

ANNUAL GENERAL MEETING MINUTES

7-9pm, 24th September 2025 | Sheltered Unit

Quorum is fifteen

Meeting Chaired by Connie Gray

1. WELCOME AND INTRODUCTIONS, APOLOGIES AND DECLARATION OF INTERESTS

The Chair, Connie Gray, welcomed attendees and introduced them to the meeting.

Present: Connie Gray (Chair), Mark Vowles (Treasurer), Roger Richardson, Ras Kwende, Ian Reynon, Margret Falodi, Sandra Brown, Clava Jameson, Kamila Toumi, Culum (36 DPC), Luca Zanonato, Valentina Moroni, Tom Morgan, Pete Dolan, Shola Oluwafemi, Shahin Akhtar, Chay Pulger (TMO Manager), George Lometey (Southwark Council), Gary Roye (TMO Staff), and Devon Nicholas (TMO Staff).

Apologies: Nathan Puzniak-Holford

2. MATTERS ARISING

Food Bin Issues | Lead: Chay Pulger (TMO Manager)

- The issue has been reported to Southwark Council.
- A review of food bin locations has been requested.
- Cleaning has been increased in the affected areas.

Heating: Communal District Heating System | Lead: Chay Pulger (TMO Manager)

- The system is automatically regulated based on external air temperature.
- It operates continuously with two modes: Winter and Summer.
- Mode changes occur automatically after five consecutive days of temperatures above or below a set threshold.
- The TMO does not control the system; it is fully managed by Southwark Council.
- Contact: 020 7525 5000 for further assistance.
- Free fan heaters are available upon request outside the heating season.

Door Replacement Programme | Lead: Chay Pulger (TMO Manager)

- Resident Liaison Officer (RLO): Rose Ismail
 - Email: r.ismail@prbestates.co.uk | Tel: 01689 839970
- Council Project Officer: Jo Taylor
 - Email: jo.taylor@southwark.gov.uk | Tel: 020 7525 3614

D'Eynsford Action Group (DAG) | Lead: Mark Vowles (Treasurer),

The DAG has been established to represent leaseholders on the estate. - Current Membership: 52 of 115 leaseholders, with numbers increasing weekly.

Focus Area: Door replacement programme and associated costs.

3. REPORT ON PREVIOUS YEAR 2024-2025 (Article of Association, 29)

Key Achievements | **Lead:** Chay Pulger (TMO Manager)

- Installation of a new bike shelter.
- Opening of a new community room.
- Completion of resident survey.
- Updates to TMO policies.

Social and Community Activities | **Lead :** Clava Jameson

- Regular coffee mornings held in the sheltered unit.
- **Seaside Trip:** Bognor Regis – 20th August 2025.
- **Upcoming Events:**
 - Halloween Party – 31st October 2025, 4:00 PM – 7:00 PM.
 - Christmas Party – Date to be confirmed.

Gardening Initiatives | **Lead:** Chay Pulger (TMO Manager) & Connie Gray (Chair)

- Gardening sessions held every Wednesday and Saturday.
- **Garden Party:** 30th August 2025.
- **Kimpton Road Improvement:** October 2025.
- **Planting Programme:** October 2025.
- **Soup Saturdays:** First Saturday of each month.

4. PLANS FOR UPCOMING YEAR 2025-2026 (Article of Association, 29)

TMO Projects | **Lead:** Chay Pulger (TMO Manager)

- Installation of one new cycle shelter.
- Addition of 10 new CCTV cameras.
- Continuation ballot scheduled for March 2026.
- Development of a new **Business Plan (2026-2030)**.
- Opening of a new community room (November 2025).
- Creation of a private meeting room within the TMO office (November 2025).
- New landscaping around the estate and main entrance.
- Internal audit scheduled for October 2025.

Southwark Council Projects | **Lead:** Chay Pulger (TMO Manager)

New Front Doors (PRB Contractor): - Contact: Rose Ismail (Resident Liaison Officer). - Queries about Section 20 to be directed to Jo Taylor (Project Officer).

Home Condition Survey: - The largest-ever housing survey in the UK, beginning September 2025. - Covers 37,000 council homes, leaseholder properties, and communal areas. - Part of a **£250 million investment** over three years. - Results will inform a five-year asset management strategy to prioritise essential works.

