

PATMORE CO-OPERATIVE

ANNUAL GENERAL MEETING

WEDNESDAY 21st SEPTEMBER 2022

Members Present: 14 residents. See attendance register

Officers: Chris Laytham (Co-Op Manager); Craig Johnson (WBC Deputy Manager); Lee Bushell (WBC Resident Participation Manager); John Thompson (WBC Area Manager)

1. Chair's Opening Remarks

The Chair welcomed everyone to the meeting which commenced at 7.15pm. The meeting had to be held in the lobby area of the Committee rooms due to a large infestation of wasps in the main room.

2. Apologies

John Osbaldeston, Tutu Sahle & Lorraine Barnes.

3. Minutes of Annual General Meeting – 11th June 2020

This meeting had been held exclusively online during the lockdown. Of those in attendance tonight only JH and JD had been present at the last AGM. The minutes were agreed as a correct record and there were no matters arising.

4. Annual Report & Financial Statement – 2021-22

JH asked CL to go through the accounts with those present.

- CL explained that the Co-Op has to produce audited accounts to satisfy the terms of the management agreement with the Council and also the requirements of the Co-Operative & Community Benefits Societies Act. The accounts are audited by Evelyn Partners. The same company have also been providing bookkeeping support to the Co-Op although this is done by a team fully separate from the auditors.
- There was discussion about the Chair's report which provided statistics on vacant properties, repairs and complaints as well as commentary on ongoing activity on the estate. It was noted that more investment was going into the estate with new roofs, communal water storage tanks and playground improvements. A programme of external decorations and associated repairs including major overhaul of the windows is due to start next year and will continue into the mid and late 2020s.
- MB asked about the kitchen and bathroom improvements. She accepted that funding was limited but asked if there was any way that more certainty can be given about the timetabling of improvements. She felt that people were being left in limbo awaiting for work to commence. CL said that given that the kitchens and bathrooms were last done in the early 1990s, deciding on priorities is quite difficult. The current funding of £225k allows for about 40-50

projects to be done each year and there are around 580 tenanted flats on the estate. Of late, there have been several instances where bathrooms were in such a condition as to cause leaks into flats below and that meant that they would be raised above the queue.

- JC asked if more contractors needed to be recruited to help with the programme. CL said that it was more of a case of funding rather than labour shortages. JC asked further if the Co-Op could not use some of its reserves of £287k to do some of the kitchens and bathrooms. CL and JH said that the reserve still needed to be built up to at least a level equivalent to one quarterly allowance payment currently £300k. This was important to protect against any unexpected needs and ties in with being a going concern.
- Cleaning & Grounds Maintenance. CL outlined the issues experienced in 2021 when the Green Team had substantially increased their charges. The Co-Op is about to retender these contracts.
- JC considered the performance of Green Team to be unsatisfactory. He asked about what monitoring is taking place. He referred to expenditure on staff of £175k and felt that some of it should be used to have an Estate Services Manager. CL said that these costs also include employer's national insurance and pension contributions. The Committee had carried out a review of the staffing structure 2 years ago and 2 Housing Officer posts had been established. Many of the duties of the Estate Service Manager had been absorbed into these posts and the Housing Officers do carry out patch inspections. AM confirmed this to be the case.
- On playgrounds, KP asked whether the playground and pitch that had been removed for the new Patmore St development would be replaced. CL said that this was included for in the new development. KP also asked whether access would be available to existing residents and CL said that it would.
- On anti social behaviour, MB was concerned about the activities of a household living near her which she had been discussing with CL. CL suggested meeting MB on a one to one basis when he would update her.
- On complaints, JC said that issues that he had been raising over the past 2 years had not been resolved. These included inadequate parking signage on the service road behind Fowler House, lack of enforcement against leaseholders who had not upgraded their front doors to meet fire regulations and unsatisfactory performance in rat baiting by the pest control contractor. He had submitted a further complaint to CL on the previous week and was expecting a reply within 10 days in line with the complaints procedure. He also asked that CL share details of his response with JH as Co-Op Chair.
- CL took the meeting through the auditors' statements. He set out the processes which the auditors use to establish that the accounts represent a true and fair view of the Co-Op's affairs and that there is no fraud or misrepresentation going on. The auditors had been satisfied that the Co-Op remains a going concern and CL said that this was based not just on the current financial position but on projected income and expenditure for the next 2 years.
- JH talked about the successful continuation ballot which had given a clear mandate for continued resident leadership and management of the estate. However this can only continue if there is a strong and active Committee overseeing the Co-Op's work. She urged people to come forward to get involved with the Committee. DB said that she had been involved with the Co-

Op since 1991 when it was still in its development phase. There had been times in the past when the Committee had been down to 4 members. DB said that this would be the last year in which she would be seeking election to the Committee.

