

Leathermarket JMB AGM November 2021

LEATHERMARKET
JMB



Running order

- Roll-call of members (we need 25 members to be on the call to have a formal vote)
- Apologies
- Chair's welcome
- Chair's report – Continuation ballot result
- 2020/21 audited accounts
- Ratification of auditors
- Manager's performance report
- Ratification of directors nominated by the 4 tenants and residents associations (1 TRA is currently disbanded)
- Resolution to continue the JMB
- Member's Motion by Richard Lee
- Minutes of the 2020 AGM
- Matters arising
- Any other business

Apologies

- Cllr Damian O'Brien, Cllr. Helen Dennis, Cllr Sirajul Islam.
- Welcome to other councillors in attendance

Continuation Ballot



90% support on a 62% turnout

Secure tenant support- 92.4% on 71.3% turnout

Homeowner support-82.4% support on a 44.4% turnout

Virtual Meeting

- Quorum is 25 resident members
- Only Members (residents) can participate in voting/ meeting
- Non-Members are very welcome to be observers & contribute to a survey
- The meeting will not continue after 8 pm
- All participants will be on mute. Members and officers can only speak with the permission of the Chair
- Please raise your hand on the participant link or an camera if you are a member or officer and want to contribute to the discussion
- Bad behaviour will not be tolerated. Anyone not behaving respectfully will be withdrawn from the meeting
- Voting for Members will be via the Zoom facility. We will announce the unofficial result, but will have to announce the official result via our website when we have had chance to check that only Members have voted
- We are recording the meeting for minute-taking purposes only

