

Waltham Estate Resident Management Organisation

(WERMOMO)



**Annual General Meeting
Reunião Geral Annual
L'AG annuelle**

AGM

17th October 2007

@ 7pm

Addington House

Board Room

Annual Report

Dear Residents,

We look forward to seeing you at this year's Annual General Meeting (AGM). To encourage a good turn out of resident there is a prize draw of a portable DVD player and all residents who attend will be entered.

Note: current Board Members will not be included in the prize draw.

This report and minutes have been circulated in advance to highlight the proceedings to those residents who have never attended. There will be an opportunity for questions after item no 7 on the agenda. It is anticipated that the meeting will last for about 1 hour. Refreshments will be provided.

To comply with previous AGM request, a Portuguese interpreter will be available

AGM Proceedings

- 1) Introductions
- 2) Minutes of previous AGM 17th October 2006
- 3) Audited accounts - the receipt of accounts and balance sheet and all reports of the Board and of the Auditor for the year ended 31st March 2007
- 4) Appointment of auditor 2007/2008
- 5) The Management Report Presented
- 6) Resolution to continue with management agreement
- 7) Election of Board Members for 2007/2008
- 8) Matters arising from previous minutes & questions will be taken
- 9) Any other business

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- Minutes 2006/7
- Management Report
- Major works programme
- Performance

**Waltham Estate Resident Management Organisation
Minutes of AGM 18th October 2006 @ 7pm,
Board Room, Addington House**

Agenda

- Minutes of previous AGM held 18th April 2005
- Matters arising from the minutes
- Report from the Chair - to be tabled
- Management Report - to be tabled
- Audited accounts - the receipt of accounts and balance sheet and all reports of the Board and of the Auditor for the year ended 31st March 2005 - to be tabled
- Appointment of auditor 2005/2006
- Resolution to continue with management agreement
- Election of management committee
- Any other business

APOLOGIES: no apologies

Present:

- 1) Natalie Almeida (NA)
- 2) Paulo Leal (PL)
- 3) Maria Laureireo (ML)
- 4) Isabel Antunes (IA)
- 5) Lia Conceicao (LC)
- 6) Vanda Parker (VP)
- 7) Fortunate Asare (FA)
- 8) Simosala Ijishakin (SI)
- 9) Jeanette Weekes (JW)
- 10) Fatimah Batley (FB)
- 11) Paulo Rossetto (PR)
- 12) M.Rajl (MR)
- 13) Lyn Nesbit (LN)
- 14) Agnes Onayemi (AO)
- 15) Dorothy
- 16) Maria Gallo (MG)
- 17) Carlos Gallo (CG)
- 18) Marvelle Dublin - Interim Estate Manager (MD)
- 19) Adetutu Ohwduin - Housing Officer (AO)
- 20) Clara Odamo - TMU (CO)
- 21) Val Alleyne - Housing Assistant(VA)
- 22) Oladiran Koleade - Finance Manager (OK)
- 23) Elena Bortko-Conteh - Technical Officer (EBC)

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1.0 Opening:

The meeting started at 7:30 pm with a personal introduction of all the members present.

The chair Fortunate thanked and welcomed everyone who attended the meeting. Copies of the agenda, minutes of the previous AGM meeting April 18th 2005, management report and the treasurer's report were distributed and read out to all those present

2.0 Minutes:

2.1 Welcoming and thanking everyone for coming, the chair (FA) read the minutes in summary form and it was amended.

2.2 Adey pointed that her name was omitted in the last meeting. This was noted and corrected.

3.0 Matters arising:

3.1 Dilia mentioned about the request some members made regarding a Portuguese translator for those who can not speak English. It was agreed that Dilia would translate for this meeting.

4.0 Management report:

4.1 The EMB manager Marvelle Dublin read the management report in summary form. She commended the effort of the Adey and Val in their revenue collection. She also commended Elena for the resurfacing of the estate pathways, the completion of Begbie House in March 2006, the installation of the Stockwell Lane and Begbie House door entry system intercom. She reported the play area for under 5's and middle play ground is in progress after some delays. She also related that the Burford House and Waltham house railings will commence 2007.

