The Councils contractors, Griffin Elevators, have advised that the works to the second lift will overrun the estimated date of completion due to the failure of the drive, a replacement was sourced for installation on Monday 23rd October but was also found to be faulty. There is currently no updated timescale for the completion of the works and commissioning of the second lift.

*Water pressure*

The booster set was replaced on the 20th September by the Councils contractors so all residents should see an improvement to their water pressure. Residents are encouraged to report any issues to the office.

*Fire safety*

The London Fire Brigade have conducted two visits to Totteridge House within the last six weeks and are largely satisfied with the current fire safety measures we have in place.

We have a number of new safety signs being fitted around the estate and are improving the visibility from outside the building - so the fire brigade can easily identify the dry risers, fire exits etc

We have inspected all of the communal doors on the estate to ensure they are fire resistant and walk the estate on a weekly basis to ensure fire exits are kept clear.

The fire alarm panel is in full working order but is due for replacement due to age. Quotes are being sought with two of three already received.

Upgrades of all detectors, sounders and break glass panels will then be carried out in the next financial year.

The Council are issuing guidance on inspecting property front doors, beginning with leaseholders. Letters will be issued ahead of the inspections beginning.

Finance update - August 2017

**Block repairs and maintenance:**

There is an apparent overspend of £ 28,496 however £15,280 of this is a rechargeable cost for the works to the lobby, £3711.21 is rechargeable works to the insurance following the flood, £1908.20 is the annual rent for the paladin bins and £341 is the costs of repairs to the generator.

The remaining overspend details are:

1. Entry phone repairs (£1718.67) - there have been no further works since the previous months accounts but this area was under budgeted due to an unexpected major failure on the panel. This will end with an over spend on the year however no additional works are expected.

2. Estate lighting (£3116.35) - we are replacing the 2d fittings for LED lighting. We have now bulk purchased the fittings to bring costs down and continue with the piecemeal process to upgrade all fittings for a longer term benefit.

2. Estate cleaning (£6059.03) - as we now employ a contractor, all of the cleaning costs are under one code so some of this over spend is offset by savings in other codes (NI, Pension, Training, Clothing)

There was a period where we employed a contractor on an emergency basis while we undertook a recruitment process which cost more than the budget so some of this overspend will not even out over the year.

**Staffing:**

This area shows a surplus of £3770.00 to date. This surplus is largely made up of costs relating to NI contributions which have been lower than expected (£563.88 )plus staff training (£1000)as none has taken place yet this year and staff cover (£1114.8) . It should be noted that staff cover and training are not monthly costs so this could be spent later in the year.

There are other savings on the caretaker costs as above; they are all charged under the estate cleaning cost rather than separate as previously.

**Management and Services:**

There is an overall surplus of £3401.11 to date. There are no items of concern in this category.

*Overall there is a reported deficit of £21,324.89 across all areas but this is a faux deficit due to the rechargeable works (£15,280), insurance claim (£3711.21) plus some costs being paid in advance (bins - £1908.20)and some planned improvement works (LED lighting upgrade) which will not continue at the same rate.*

*Removing the rechargeable costs, we are running a deficit of £2333.68 to the end of September d. Of this deficit £1124.50 is relating to costs paid in advance, leaving a real deficit of £1209.18 which we will be monitoring closely to pull back in and end the year in budget or with a small surplus as planned.*

**Tenant only costs:**

There is a reported deficit of £7367.78 on tenant only costs, of which £5531.40 is awaiting recharge to the Council for replacement boilers.

The main area of overspend is the gas contract - we do annual gas safety checks in all properties which are not averaged out (68 of 104 have already been completed in the first half of this financial year) so much of this cost is the services.

72 of the boilers in tenanted flats have been replaced since 2011 and 39 are still covered under warranty by the manufacturers which keeps callout and maintenance costs low.

WBC meets the full cost of boiler replacements; we pay the contractor directly so this can appear as a cost on out accounts but we then recharge WBC.

The other main area of overspend is void costs, these are empty properties which usually require works to bring them up to lettable standard.

We have had three voids in the last six weeks; 2 x 2 bedroom and 1 x 1 bedroom which all required a large amount of work with each property needing a new kitchen, bathroom or both plus electrical works to bring the fuse boards up to the current standards.

Not all works have been invoiced however, the combined costs are £14,633.93.

This highlights the need for the kitchen and bathroom renewal programme which we continue to pursue the Council for as expenditure this high will almost certainly leave us over budget at the end of the year.

These costs are NOT rechargeable so will not affect service charges but overspends will need to be taken from the reserves.

TG noted that WBC are currently replacing local street lighting with LEDS.

**5. Small Improvement ideas**  
VD suggested additional Bikeaway lockers.

**6. Working group with other co-ops**  
We are part of an informal group of co-ops within Wandsworth who currently meet on a quarterly basis to share ideas, information and jointly tender where possible. To date there have been three meetings which have proven very useful in terms of our position with the Council, within the group there are two ex-Council employees who now manage co-ops and a number of managers with over 10 years experience.

We have recently retendered the auditor contract as part of the group which made Totteridge House a saving of £1800 per financial year.

We are now looking at retendering the IT support contract.

**7. Our Co-op**  
We are working to improve our community and co-operative. We would like to set up a social event sub-committee to organise regular social events.

We have had a lot of new residents who may not know what being part of a co-operative means and we would like that to change. The hope is that more residents will become involved to strengthen the co-op and the community.

Under the terms of the Management Agreement we have with WBC, we must conduct a continuation ballot every five years to ascertain whether or not the estate wishes to continue as a co-op or return to Council management. The ballot is now due so all council tenants and leaseholders will be receiving ballot papers shortly from the Electoral Reform Service (the agency carrying out the ballot).

**8. AOB**

AC presented a proposal to install motorbike storage within the grounds of Totteridge House.

BH advised that there would be very little room certainly no more than five spaces.

A number of questions were asked:

> who would monitor it?

> who would pay for gate keys?

> who would pay for the maintenance and any repairs required?

> What happens if ex-residents park there after they have moved out of the block?

A number of concerns were also raised:

> The area is not covered by CCTV 24/7 so there is a risk of theft or damage

> The paving isn't suitable for any increase in traffic

> The bike racks are already there and children frequently ride their bikes in the area

> The noise of revving engines will be amplified and disturbing to residents

TG suggested the proposal be amended to answer the above questions and then presented again if answers are found.

Vote 5 against and 1 for

AC thanked the meeting for hearing the proposal.

It was reported that WBC have advised the co-ops that they intend to reduce the number of CCTV cameras across the borough by up to 505 due to a new directive from central government and changes to the data protection laws.

This will include systems on co-op estates.

The co-op must provide a report stating why CCTV should be retained and proving that the use of CCTV is in pursuit of a legitimate aim to satisfy the guidelines set out by the Information Commissioners Office.

We have been advised that even if we can ensure CCTV remains, WBC will install their own system and monitor it from their central control room.

We will keep residents updated as we progress this issue.

Meeting closed 19:45