Chair's report

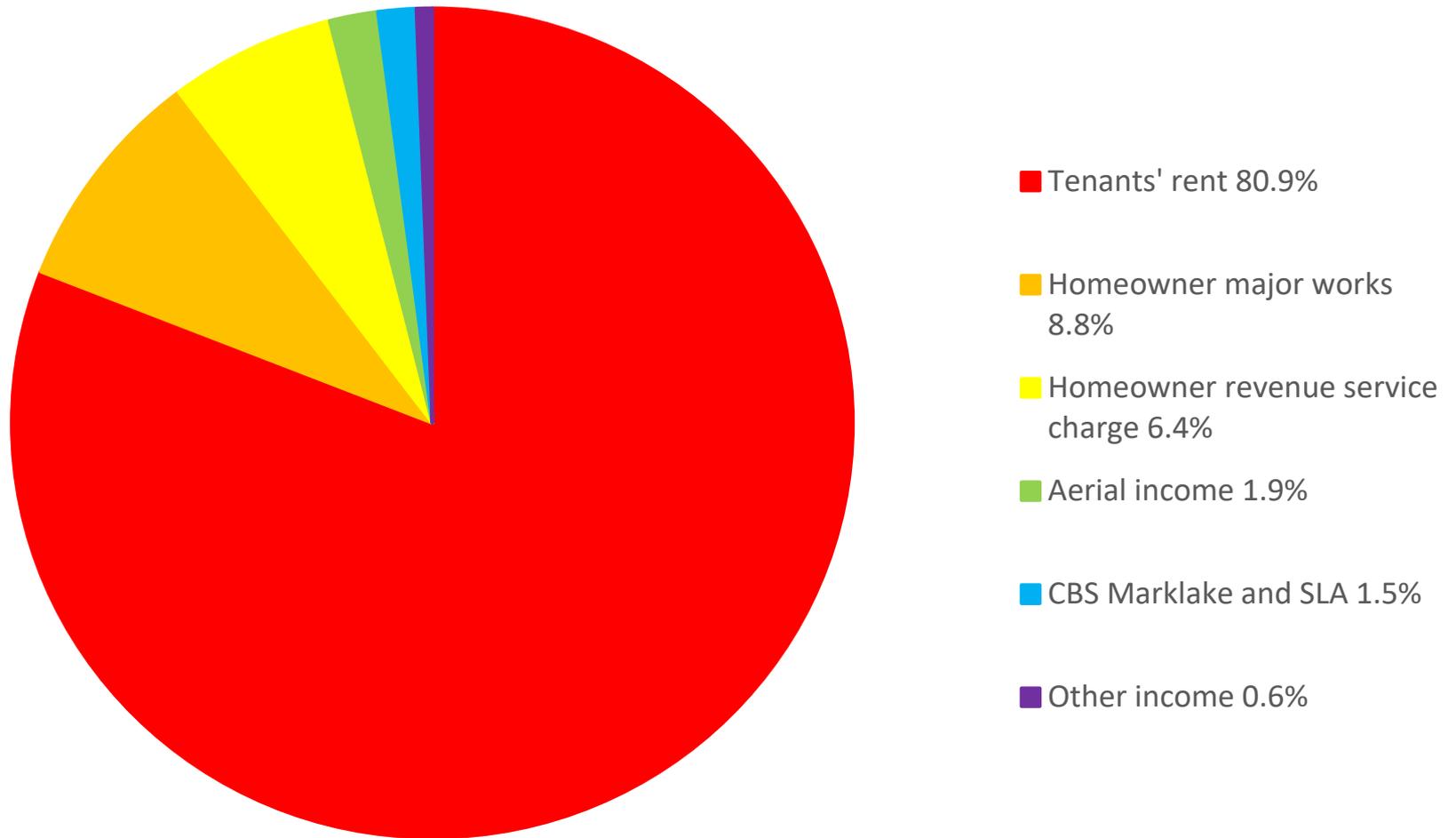


Presentation of the Audited Accounts 2020/21

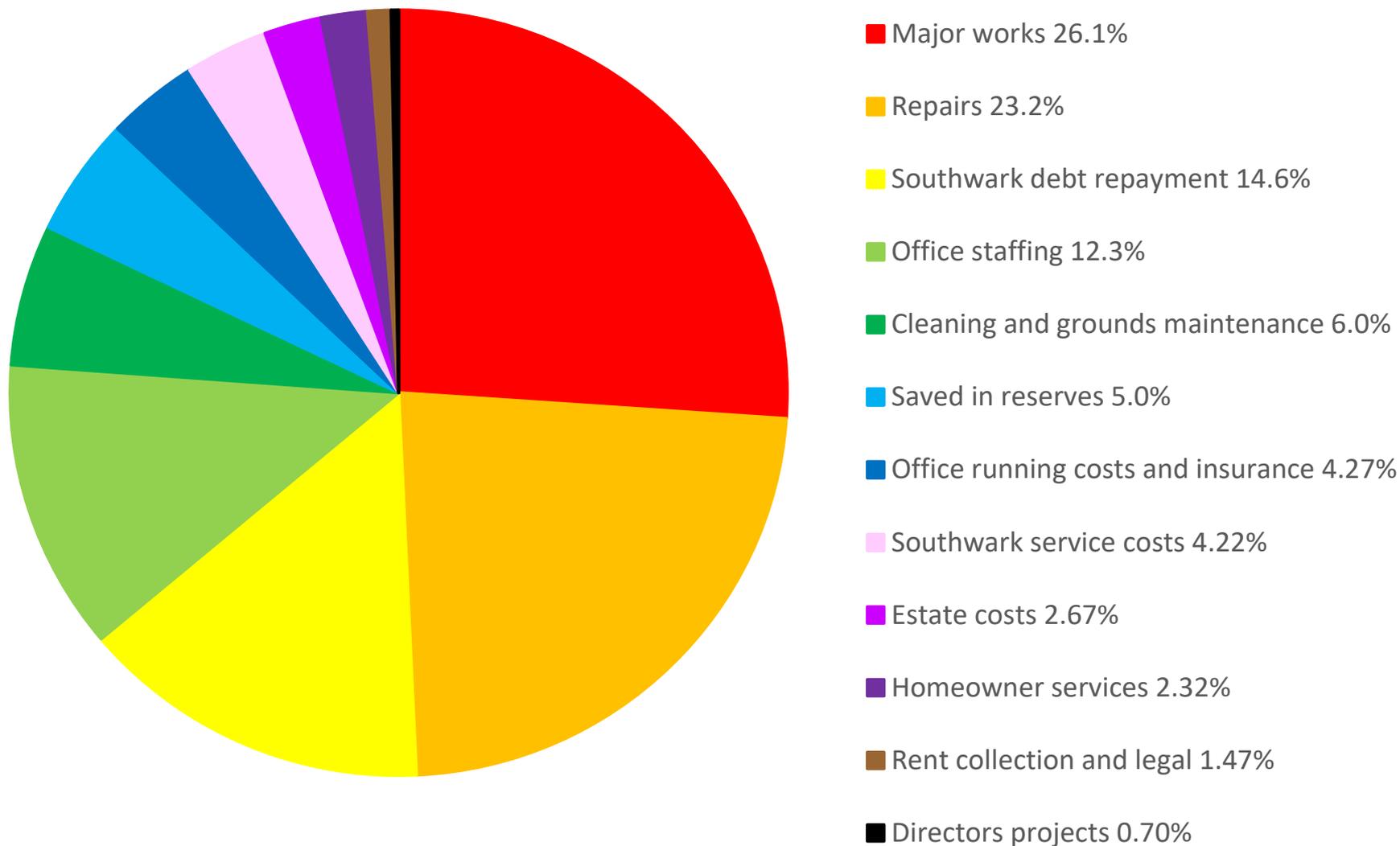
- Peter Hudson – Kreston Reeves
- Berni McEwan – Finance Manager