5.0 Audited report:

5.1 Audited report for the year ending March 2005 was submitted by Shooter Green & Co who was not present at the meeting. The report shows no marked gains or losses.

5.2 However Agnes queried the expenses of leased van and fuel whereas the car was said to be owned by the establishment.

The Treasurer's report was also presented and read by Simisola. She commended the sound health of the finances, mentioned an appealing profit for 2005/2006 was in the sum of £143,000 which has been invested into the Nat west Bank account to yield interest for the Waltham Estate.

6.0 Appointment of auditor 2005/2006:

6.1 All the members suggested that since they are doing well, based on their good account balance, we might as well keep them but they should have been here to give us detail in person as Simisola did.

7.0 Resolution to continue with management agreement:

7.1 Voting was done almost everybody agreed that we should keep it up.

7.2 Seven members of the committee agreed to continue. Two people want to step down. Three new members are Lia, Fatimah, and Vanda, Parker. Total is nine committee already, while the board needed 12 people and so no voting was done.

8.0 Any other business:

8.1 Clara added that, in her opinion, Waltham TMO was the most improved TMO of the year.

8.2 Agnes raised an issue concerning misused past telephone bills and requested that it should be looked into. She was advised that it was inappropriate to mention this here and she should refer matters to the Board outside of the meeting.

Management Report

It has been a good year in many ways although we have not achieved as much as we had hoped due mainly to circumstances beyond our control. In some instances we over estimated how quickly consultants and the planning processes work in Lambeth.

Our successes have been:

- to improve the look of the block entrances, staircases and landings
- to improve the cleaning standards throughout the estate (*although there is still some work to be done, both by staff and residents*)
- the opening of the play areas
- the various estate activities: Bonfire fun night, 2 French Day Trips, Brighton trip and Port Lymphe Wildlife Park Trip
- the introduction of the Waltham Junior Football Team
- the creation of the Waltham website at www.walthamrmo.org which went live on 1st October.

Our disappointments are:

- Deferral of the Audit Commission Inspection from September 2007 to June 2008
- Works to the perimeter railings have not started. This is due to us still awaiting planning permission from Lambeth Planning
- The bin shelters to Addington, Begbie and Thornicroft

(Both theses projects are still earmarked for this financial year, as well as roof renewal to the small blocks and we are still hoping to complete works to the play areas i.e. safety flooring and a slide).

- Resident participation and involvement is still not at a level that we are happy with. This has meant that the estate management work and the decision making involved have been left to mainly 12 board members.
- Lambeth Council's threat to cut TMO budget allowance

Waltham objectives over the coming year are:

1. To achieve a two-star-rating in the June 2008 Audit Commission Inspection:

As most of you are aware, Waltham, along with our partner TMOs in URH, will be inspected by the Audit Commission in June 2008. If we are successful in achieving the two-star-rating we are aiming for, Waltham will receive approximately £6.5m pounds. This money is earmarked for the following works over the next 5 / 6 years:

- Roof & window renewals to Addington and Thornicroft
 - Roof renewal to Begbie, Burford, Colwall, Goffton, Stockwell lane, Waltham
 - Communal internal and external decorations
 - Door entry upgrades
 - Lift renewals
 - Central heating boiler upgrades
 - Water tank renewals, asbestos removals
 - Kitchen and bathroom refurbishment
 - Environmental and landscape improvements
2. Continuing to improve the internal and external cleaning standards and the general appearance of the estate communal areas. *However, until the communal repairs and decorations work are done this will obviously be limited to patch repairs.*
 3. Installing the estate perimeter railings
 4. Commencing roof renewals to the small blocks and commencing roof and window renewal to Addington and / or Thornicroft (*if we achieve the Audit Commission Inspection two-star rating*).
 5. Complete works to the play area (*safety floor and slide*)
 6. Install bin shelters to Addington, Begbie and Thornicroft (*subject to funding*)
 7. Obtain funding for more estate & community development activities specifically focussing on young people and the elderly.
 8. Get more residents involved in the decision making and monitoring of the estate services.

