

## URH Board Minutes

Wednesday 13<sup>th</sup> December 2006 at 6.30pm

LG04, Lincoln House

Present:

### TMO Members

**Blenheim Gardens TMO:** Anton Manickim  
**Loughborough EMB:** Ann Hoad (Chair)  
**RouPELL Park RMO:** Mary Simpson  
**Waltham Estate RMO:** Delia ('Lia') Conceição  
**Waltham Estate RMO:** Maya Schram

**Council Representatives:** Paul W Cooper

**Independents:** Edith Yembra

**URH Interim CEO:** Peter Redman

**URH Project Team:** Tim Mathias (Minutes)  
Alexandra Asare  
Clara Odamo  
Vanessa Matthews  
Phil Morris

**Observers:** Mark Browne (Manager – RouPELL Park)  
Sara Banyan (RouPELL Park – Board member)

### Apologies:

**Blenheim Gardens RMO:** Angela Bartley  
**Council Representatives:** Helen Charlesworth-May  
Cllr Alex McKenna  
Cllr Clive Bennett

**Cowley Estate EMB:** Paul Southwell

**Independent Representatives:** Scott Cunningham  
Willem Buttinger  
Jo Robinson

**Lambeth Council:** Roneeta Chand

**Loughborough EMB:** Jason Wyatt

**RouPELL Park RMO:** Carla Pall

### **1 Introductions**

This was the first meeting attended by Maya Schram. Sara Bunyun from RouPELL Park attended as an observer.

### **2 Minutes & Matters Arising from Shadow Board held on 8 Nov 06**

The Minutes were agreed unanimously as a true record of the meeting.

One Action Point on page five of the papers:-

Present updated Improvement Plan to December meeting

This is covered under Item 7 on the agenda.

### **3 Interim Chief Executives' Report**

Pete Redman presented this item.

### Cowley EMB Ballot

A meeting of the Cowley EMB Shareholders is scheduled for mid to late January 2007. At this meeting the Cowley board will put the proposal to re-enter URH to their shareholders. Pete asked the URH board to note that the leaseholders (at least those that returned their ballot papers) were not in favour of URH.

### Go-live

URH has now gone live. There is a slight delay in getting the management fee out of Lambeth. Photos from the URH launch party are available on request.

### Permanent Chief Executive Recruitment

References for the preferred candidate have been received, these have been circulated to the interview panel.

Paul Cooper stated that using Tribal Recruitment was a positive experience. The five candidates that were short-listed were significantly better than the candidates who were short-listed during the previous, unsuccessful round of interviews. The two candidates that made it down to the final interview were both excellent. The panel were unanimous in their decision. Damien Roche was the preferred candidate.

Paul Cooper recommended that the Board offer the position of URH Chief Executive to Damien Roche. This was agreed unanimously by the URH board.

Please note that until the permanent Chief Executive takes up their post, Pete Redman will be working for both URH and Lambeth Council.

Lia Conceição asked if there would be any formal handover. Pete Redman stated that there will not be a formal handover, Pete Redman will do an induction for the post and will be available for any form of consultation afterwards. Pete Redman will still be working for Lambeth and will remain available to consult with URH.

### Board Membership

Pete Redman asked the Board to approve Jason Wyatt (Loughborough Estate); and Mary Simpson (RouPELL Estate) as Directors of URH. This was agreed unanimously by a show of hands.

Maya Schram from Waltham Estate attended the meeting as an observer, Maya will inform the URH team whether they want to be considered as a Director before the next board meeting.

Selina Ellis from Blenheim Gardens will attend the next board meeting on 10 January 2007, with a view to becoming the second Director for Blenheim Gardens RMO.

Edith Yembra asked that a summary of insurances covers be presented at the next board, also specifically covering the question of Directors indemnity cover.

Action Point	By whom	When
Produce paper on Insurance cover including Directors indemnity cover	Phil Morris	10 Jan 07

Paul Cooper asked that proposals for inducting new board members be presented at the next meeting.

Action Point	By whom	When
Paper on inducting new board members	Clara Odamo	10 Jan 07

### Staffing

Sabine Buntu has started at URH, on a voluntary basis initially.

Vanessa Matthews has started as a part-time Human Recourses consultant. This post will run for a period of a few months. Vanessa will be available for consultation by any of the TMOs.

Pete Redman is meeting with Leasehold Services to discuss possible TUPE arrangements. Pete will report back to the next board meetings.

Action Point	By whom	When
Report back to board – Leasehold TUPE arrangements	Pete Redman	10 Jan 07

Three candidates were interviewed for the post of Interim Finance manager by Clara Odamo, Pete Redman & Willem Buttinger. Phil Morris has been appointed to this post.

Maya Schram asked why were so many of these posts Interim Positions? Pete Redman replied that Damian Roche would like to put his own team together when he starts in January 2007.

