

## Styles House TRA/TMO Board Meeting

8<sup>th</sup> October 2015

TMO Meeting Room

<b>Present :</b>	<b>Apologies :</b>
Philippe Chery, Karen Illingworth, Richard Walsh, Zoe Bulmer, Tracy Stedman, Barbara Sweet	Alex Tabaquinto, Michael Conlan, Cristene van Jaarsveld

### AGREED ACTION

NAME	TASK	DATE ADDED	Update
RW	Richard to buy a new paladin bin – Richard spoke to LBS and they informed that we don't need to pay and someone will meet Richard on site	Oct 2015	Nov 2015
PC	Collected bags, but still not taken. Now on Joan Street and Richard has rung around 7 times. Richard will now write to LBS.	Oct 2015	Nov 2015
RW	Will write to Brian Davies (stage 2) to ensure all the issues from the complaint are answered (listed) – Re: Leaking valves, Richard has written and will pursue.	Oct 2015	Nov 2015
Comms C	Cristene will come back to the board with a final version.	Oct 2015	Nov 2015
Finance C	Richard to send a date for the next meeting asap	Sept 2015	Nov 2015
PC, AT	Gather items for next Newsletter – newsletter due to go out in late Nov	Sept 2015	Nov 2015
ZB	Covered the options – people to think about it and will discuss at next meeting		
KI	Organise meeting with fire safety officer for door and bike parking – met the officer, will look at creating bike parking on each floor (will trial). Confirmed that two sets of doors are not required for the entrance. Tracey to ask about funding for bike parking.	Oct 2015	
RW	To do - Start sign programme once logo agreed. Philippe to try one sign to show where meeting room is	Sept 2015	
ZB	Business plan – 12 <sup>th</sup> December 10 – 4pm	Oct 2015	Nov 2015
ZB	Gates – write to council	Oct 2015	
PC	Will find out about Coopers Close door entry system – visited and seems very secure. Concern about access for bins etc	Oct 2015	Nov 2015
KI	Investigate floor cleaners – need to buy a commercial level machine, have been in contact with Vax and will pursue	Oct 2015	Nov 2015
RW	Write to Lee Page about rent statements - done	Oct 2015	
RW	Quote for regular maintenance of windows – Tracey has provided another company. Richard to get quotes from both	Oct 2015	Nov 2015
RW	Backsurge – get a quote to clean out the system. Not happy though as we have. Will check the management agreement.	Oct 2015	Nov 2015
RW	Richard to find quotes for redec of TMO hall	Oct 2015	

Item	Topic	Actions
2	<b>Apologies and declaration of interest:</b> As above, None	

<b>3</b>	<b>Minutes of last meeting:</b> M and J are on in error. Corrected spelling of Cristene's name and other small errors.	
<b>4</b>	<b>Matters arising:</b> As above <b>Documentation</b> Michael and Louise have not signed. Rules state that if not signed in a month then cannot be a board member (page 11 and 12 of rules, D5.1 and D.2). Given to Louise tonight, will see if she returns them in the next two weeks. Philippe to give Michael the documents	
<b>5</b>	Board meetings sign off - done	
<b>6</b>	Richard to do this week for HR, Comms and Finance, and send out by Friday and copy to Tracey	
<b>7</b>	<b>Improvements</b> CCTV – Philippe attended housing management training, trainer (Lee Page) isn't keen on CCTV as it's after the fact. However has worked in some places. Need to be done professionally as can be broken or damaged. Dev Soc are looking at the specs for the door entry door Have also got some CVs for project managers but no one suitable so far Have also discussed with Tracey about using the Council's contractors from the approved list. The brief for the door entry gate has been agreed. However we are still pursuing the door entry for the gate and will consider this once we get quotes.	
<b>8</b>	<b>Performance report</b> Need to provide a response, failed to do so. Tracey provided an example of what another TMO did, that we can follow as a template. Philippe, Zoe and Richard to meet to discuss <b>Quarterly Report</b> Was late again Not doing pre and post inspections (20%) on repairs or tenant satisfaction on all repairs. Tracey will sent a form for us to use and we will do this straight away. Estate inspections – need to be doing monthly. Tracey will send a form. Doing better on arrears but still not hitting targets <b>AGM letter</b> Tracey forgot to add that the existing members need to be nominated to be on the board. This was actually done, so Richard can show to Tracey. Membership Register – Karen had the register at the meeting If we want to change the rules we can, speak to Richard Amoah	
<b>9</b>	<b>Noise Nuisance from bars</b> We have been to speak to them several times. The speakers are next to the doors, hence why so loud. Karen to invite Mike Tuppen to discuss how to review the licence.	
<b>10</b>	<b>TMO Manager's Report:</b> See report Zoe to progress getting a debit or credit card	<b>RW</b>
<b>AOB</b>	Broadband contract – will commit to a contract with Plusnet to get a bit cheaper. PC – Richard getting backup sorted	

**Next planned meeting:**

Nov board meeting

Minutes agreed on: \_\_\_\_\_

Signed (chair):

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