The programme of works proposed overleaf is based on where defects are most prevalent and how it is expected that funding will be allocated

Proposed major works for WERMO 2007 - 2013

Subject to funding being made available the following works are proposed over the next 5 / 6 years. Obviously a lot will be dependent on whether we achieve the two-star rating in the June 2008 Audit inspection:

	2007/9	2008/9	2009/10	2010/12	2012/2013
Addington		Roof & window replacement, communal decorations & associated works to commence		Kitchen & bathroom refurbishment & central heating upgrade	Lift renewal & door entry upgrade
Begbie			Roof renewal, communal decorations & associated works to commence	Kitchen & bathroom refurbishment & central heating upgrade	
Burford	Roof renewal, communal decorations & associated works to commence			Kitchen & bathroom refurbishment & central heating upgrade	Lift renewal & door entry upgrade
Colwall	Roof renewal, communal decorations & associated works to commence			Kitchen & bathroom refurbishment & central heating upgrade	Lift renewal & door entry upgrade
Goffton	Roof renewal, communal decorations & associated works to commence			Kitchen & bathroom refurbishment & central heating upgrade	Lift renewal & door entry upgrade
Stockwell Lane			Roof & window renewal, communal decorations & associated works to commence	Kitchen & bathroom refurbishment & central heating upgrade	
Thornicroft		Roof & window replacement, communal decorations & associated works to commence		Kitchen & bathroom refurbishment & central heating upgrade	Door entry upgrade
Waltham	Roof renewal, communal decorations & associated works to commence			Kitchen & bathroom refurbishment & central heating upgrade	Lift renewal & door entry upgrade
Estate Environmental Works	Perimeter railings to the estate Temporary bin shelters to Begbie, Addington & Thornicroft				Water tank renewal, asbestos removal permanent bin stores, drainage & environmental works

A Tenant Management Organisation (TMO)

Tenant Management Organisations (TMOs) are organisations run by voluntary committees of residents to manage and maintain homes and estates belonging to local authorities. TMOs often employ staff to provide management and maintenance services to residents, under a Management Agreement with the local Council. TMO's receive an allowance from their local authority to pay for the services they provide.

As an established TMO, Waltham is an Industrial and Provident Society, registered with Registrar of Friendly Societies (*now the Financial Services Authority, FSA*).

In 2003, Waltham residents voted to form a TMO and has managed the estate and improved the standard of housing service to the residents.

Waltham has 238 properties of mixed tenure – tenanted and leasehold. There are 181 tenanted properties, 57 leasehold properties - some of which have been sublet.

Membership

It cost £1 to become a shareholder.

Only shareholders can vote and be elected to sit on the Board.

It was agreed at WERMO's inception that for every household two adults can become shareholders and a single share certificate can be allocated to each member.

To date Waltham has 59 shareholders.

Board Meetings

Waltham's Board started with 10 members in October 2006 which increased to 12 members in January. Board members are obviously very dedicated and take special responsibility for making sure services are provided properly, and the TMO runs in line with the Management Agreement, law and agreed standards.

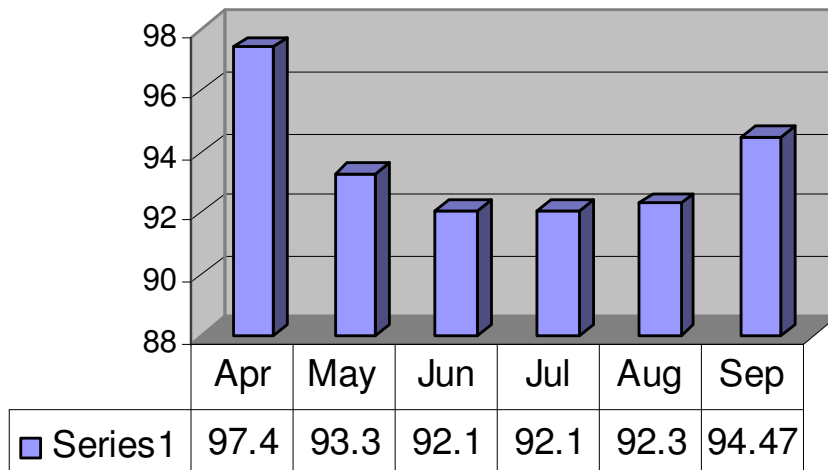
Board Meetings are usually held on the last Thursday of each month at 7pm in the Addington House Committee Room.

