

ITEM 2

WESTMINSTER COMMUNITY HOMES LTD BOARD MINUTES
Thursday 11th July 2019 10am-11.30am
Dolphin Living Offices, 4th Floor, 11 Belgrave Road SW1V 1RB

Present -

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) (Items 3 and 4 only)

Minutes- Sophie Sheekey

No.	Item	Action
1.	Introductions, Apologies and Declarations of Interest	
	<p>Tom McGregor is no longer Chair of Westminster Community Homes Board.</p> <p>The replacement Chair is Neil Wightman, new Director of Housing, who will be in attendance at next Board meeting.</p> <p>For this meeting James Green took the Chair.</p>	
2.	E meeting 21st May 2019 Feedback and responses	
	<p>RE Financial report high repairs costs- Repairs need to be more closely monitored in future as costs are increasing.</p> <p>Need to monitor:</p> <p>a. whether several repairs visits are due to contractors not resolving issue on first visit.</p> <p>b. whether the repair involves something that tenant has broken that should not be considered as repair .</p> <p>WCH to start to keep video evidence of the state of all properties at the start of each tenancy.</p> <p>CEX report- Intercompany agreement- SM to write report stating what WCH do for WCC and will also include what WCC do for WCH.</p>	<p>HC</p> <p>SM</p>

	<p>CEX report- Acquisitions- Board members sign contract documents for these property with little information about them before signing or approving payments.</p> <p>WCH to produce a report for upcoming Board meetings which details upcoming sales and acquisitions.</p> <p>Aviva pension cover – Further discussion made and Board confirm the decision to backdate and payment to be made by WCH has been approved.</p> <p>SM to investigate whether there is a tax issue.</p>	<p>HC/SS</p> <p>SM</p>
3.	Period 2 Financial year end report and audit update	
	<p>GA confirmed the areas of concern to look at this quarter are repairs expenditure and rent; The report shows £49k adverse to budget, this is a reporting issue regarding the timing of the financial statements. GA to look at how by using accruals this can be made to be more accurate.</p> <p>Item 1.2 and 1.3 Service charge income - we should be budgeting for this and ensure we recover the service charge income. This variance will grow throughout the year.</p> <p>GA to produce a simple phase budget for next financial year.</p> <p>GA to look at rent statements and repairs and use our experience to smooth the cash flow.</p> <p>WCH finance system Exchequer end of contract is Feb 2020, a new system should be in place by November. GA producing Gate 0 Paper to WCC Finance on which would be the most sensible system for us to move to. OH suggests GA informed auditors of this move.</p>	<p>GA</p> <p>GA GA</p> <p>GA</p>
4.	Annual Financial Accounts 2018/19 and auditors letters approval	
	<p>Audit process was much smoother this year than last. No great concerns from Auditors.</p> <p>Auditors letter of representation- a letter to present to Board that WCH have witnessed so that Board can sign. SM to write a separate letter to the Board covering the letter of representation as there are certain items only the Executive have dealt with not the Board members.</p> <p>Accounts- WCH noted 3 amendments suggested to the wording in the accounts. These will be sent to Jones Avens.</p> <p>Board are satisfied with accounts to be sign at this year's AGM</p>	<p>HC/SM</p> <p>HC</p>

	There were three recommendations included within the Auditors letter and it was agreed that GA would add these recommendations to the financial report as a running item so they don't get missed.	GA
5.	Chief Executive update	
	<p>WCH are on target to achieve 60 acquisitions this financial year.</p> <p>WCH loan from WCC- SM discussions with finance regarding loan on 5 year basis is not suitable. Board suggest WCH go back to WCC to review. WCC should consider the fact that WCH is growing, delivery and benefiting the Council. 1 loan instead of 2, at the terms of the previous loan (25 years). Board request SM to obtain wider knowledge and solicitor's advice of what Board responsibilities are in this regard before speaking with the Council. Then to also set up a treasury meeting regarding concerns on loan.</p> <p>Victoria Wharf 2 – New site acquisition due next week is aimed to deliver a further 20 residential units.</p> <p>Quinn London were the contractors for phase 1 which we will be replicating in phase 2.</p> <p>SM advised the Board that PPP felt it best to initially look to Quinns to price the specification for this work given the two buildings will be joined. This should avoid any issues on latent defects.</p> <p>If the quote provided by them is above what our consultants (Philip Pank partnership) suggest, then must go to open market for more competitive rates.</p> <p>SM to speak to surveyor Graham Soars to check open market and report to Board with a target figure.</p> <p>SM to produce a Board report covering PPP estimate, Quinns price including OH & P compared to the ranges currently coming forward on WCC and PPP schemes. The Board can then decide on the way forward.</p>	<p>SM</p> <p>SM</p>
6.	Key Performance Indicators	
	<p>KPI report provided by housing management team.</p> <p>Customer satisfaction- results are from annual satisfaction survey which will be carried out this summer.</p> <p>Tenancy checks - A third of WCH stock is checked each year. Since introduction of the fitness for human inhabitation Act the oldest stock will be looked at first.</p> <p>HC explains WCC housing management team difficulties experienced with keeping track of Universal tenant claims, they can no longer contact HB for information.</p>	HC

	WCH to investigate whether any tenants need help with budgeting and advise on debt as they would have access to the same help as WCC Council tenants.	HC
7.	Forward meeting plan	
	Next Board meeting to be moved 1 week earlier to follow AGM at the end of September. SS to send amended invite.	SS