

Minutes of General Meeting

Tuesday January 31 2017 (reconvened from Tuesday January 24 2017 as meeting was not quorate)

Community Room, Entrance B, Goulden House

AP = Action Point

Attendees

Krys Dylewska (chair) KW	Paul Appleford
Rex Wickham (secretary) RW	Aoife Warren
Sandra John-Lewis (Acting Estate Manager) SJL	Helen Muller
Chris Rowe (committee)	Anna Feeney
Richard Hickie (treasurer)	Chris Gomez
Bart Lai (committee)	Noelte Invernizzi
Keun Jackson	Rory Bickner
Sunny Azarpor	Javier Polanco-Abed (committee)
M Alipour	Anna Kirilov (committee)
Teresa Cooney TC	Josephine Alipour
Marie Krum (committee)	Ali Alipour
Serena McKenzie	Dominic Mourad (committee)
Catherine Fitzpatrick	

1. Apologies for absence

None received

Meeting opened 7.30pm

2. Minutes of last meeting November 23 2017

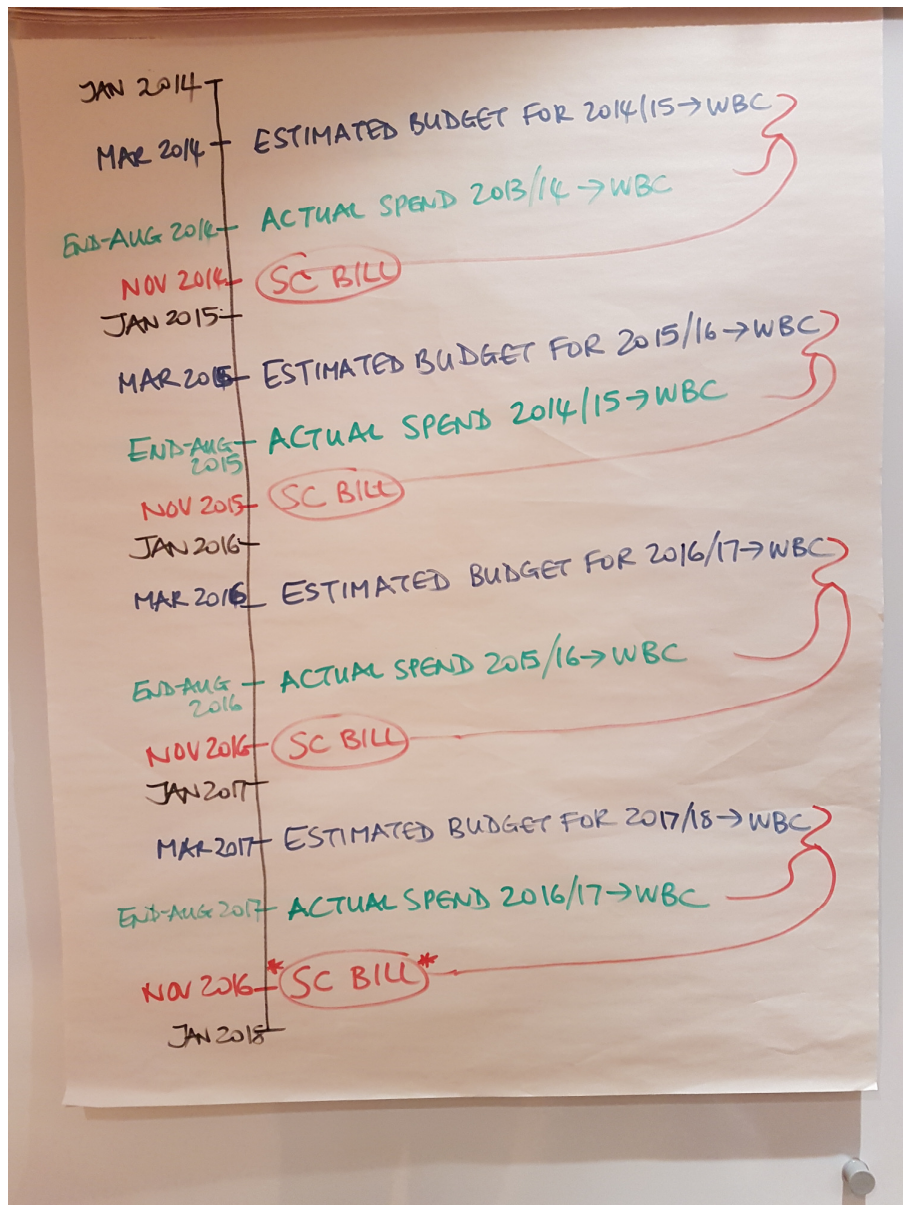
Minutes agreed as true record with no corrections