Leathermarket JMB Income 2020/21

£7.8 million



Where we spent 2020/21 income of £7.8 million



Resolution to Accept Accounts

- This meeting resolves to accept the accounts

Ratification of Auditor

Special thanks to Peter Hudson, for whom this will be his last audit

- Auditor asked to leave the meeting
- Motion: That Kreston Reeves continue as JMB auditor for a further year

Manager' report on 2020/21

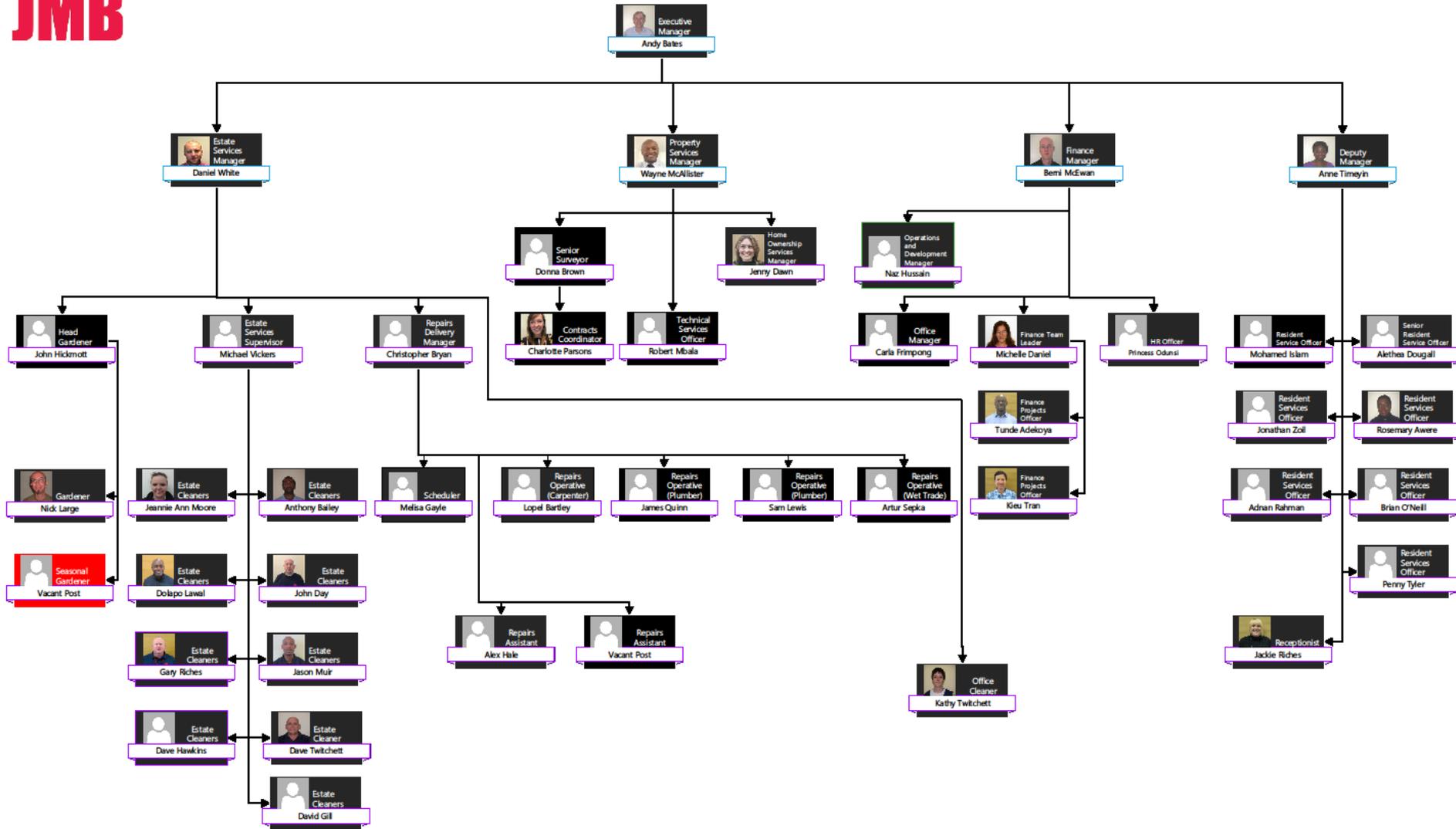
Continuation ballot: thank you for your support. It is a great discipline for directors & staff to be out talking with residents