5. PRESENTATION OF AUDITED ACCOUNTS FOR 2024-2025 (Article of Association, 29)

Mark (Treasurer) presented the audited accounts to the residents and read out the narrative from the auditors:

“The audit work undertaken

We have undertaken a statutory (financial) audit, which involves a review of the controls in place at the TMO, review and testing of the amounts in the accounts back to source documentation and a review of after date activities to determine whether any of them impact the year end accounts.

We have not found any issues that we believe need to be brought to your attention.

Comments on the accounts

The financial statements show revenue in the year of £392,440, a decrease on the prior year of £5,647. Whilst there has been an increase in the maintenance allowance of £21,203, primarily due to the increase from the Council as a result of the recent review, the disrepair income stream has now ceased, which accounted for £24,378 of income in 2024.

The TMO reports total costs in the year of £472,622 which is an increase on those reported in the previous financial year of £22,034, which results in an operating loss of £80,182. In the prior year there was an operating loss of £52,501.

Expenditure split by cost categories, as detailed in the Detailed Income and Expenditure Account on page 14, vary year on year and have been subject to inflationary pressures with rates of inflation impacting all entities across the United Kingdom.

However, large movements are noted within the following costs:

- Rent demand costs (2025: £25,493, 2024: £34,840) are a reflection of the targets hit for rent collections, showing that this has improved YOY.
- Wages (2025: £268,580, 2024: £243,567) have increased as a result of the increased PayScale's as indicated by the Council.
- Light and heat is a credit balance in 2025 due to an EDF refund of £5,428 in the year.
- Disrepair costs is an expenditure stream (and corresponding income stream) that has now ceased.
- Repairs and maintenance (2025: £101,002, 2024: £69,712) has increased as a result of the remedial repair work undertaken. There were a number of significant repair issues encountered - including major property damage - changes to how the TMO is required to address mould and damp, as well as ongoing work related to Fire Risk Assessments (FRAs).
- Legal fees (2025: £7,065, 2024: £408) increased primarily due to the case against LBS.

At the year end the TMO reports total fund balances of £26,243. The bank balance at the year-end was £119,005, of which £90,000 has been ringfenced as a reserve account should the TMO suffer cashflow difficulties. “

We are aware of the ongoing discussions between the TMO and the Council in relation to the outstanding payment of the monies due to the TMO. This may put pressure on cash flow during the 25-26 financial year.

6. APPOINTMENT OF AUDITOR FOR 2025-2026 (Article of Association, 29)

Mark Vowles and Chay Pulger proposed reappointing the current auditors, commending their performance.

Outcome: All attendees voted unanimously in favour.

7. CONTINUATION OF TMO VOTE (Article of Association, 29)

George Lometey (Southwark Council) praised the TMO for its achievements and strong community engagement, noting its positive impact compared to other TMOs.

Outcome: A unanimous vote in favour of continuing with the TMO.

8. ELECTION OF BOARD MEMBERS (Article of Association, 29)

George Lometey oversaw the election process.

- **Stepping Down:** Ellen, Dee, and Madeline (all eligible for re-election).
- **Vacancies:** Board can accommodate up to 15 members; positions are available for new members.
- **Officer Roles:** Chair, Secretary, and Treasurer to be elected at the October Board Meeting.

Current Board Members: Connie Gray (Chair), Pete Dolan (Secretary), Mark Vowles (Treasurer), Margret Falodi, Shola Oluwafemi, Clava Jameson, Sandra Brown, Roger Richardson, Nathan Puzniak-Holford.

9. EQUALITY AND DIVERSITY (MMA C1,S2)

Chay Pulger reaffirmed the TMO's commitment to fostering an inclusive environment:

"D'Eynsford TMO is an inclusive community interest company, demonstrated by the diverse range of residents attending our events, representing various ages, religions, genders, disabilities, ethnicities, and backgrounds. Our board of directors and staff team reflect this diversity, underscoring our commitment to equality and inclusion."

10. MINUTES OF THE LAST MEETING (APPROVAL)

The minutes of the previous AGM were approved unanimously.

11. ANY OTHER BUSINESS

No additional matters were raised.

12. CLOSE MEETING

The Chair, Connie Gray, formally closed the meeting at **8:55 PM**.