WERMO PERFORMANCE 2007 / 2008 against Lambeth's targets

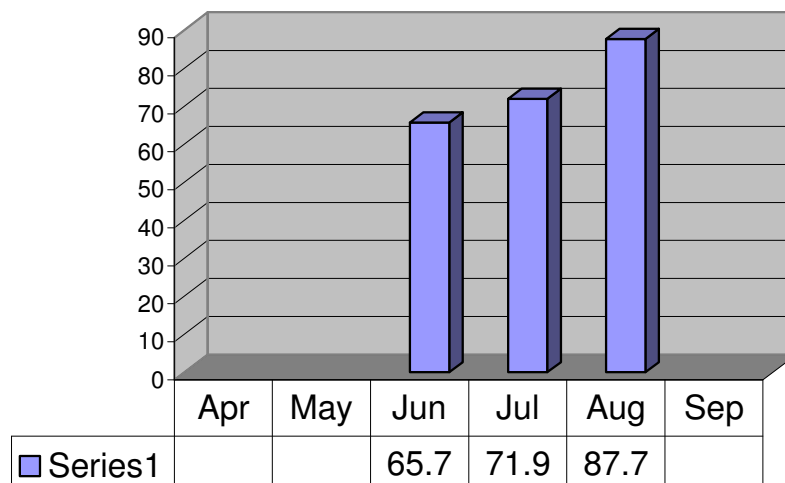
Unfortunately, due to a new computer system introduced in September 2006, performance stats are not available for repairs performance

Waltham figures do need to improve in some areas, such as, rent and service charge collection, however the performance remains within acceptable parameters.