#### Forward Plan

This is attached to Pete Redman's report – agreed to add Insurances as agenda item to 10 January meeting.

#### Equalities Impact Session

A session with Vivien McKnight – the Equalities manager for Lambeth Housing - was held just before this board meeting. Clara Odamo will be developing policy. The board must note that resident involvement is a large part of getting a 2-star rating.

### **4 Resident Involvement Strategy & Resident Compacts**

Clara Odamo introduced this item.

#### Training Programme

Now that URH has gone live, will need to look at developing own training program.

Items suggested:-

- TMOs & the law
- Induction – new board members
- Commissioning contracts

Please forward any further suggestions to Clara at [codamo@urh.org.uk](mailto:codamo@urh.org.uk).

#### URH Conference

URH was provisionally planning for a conference in February 2007. Tim Mathias will book a venue as soon as funds available.

After some discussion it was agreed to consider having two conferences – one for staff, one for residents. Mark Browne advised that URH would have to consider a weekend conference if you want to attract sufficient residents. Tim Mathias will bring further proposals to the board.

Action Point	By whom	When
Proposals for Residents Conference & Staff Conference	Tim Mathias	10 Jan 2007

#### URH Shadow Inspection Team

Carla collected the name of twenty volunteers in total at the URH launch party. These volunteers will be involved in activities such as:-

- Mystery Shopping
- Visits to URH Estates
- Visits to other ALMOs
- Contributing to Brainstorming sessions/Focus Groups
- Undertaking a mock inspection of the services

Carla is also applying for Innovation Into Action Grant.

#### Recruitment/Repairs/Finance/Contract Panels

Training will be provided for all residents.

#### Formal Consultation Bodies within Lambeth

There are important consultation bodies such as the Tenants Council and the Leasehold Council. URH will be arranging representatives to attend these.

Pete Redman advised the meeting that there is a TMO Governance meeting tomorrow night, one agenda item will cover TMO costs. *Please note that Danny Howcroft, the Blenheim Gardens Director, subsequently attended this meeting on behalf of the TMOs.*

Waltham TMO sits on the Tenants & Residents Division Action Group.

URH will ensure that all the TMO board meetings in Jan 07 are attended by a URH Representative.

Action Point	By whom	When
Inform URH of dates for all TMO Board meetings	Estate Managers	Ongoing

#### **5 Risk Policy & Register**

Pete Redman introduced this item.

The final page of the report is the most important. The Finance manager will have a particular interest in this subject. Pete Redman pointed out that you have to take risks to move forward.

The question was posed as to whether URH should have Risk policy as a standard agenda item. It was agreed that URH does not want a system where every decision comes to the board – this slows progress.

Edith Yembra stated that URH should be risk averse – but must have good stewardship.

Phil Morris pointed out that the biggest asset a company has is the use of staff time – how to use staff effectively is the biggest responsibility that the URH board has.

Mark Browne urged the board to look at partnership arrangements. The board should accept that the systems Lambeth have in place do not work. URH should look at developing systems that encourage the better contractors to tender for more work.

#### **6 Capital Programme 2007/08**

Pete Redman introduced this item.

Each TMO will provide Pete Redman with a note detailing costs for work that Council has committed to, but not yet tendered.

#### New Programme

There is slippage in the Council's plans. Mainly looking at Health & Safety items. This will be allocated as an per dwelling (tenancy) to each TMO.

Proposed that Mark Browne leads. This was agreed, as long as Blenheim Gardens, Loughborough and Waltham Estate Directors agree to this proposal.

Lia Conceição asked if this is cosmetic works in order to make estates look better or structural works. Pete Redman stated that these could be either.

Agreed to outline proposals in January newsletter.

#### **7 Progress on Improvement Plan & Performance Indicators**

Clara Odamo presented this item.

The Access & Customer care KLOE has been allocated to Dan Howcroft, who will be producing an assessment for Loughborough, Roupell Park and Waltham by January 07.

The board requested that, in future the Improvement Plan be presented under the traffic light system previously agreed – that was Red = urgent/ Amber = Imminent / Green = on target/ White = ongoing. This was agreed unanimously.

Paul Cooper pointed out that some of the target dates have already passed. Isn't it time for a reality assessment? Agreed a collated timetable should be put together.

Mark Browne stated that the report is too bulky. Agreed to go back to producing exception reports.

Clara Odamo asked the board to consider appointing a consultant to bring all the strands of the improvement plan together. It was agreed that proposals for additional resources will be presented at the next board meeting.

## **8 Any Other Business**

Pete Redman confirmed that an inspection timetable will be drafted for the next meeting.

Ann Hoad stated that Defend Council Housing attended a meeting at Loughborough last week. They have concerns about URH, and have written to the board demanding a ballot. The Loughborough AGM will be held on 14 December – Clara Odamo from URH will attend.