Challenges:

- Covid-19
- Reorganisation
- Reliable repairs contractor

JMB has been there for our residents during the pandemic

Staff Structure



JMB Business Plan objectives

Objectives:

Provide excellent services

Participatory democracy: give residents the chance to participate & make a positive difference

Provide effective support for residents who face the greatest challenges

Maintain our homes, blocks and estates.

Building blocks:

Positive approach to equality and diversity

Excellent financial management

Excellent governance

Excellent employer of excellent staff.

Responsive repairs

- Really difficult during the pandemic
- Had to sack a poorly performing contractor
- Had to reorganise our in-house service
- Recruited high quality contractors
- Settled-down in-house reorganisation
- Heating, entry phone & lift contractors maintained a good service during the pandemic

Key performance indicators 2020/21

- 6,006 responsive repairs completed
- Rent collection 97.7% (held up well)
- Average time to re-let a flat 99 days (usually 28 days): fell apart during the pandemic
- Standard of daily clean & gardening held-up-planned works disrupted
- 100% response to anti-social behaviour reports

KPIs part 2

- Fire safety strategy reviewed
- Lift availability 99%
- 96% of complaints responded to within 15 days
- 100% of MPs/ Councillors' enquires deal responded to with 10 days

Equalities

- Reviewed policy in 2020
- What can we do as a relatively small, local organisation
- We there for residents who face the greatest challenges
- Give a voice to those historically excluded from decision making
- Directors' training January 2022

Directors Training 2020/21



- Focus to-date directors & staff: want to open this out to sub-group and TRA members
- 2020/21 training plans disrupted
- £2,000 contribution to Southwark TMO programme- recommenced July 2021
- Bespoke TMO directors training courses has just started

Staff training 2020/21



- Again disrupted by lockdown
- Fire safety training
- Manual handling for cleaners
- Working at height for in-house repair team
- Electrical training
- Employment law training
- Professional qualification

Major works 2020/21

- £2.05m spent in a pandemic year(thanks to residents for working with us
- On course this year/ next year to deliver the biggest major work programme in the JMB's history
- Whites & Crosby structural works/ Elim & Tyers/ Tanner bathrooms)
- Smoke alarms
- Our 3 communal heating systems have been renewed

Major Works 2021/22

- More bathrooms
- Simla/Burwash & 1-10 Lockyer entry phones renewal
- Lawson phase two structural works
- Symington: electrics, water tanks, CCTV up-grade & lift
- Peveril: wind & water tight
- Trinity Street: fire safety & structural works
- Simla & Burwash fire safety
- Simla lift
- Water tanks: Kempe and Middleton

5 year plan

- More bathrooms
- Respond to Grenfell Inquiry/ Climate emergency recommendations
- Tyers estate: structural & window renewal
- Hamilton square: structural security
- 1930's Lockyer: structural
- Emergency lighting low rise/open blocks
- Communal electricity supply up-grade various blocks
- Rephidim Street roof

What next for the JMB?

- Directors review of objectives next 5 years
- Condensation: link property type, disrepair, low income & overcrowding
- Delivery of major works
- Resident Engagement Strategy
- Renegotiation of our Management Agreement with the Council

Resident Engagement Strategy

- Resident engagement is what makes us different
- We want to give everyone a voice
- We respect the time of volunteers and want a tangible outcome for those to participate
- We want to make sure that we are talking about what matters to estate residents and do not get bogged down in bureaucracy

Resident Engagement strategy

Continuing to take forward our resident engagement strategy and the motion from the JMB AGM 2020.