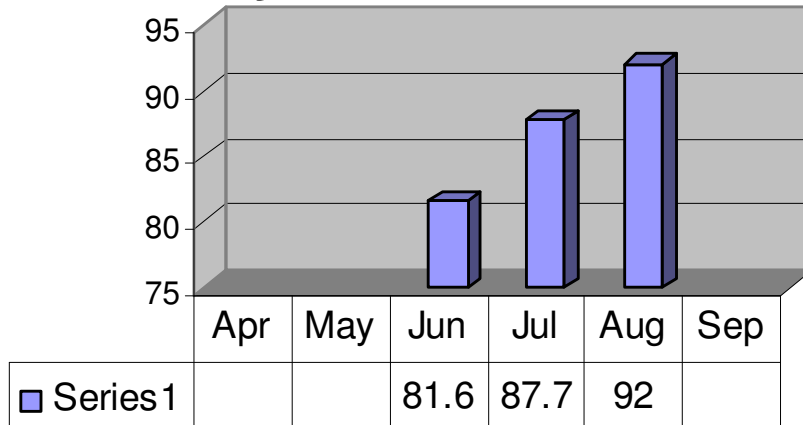
Rent Collection - target 102%



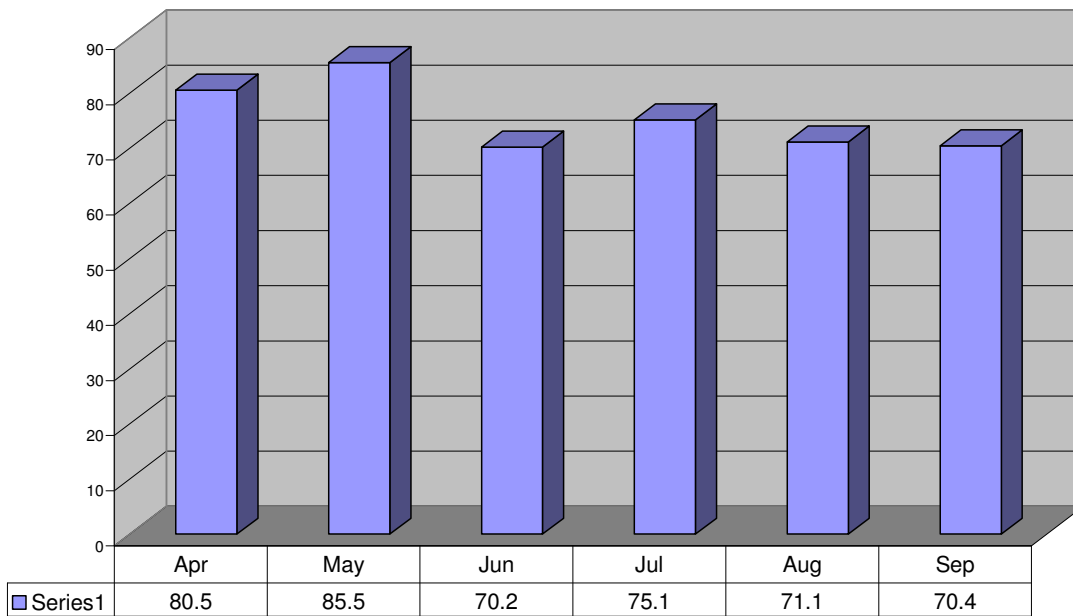
Service Charge Collection - target 95%



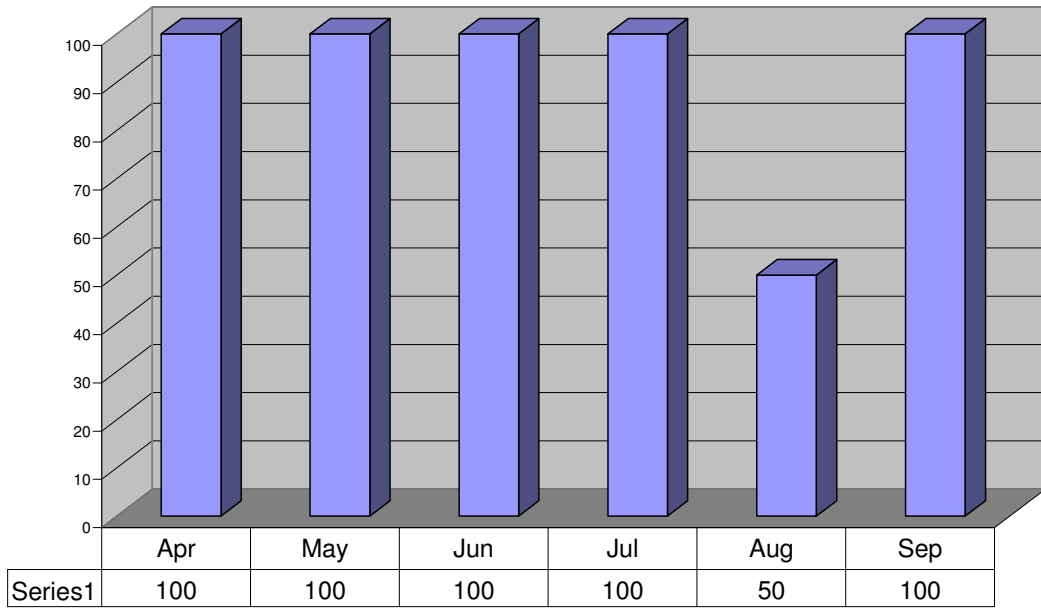
Gas Servicing - target 100% by March 2008



