

WESTMINSTER COMMUNITY HOMES LTD BOARD MINUTES
Thursday 18th October 2018 2.30pm
Dolphin Living Offices, 4th Floor, 11 Belgrave Road SW1V 1RB

Present - Tom McGregor (TM) (Westminster Community Homes Chair)
 James Green (JG) (Westminster City Council Nominated Board Member)
 Olivia Harris (OH) (Westminster City Council Nominated Board Member)
 Cllr Murad Gassanly (MG) (Westminster City Council Nominated Board Member)
 Thomas Harding (TH) (Westminster City Council Nominated Board Member)

In Attendance-

Steve Moore (SM) (Westminster Community Homes)
 Hannah Callender (HC) (Westminster Community Homes)
 Sophie Sheekey (SS) (Westminster Community Homes)
 Gary Allen (GA) (CityWest Homes) (Item 3 only)
 Klodian Cevani (KC) (CityWest Homes) (Item 3 only)
 Jordan Abbott (JA) (Jones Avens) (Conference call; Item 7 only)

Minutes- Sophie Sheekey

| No. | Item | Action |
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| 1. | Introductions, Apologies and Declarations of Interest | |
| | <p><u>Declarations</u> Tom McGregor (TM) declared that he is the Director of Housing and Regeneration.</p> <p>James Green (JG) declared that he is WCC Senior Development Manager and WOC Board Member.</p> <p>Olivia Harris (OH) declared that she is Chief Executive of DSF.</p> <p>Cllr Gassanly (MG) declared that he is Deputy Cabinet Member for Housing and Customer Services.</p> <p>Tom Harding (TH) declared that he is WCC Senior Employment Manager.</p> | |
| 2. | Minutes of last meeting 18th January/ 27th February 2018 | |
| | <p>The previous minutes are mostly centred on the change from previous board to current board SM confirmed all relevant items had been dealt with.</p> <p>James Green initial to be corrected on 18th January minutes.</p> | SS |

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| 3. | Period 6 Financial Monitoring Report | |
| | <p><i>GA KC enter meeting</i></p> <p>GA confirmed Year to date we are to budget. The surplus P6 of £152k is £128k favourable to budget and is mainly due to the property sale of 13 Dalton House. Higher than forecast rental income which has been offset by higher than forecast repairs.</p> <p>A paper required to remove the development function and show our core day-to-day position. This exercise should be carried out twice yearly in future.</p> <p>GA explained that WCH fixed asset register is no longer fit for purpose and we need to look at different options and how to replace. GA suggests to migrate to SAP or a similar accounting package.</p> <p>GA to set up meeting with SM and Saumi Dharmasena at City West Homes.</p> <p><i>GA and KC leave</i></p> | <p>GA</p> <p>GA/SS</p> |
| 4. | Risk Register | |
| | <p><i>HC presents</i></p> <p>Board members raised the issue of too many Ambers. SM to look at restructuring the risk register.</p> <p>HC highlighted the new 'red' item, for changes at CWH. They provide us with technical support on void process but that is being changed. They also provide us with the bespoke housing management and maintenance through CWH direct. WCH have a very good team housing management team (CityWest Direct), the Board were encouraged to retain this team.</p> <p>SM reported that it would be beneficial to hire a new individual staff member to be in charge of finance and accounts when the changes at CityWest Homes have begun. The Board suggested that the new staff member should control all financial matters including management accounts and auditor liaison and for WCH to look at a stand-alone financial system.</p> <p>SM to look into Dolphin model for accounts system.</p> <p>TM would like to include SM in the work stream meetings with Barbara and meeting with Jenny Escobar. Jenny Escobar leads the work streams dealing with the transfer of CWH. We need to build a work stream for her and include WCH in her work stream.</p> <p>TM asked for a pre-meet before the next meeting with Cllr Robathan. JG suggested a schedule of where the dependencies are so that we can start to target.</p> | <p>SM/HC</p> <p>SM</p> <p>TM/SM/ JG</p> <p>TM/SM/ JG</p> |

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| 5. | Key Performance Indicators | |
| | <p>HC reported that we are on target in all areas apart from arrears but these are reducing. The target is 4% at the end of the financial year. In our last report they were 13%. Individual cases are larger and once removed the percentage will reduce.</p> <p>WCH to consider setting a 6-week limit of arrears and start court proceedings sooner to keep arrears low thus adding pressure on the tenant to pay. Withdraw court papers if the arrears are cleared before court date.</p> | HC |
| 6. | Chief Executive Update | |
| | <p>SM provided a verbal update on the areas of this report which have moved on.</p> <ol style="list-style-type: none"> 1. Victoria Wharf (Ladbroke Grove) Awards update: ES won and Building Magazine to come. 2. Tenants survey initial update: 79 received from 400. These show consistent satisfaction but we would prefer to have more responses, SM would like more than 100. <p>When asked of the rate of satisfaction for the overall service from WCH 'very satisfied' and 'Satisfied' came to 93.33%.</p> <p>'Dissatisfied' and 'Very dissatisfied' came to less than 5%; of these we are speaking to each case individually to resolve any issues they are facing.</p> | SS |
| 7. | Annual Accounts Sign Off & Auditors Letter | |
| | <p><i>Jordan Abbott from Jones Aven joined the meeting via conference call</i></p> <p>JA highlighted three main area:</p> <ol style="list-style-type: none"> 1. Due to the lack of handover within the finance team at CityWest, Gary was unaware of the need to provide the auditing papers in a pack, this resulted in an impact on the initial timescale. 2. The fixed asset register has not been assessed for several years, therefore there are concerns about its accuracy. 3. No journal entry back-up, whereby if something has been entered into Exchequer it would need to be reported and signed off. This has not been happening and as a result we have no paper trail to show why the entry was amended and by whom. <p>Board wanted increased control of these areas. WCH should look at CWH and their management of accounting. There should be a month end review of</p> | |

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| | <p>processes, journals, fixed asset register.</p> <p>Going forward we must control the issue of journal sign-off and have it approved. OH stated that there needs to be peer review for these transactions.</p> <p>SM to look into hiring a dedicated member of staff for the accounting function.</p> <p>SM to issue a revised letter of representation.</p> <p><i>JA call ends</i></p> | <p>SM/GA</p> <p>SM</p> <p>SM</p> |
| 8. | New Development Programme Update | |
| | <p>SM reported that some tightening up of the version presented to Cllr Robathan had been made.</p> <p>TM to set-up meeting with the Treasury.</p> <p>TM to speak with Natalie Roberts in Strategy.</p> | <p>TM</p> <p>TM</p> |
| 9. | Forward Meeting Plan | |
| | <p>Approved.</p> <p>Future meetings 2018-19 agreed, this will take place at Dolphin Living offices.</p> <p>SS to update calendar invites.</p> | SS |
| 10. | AOB | |
| | None. Meeting finished 4.21pm. | |
| | Next Board meeting: | |
| | <p>Thursday 6th December 2018</p> <p>2.30pm at:</p> <p>Dolphin Living Offices</p> <p>4th Floor, 11 Belgrave Road, London, SW1V 1RB</p> | |