- Ensure that all residents are represented, and fully aware of the opportunities for their involvement, especially those most likely to be excluded from decision-making
- Ensure that meetings are friendly, welcoming and productive and not bureaucratic and confrontational
- Identify training needs for TRA, sub-group and board participants
- Work with TRAs to identify their support needs from the JMB
- Review the arrangements for resident Directors to report to their TRAs. Also, to review arrangements for TRAs to raise issues for consideration by JMB sub-groups and if appropriate the full board
- Review what changes are needed to give TRA's more influence over JMB decision making, within the context of Company Law. The interrelationship between TRAs and sub-groups requires special focus.

TRA's and all TRA residents will shortly receive a letter informing them of this work, with a copy of the motion agreed at the JMB AGM 2020. This work will continue to be taken forward, with a formal board review in March 2022. The methodology for the work will be prepared collaboratively with the TRAs. TRAs and all TRA residents will receive a copy of the draft report to the Board and be invited to make comments and recommendations for inclusion in the final report.

Role of resident director – Company Law

- Duty to the company & its members
- Use best endeavours to make the right decision. Exercise independent judgement
- Act honestly
- Represent all JMB residents
- Collective decision making power, no individual power
- Collective responsibility for finance, health and safety of residents, employment of staff
- Attend as many board meetings as possible and raised concerns if appropriate
- Decision making responsibility can be delegated to sub-groups, but ultimately responsibility rests with the board

Role of Director –JMB

- Elected at an AGM/General Meeting of each TRA meeting each year
- Unpaid
- Attend as many TRA meetings as possible, to brief TRAs on JMB issues & raise collective concerns of residents & TRA with sub-committees & full Board
- Must be a resident, to know standard of communal repairs, cleaning & ASB management

Thanks

- Donna Hyllam
- Martina Moh
- Nick Zupper
- Daniel Kanu

Also thanks to co-opted directors Lee Page & Michael Adu

TRA nominations to be Directors

Bermondsey Street TRA: Halima Iqbal & Liam McGrath

Crosby, Lockyer & Hamilton TRA: Christine Parsons & John Lynch

Kipling TRA: Clive Shaw & Yuan Potts

Lawson TRA: Debbie Walsh & Jacqui Roche

Decima Street: no nomination, as TRA have been disbanded

Motion: That the above TRA nominees are ratified as JMB directors

Resolution to continue the JMB



Motion: This meeting resolves to continue the operation of the JMB for another year

This is a requirement of the Management Agreement.

Motion to AGM

Motion to Leathermarket JMB AGM on 3 November 2021

Amendments marked in red

The JMB says that it achieves "residents at the heart of decision making" by having Resident Directors on its Board. However, nowhere does it explain how the Resident Directors are accountable to the community. Furthermore, meetings of the JMB Board are held in secret, with the community having no access to its minutes and reports.

As a body dependent on rents and service charges, and in the interest of greater transparency and good governance, the Leathermarket JMB will:

Part 1 of motion

Work with the Tenants and Residents Associations (TRAs) to produce guidance on the role and accountability of Resident Directors, bringing forward a suggested rule change to the TRA and JMB Constitutions, within confines of company law.

2. Publish on the JMB website the agenda, minutes and reports for all Board meetings and sub-committee meetings. This will be done 5 working days in advance of the meeting (except for emergency business), ensuring that the JMB is at least as open and transparent as the Council

Part 2 of motion (to be voted on separately)

3. Voluntarily agree to subscribe to the 'The Freedom of Information Act (FOIA)' and respond helpfully to all FOI requests.

Proposed by Richard Lee – JMB tenant (Tyers estate)

Minutes of AGM 2020

- Motion to agree the minutes
- Any matters arising?

AGM MEMBERS VOTE RESULTS

Annual Accounts		
Favour	Against	Abstentions
28	0	7
Reappointment of Auditors		
Favour	Against	Abstentions
24	0	7
Directors Ratification		
Favour	Against	Abstentions
24	0	7
Continue JMB		
Favour	Against	Abstentions
29	1	2

AGM MEMBERS VOTE RESULTS

Motion part one		
Favour	Against	Abstentions
13	12	7
Motion part two		
Favour	Against	Abstentions
14	16	3
Minutes from the previous AGM (2020)		
Favour	Against	Abstentions
23	0	8

Any Other Business



- None notified