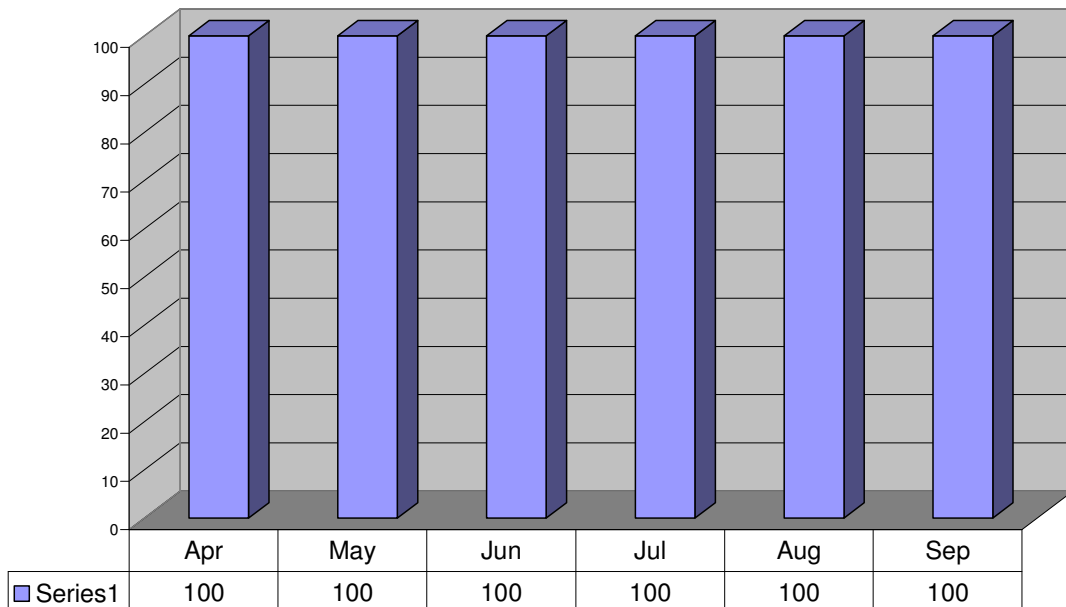
Telephone answering - target 95% calls answered within 15 seconds



Complaints - answered within 15 days



Members' enquiries answered within 10 days



Extract from URH Report on Mystery Shopping Exercise carried out in June & July 2007

Overall Feedback

Below is a summary of the outcome of the mystery shopping exercise. In addition to the questionnaires that the residents filled in on each shop, some also gave additional verbatim qualitative comments which gave URH more insight into their experiences.

Letters and Emails

The number of shops carried out in this area is not enough to assess or monitor actual performance and so this area will be tested again during the next round of mystery shopping. The feedback from URHs shoppers on correspondence was very positive with replies received within the deadline and answered in detail.

URHs shoppers did inform us that their preferred method of contacting the housing office was either by paying a visit or making a telephone call.

Office Visits

URH shoppers highlighted a number of issues some of which are relatively easy to rectify, for instance re-positioning handrails or fitting an induction loop in the reception office. Other issues, such as not having a reception area big enough or not having enough interview rooms in the housing office are beyond the control of the organisation.

The feedback for all the visits to **Waltham Estate RMO** is very positive. Most of the shoppers agree that the estate office is easily accessible for wheelchair users or for people with pushchairs. There is also an impairment facility fitted (an induction Loop system) in the reception. Most shoppers also recorded that the signage on the estate is adequate. It is not however easily identifiable as a URH member office.

Most shoppers agreed that the reception area was well maintained with adequate information/leaflets displayed. All visitors to the office do however comment on the reception desk being too high. All shoppers said that Waltham staff were polite, cheerful, easy to talk to and were well-informed. Shoppers recorded that the grounds are well maintained.

Shoppers also recorded that staff they met in all 4 offices dressed appropriately, sometimes wearing names badges and at other times not. Opening hours and the Out of Hours contact information is also clearly displayed outside all the housing offices. None of the offices has a suggestion box according to the shoppers, only Waltham had suggestion cards displayed but no box to drop them in. Shoppers also suggested that translation

information information/facilities should be clearly displayed, so that residents are aware that it is available.

Telephone Calls

Waltham answered all mystery calls within the 5 rings target, meeting the customer care standard for call answering and answered the phone clearly, stating their name and the organization

According to the shoppers, Waltham ticked all the boxes in terms of being cheerful, helpful and certain about the information given to residents.

Conclusion

The next step in the process is to discuss this report with all the estate managers and their staff in order to design an action plan for improvement for each estate office. The action plan will be publicised in the URH quarterly newsletters so that residents are aware that we are listening to them and taking action. The mystery shopping report and the action plan will also be placed on the URH website.

**If you would like a copy of the full report, please ask
at the Estate Office.**

SPANISH (ESPAÑOL)

Si desea esta información en otro idioma, rogamos nos llame al 020 7 926 9083

PORTUGUESE

Se desejar esta informação noutro idioma é favor telefonar para 020 7 926 9083

FRENCH

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7 926 9083