- The balance sheet and income and expenditure account were considered and it was noted that a small surplus of just over £3k had been generated.

JH asked if someone could propose a motion to approve the accounts.

Proposed: Doreen Bennison

Seconded: Jenneh Duwai

The motion was approved with no votes against.

5. Appointment of Auditors

The Chair advised that the Management Committee of the Co-Op were recommending that Evelyn Partners (formerly known as Smith, Nexia and Williamson) be appointed for a further year as auditors.

The motion was approved with no votes against.

6. Management of the Estate

The Chair advised that there is a requirement at each AGM, that a resolution is considered as to whether or not the Co-Operative continues to manage the estate.

The motion was approved with no votes against.

7. Election of Management Committee 2022-23

The 2021-22 Committee automatically stood down. Nomination forms were received from the following Co-Op members to be members of the Committee for 2022-23. Ania Gasiorek, Bai Abo Gai, Doreen Bennison, Heather Kutsoati, Jenneh Duwai, Jennifer Henriques, John Osbaldeston, Lorraine Barnes, Mary Fuller, Nicola Smart, Paul O'Halloran, Tutu Sahle, Verline Forrest, Victoria O'Dwyer

The members ratified the election of the 14 nominations.

CL said that meetings of the Committee take place on the first Wednesday of each month and the next one will be held on 5th October.

8. Any Other Business

- Parking. There was a general concern that parking was becoming in shorter and shorter supply. VOD asked whether any preference could be given to allow local residents to park on the public highways. CL referred to a consultation exercise which the Council had undertaken in 2020 before enforcement on the highways had been introduced and thought it unlikely that this would be changed after only 2 years. VO'D also asked whether there was

parking provision in the new development. This can be raised with Richard Goodman who is the Project Manager for the development when he next attends a Committee meeting. JC suggested that more needed to be done about removing abandoned vehicles and that Lambeth Council were more effective in doing this. Craig Johnson from WBC advised that there is an abandoned vehicles team in the Housing Department. It was necessary first to establish the tax and ownership and it wasn't a simple process of just towing away vehicles thought to be abandoned. CL said that over the next few weeks, surveys would be done of the areas to establish the extent of the problem and action removal of vehicles which met the criteria as abandoned.

- Yellow Lines. MF asked about whether there were plans to re-instate yellow lines around the estate. It is difficult to get access into the storerooms outside Kirtley House due to parked cars. AM said that contact had been made with a company called Paragon Road Marking and that a survey will be done and cost estimate drawn up.
- Notice Boards. V'OD asked that more use be made of notice boards on the estate as people do regularly look at them. JH agreed and said that the Committee is also looking at different methods of communicating with residents. This includes re-launching the website and use of twitter and facebook as well as more traditional methods such as newsletters and notice boards.
- CCTV. MB asked whether the improvements to the system in 2018 had included installing any new cameras. CL replied that it had not although new cameras had been added to the system prior to that at various times. The 2018 improvements had involved converting most of the network to wireless links from hard wired system. MB asked about the process for introducing cameras in areas which are not currently covered. CL advised about the budget setting process which is due to take place in spring 2023. Two meetings will be held. The first will consist of inviting suggestions from residents about items that should be included in the budget which will be considered by the Committee and a second will involve the presentation of a budget for approval to a general meeting of the residents.
- MF raised issues about noise nuisance from Covent Garden site. It was suggested that this may be best brought up with Environmental Services.
- JC asked about the potential impact of regeneration in the area on the future of the estate. CL replied that whilst it was not possible to predict several years ahead, there is investment going on at the estate and so the Co-Op was pressing on with business. He referred to a survey which the Council had undertaken in 2015 which suggested that residents wanted the estate to be retained rather than it being demolished and re-developed.

The meeting closed at 8.30pm.

Signed _____

Date _____