3. Matters Arising

No matters arising

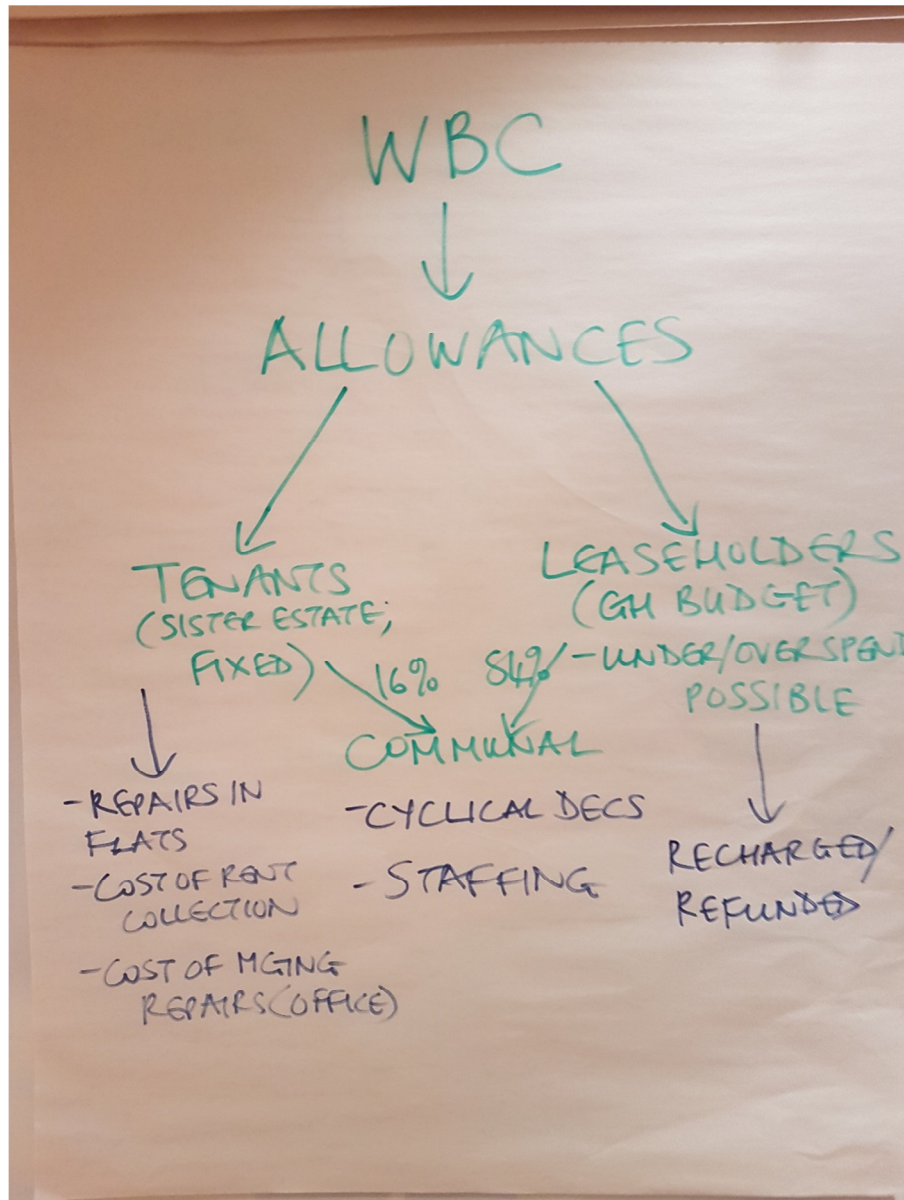
4. Service charges/ budget explained

Richard Hickie (RH) explained the budget preparation is underway but Wandsworth Council (WBC) need to provide some information on allowances. RH then went on to talk about the reasons why service charge bills (received in December) had risen. He said the main reasons were overspends in budgets for gardening, bulk rubbish collection, electricity. He said these had been budgeted to low and we would be adjusting the budget to more realistic figures this time. There was a salary shortfall of around £13k. Another reason was the WBC had not used an interim figure provided by the Co-op last year – effectively last year's service charge was too low, so the difference was made up this time.



This diagram was used by RH to explain the timeline for the budget, expenditure and Service Charge bills.

RH went on to explain how Allowances work:



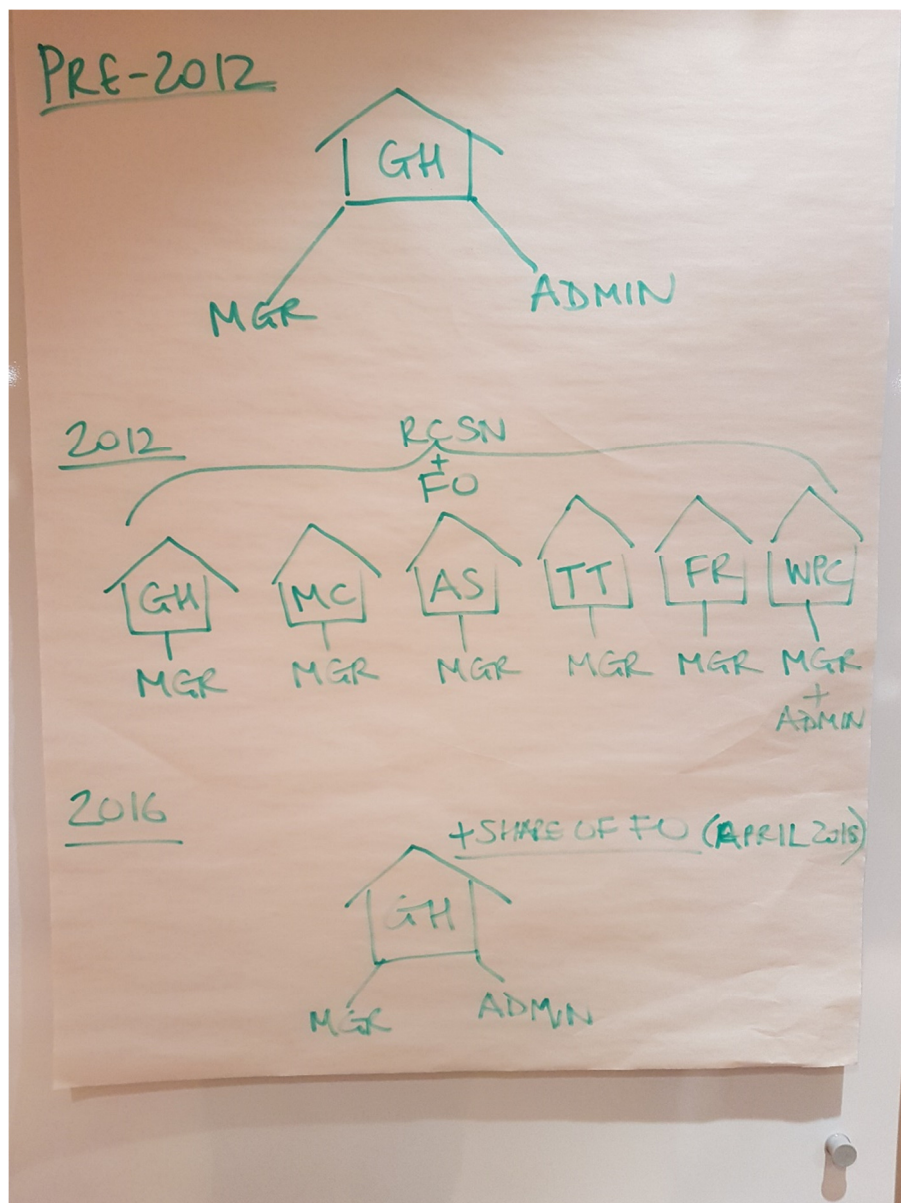
Some years we have overspent on tenants with a result there is a paper deficit of around £70k. This has been reduced in recent years thanks to underspending where possible. RH reassured the meeting that the bank balance is healthy – but cannot be used to reduce this deficit as any expenditure is always recharged in full.

TC asked about the current financial year. RH said we were broadly on budget. There is one item of work that has taken place that was not on the budget which is the flushing of the waste stacks, this is costing around £14k.

5. GH operational structure

Krys (KD) gave an overview of the staffing structure at Goulden House with the aid of this diagram.

It shows previous and the current operational structure.



We now have a manager and a part time admin, with book-keeping being provided by DevSuccess (Jeff's company).

We had hoped to report a new caretaker had been employed to replace Frank, however he left after 1 week in post. The work continues to be covered by contract staff.

Finally the previous managed, Kamila, is providing some consulting/training to the new manager. TC asked about the costs and KD said we are monitoring these closely but the training and help is considered essential at present.

6. Staffing Update

Sandra John-Lewis (SJL) introduced herself as the estate manager and talked a little about herself and the current office team.

7. New Goulden House office opening hours.

SJL showed the meeting the office opening hours, which are also posted around the block. An hour on Wednesday morning has been set aside for training. Bart asked about evening opening and KK responded that this isn't in place at the moment but is still on the agenda.

8. AOB

KK noted the work on the drains starts tomorrow (1st Feb) and will last 4 weeks. Residents affected should have been notified.

A question was raised from the floor about the extraction fans. KK noted these are WBC responsibility but they do not seem to have been well maintained. We continue to raise complaints with them. Sunny said she would write a template complaint letter that residents could use.

KK reported to the meeting that additional security lighting was being put in place in areas that have been used for dumping rubbish.

Sunny asked about store sheds. People who no longer have a connection with Goulden House still have sheds. In the discussion which followed it was clear there was uncertainty about the rules applying to ex-residents.

AP – An audit will be carried out by the office

A question from the floor was asked about getting more bike sheds. RW suggested the WBC small grant fund could be used to apply for some funding. Further suggestions were directed to the office.

9. Date of next meeting.

The date of the next General meeting is: **On the schedule it is 26th June but we need a meeting earlier to approve the budget. So the date of the next meeting will be notified in due course**

Meeting closed 9pm.