

The Convent Co-operative Limited

General Meeting

Venue: By Zoom / 15 Chesterton Close

Date: 9th December 2025

Time: 7pm

Present: Maureen Poole (MP), Sue Daley (SD), Karen Hooper (KH), Louise Spencer (LS), Andra Baran (AB), Oliver Kehoe (OK – attempted but technical issues), Jane Wilkinson (JW) – CHAIR, Sheila Butcher (SB), Farrokh Hessamian (FH), Stephen McGinely (SM), Richard Davey (RD), Nick Ross (NR)

Apologies: Mr & Mrs Ces (Ces), Monica Meighan (MM), Janet Raffety (JR), Gill Chapple (GC), Nick Harvey (NH), Kath Abrahams (KA)

In Attendance : Lorraine Hayward (LH), Sarah-Jane Field (SJF)

ACTIONS:

- **SJF to** include a reminder to residents to clearly label bulky waste in a resident email and the Spring newsletter
- **LH to** Submit a SIBS application for funding to purchase a secure storage box for gardening tools

MINUTES OF THE MEETING

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1. APOLOGIES

The apologies were given out as above.

2. DECLARATION OF INTERESTS

None

3. MINUTES OF THE LAST MEETING

KH proposed, AB seconded, and all who were present there agreed.

4. MATTERS ARISING

No matters arising

5. CHAIR'S REPORT

- The meeting recorded its thanks to MP for chairing the Co-op for the past two years. MP has now stepped down from the role. JW and SD will act as interim chairs in the meantime.

- Governance training has been delivered by an external provider. Further training sessions are being considered, including business planning, particularly in light of forthcoming legislative changes.
- Under other developments, a Small Improvement Grant (SIBS) has enabled the purchase of gardening tools. A core gardening group is in place, and any other residents who wish to join are very welcome. Work includes cutting back, bulb planting, and addressing tasks not covered by the contracted gardeners.
- In relation to maintenance, a new kitchen has been installed to match Decent Homes Standards, funded by WBC.
- Services Charges have remained at a competitive rate, especially when compared with WBC.
- Progress has also finally been made on replacing non-compliant front doors.
- A Residents' Satisfaction Survey will be issued to all residents and away owners in the new year, inviting feedback on services and performance. Questions are set by the Housing Ombudsman.

6. MAINTENANCE

- a) Ongoing issues with leaking balconies were discussed. There are currently four affected balconies. While the Co-operative cannot control how residents clean their balconies, it was noted that Grant is addressing issues where possible. However, it is essential that residents keep their balconies clear, as blocked drains can lead to significant damage. Langley has been less willing to assist than previously and has been passing the work to Russel Trew.
- b) A further issue relating to windows was noted. According to WBC, the window installation did not meet the original specification, and FENSA has not been able to assist, as the installation took place over six years ago.
- c) Bin sheds were reported to be deteriorating rapidly across the estate. Two bin sheds at Chesterton have been earmarked for improvement on a trial basis to assess whether the proposed solution is effective, with a view to replacing all bin sheds if successful. One resident raised concerns specific to their block, but it was noted that the issue affects all blocks.
- d) Thames Water is currently on site dealing with a mains water flood. Highways have been notified, with the Co-operative's involvement limited to reporting the issue.

7. FINANCE REPORT

- a) No particular areas of financial concern were reported. Sundry income includes receipt of the SIBS grant. Staircase lighting costs reflect a recent change of supplier. Block maintenance costs continue to be incurred, with further invoices expected before the end of the financial year, at which point the full-year figures will be clearer. There is currently no overall overspend. A slight overspend on block cleaning was noted, which is expected to even out over the next two quarters.
- b) An annual provision of £8,000 for void properties remains within budget and within remit. The possibility of arranging regular window cleaning is being explored. Maintenance costs are expected to increase due to recent fly-tipping incidents. Office expenditure is higher this year as SIB grants have been paid out. Overall, no financial issues were identified.
- c) In response to a query regarding CCTV and fly tipping, it was noted that WBC has advised that the situation does not currently meet the threshold for permanent CCTV installation. Mobile cameras may be deployed if WBC deems it appropriate. Since the installation of new signage, incidents have reduced significantly.
- d) It was agreed that residents should be reminded to clearly label bulky waste. This message will be included in the digital Winter Newsletter to residents and in the Spring newsletter (the

Winter newsletter having already been printed). It was also noted the Cop-op has benefited from a previous successful case made for temporary camera installation, which helped address similar issues in the past.

8. ESTATE MATTERS

- a) Uneven paving at the rear of the estate was discussed. In some areas, full repairs would be very costly. As an interim measure, Grant will attempt to level certain sections by placing soil underneath the paving. This includes the paving leading towards the Secret Garden.
- b) The garden area at the rear (the "Secret Garden") was discussed following the previous committee meeting. Two trees in the area have died. It was agreed that, for the time being, the area will be fenced off and managed as a low-intervention space. The committee agreed on a controlled compromise: the area may be used for occasional summer gatherings, and the gardening group will monitor and maintain it as capacity allows. It will effectively remain a semi-wild garden for the present, recognising the significant effort required to maintain it fully.
- c) An estate walkabout with WBC was undertaken in relation to the placement of food waste bins. WBC advised that drop kerbs are required to allow safe access. A couple of drop kerbs will be installed initially, with the option to install additional ones in the future if required. The proposed locations were marked during the walkabout, including the area identified on the plan (see attached) at 23E (top left corner), ensuring access for collection vehicles.
- d) JW reported an issue with a Lime bike being left in a leaseholder's parking space and that it had been reported.
- e) It was noted that SIBS will apply for funding to purchase a secure storage box for the gardening tools recently acquired.

9. A.O.B.

Date of next meeting: 10th March 2026

Meeting closed: 7.56 pm

Signed...

Chairperson

Signature: *Sue Daley*

Sue Daley (Mar 24, 2025 09:28:25 GMT)

Email: [REDACTED]