

Hide Tower TMO Committee Meeting — Minutes

Date/time: 8th July 2026 at 7pm

Next meeting: Provisional – 19th August 2026

Attendees

- Mr D Bresnihan DB (Chair)
- Ms B Fisher BF (Deputy Chair)
- Ms I Williams IW (Neighbourhood watch)
- Mr T Brandon TB
- Mrs F Bresnihan FB
- Mr P Mixer PM
- Ms K Mutic KM
- Mr H Singh HS
- Mr R Zanetti RZ
- Ms C Lucy CL
- Mr N Walker NW
- John Boakye JB (TMO Manager)

Apologies:

- Ms B Grasberger GB
- Ms F Matoqx FM (Secretary)
- Mr R Mangat RM
- Ms I Dahl ID

Agenda:

- Minutes of previous meeting
- Conflict of interest
- Communication – Audit update
- Repairs - External lighting and gate
- Finance
- Chair and Secretary Positions
- Any other business

1. Opening / Chair's announcements

- DB announced intention to resign as Chair at the AGM in September and invited nominations for Chair and Secretary.
- DB will remain a committee member but will step back from leadership roles.
- Proposed committee meeting to prepare for the AGM to be held in August; suggested date Wednesday 19 August at 6:30 pm.

2. Minutes of previous meeting

- CL Discussion about distribution delays and inaccuracies regarding attendee seconding previous minutes; JB explained delay due to audit work and will amend inaccuracies.
- JB agreement to circulate minutes within seven days and address any corrections promptly.

3. Conflict of interest & Communication (audit)

- No conflicts noted.
- DB reviewed questions received from Westminster Council/audit regarding contracts, cleaner employment status, performance reviews, health & safety, resident engagement, and other governance items.
- JB confirmed monthly cleaning reviews and 10-week performance meetings with cleaner; in addition, a health & safety reviews occur twice a month.

4. Repairs and maintenance update (June)

- Repairs in June: 28 orders raised, completed and paid, totalling £7,595.
- Breakdown: 15 jobs < £100; several mid-range jobs and five painting/decorating jobs related to damage from leaks/flooding; one kitchen unit repair.
- External lighting: ongoing issue; job raised with Westminster (4652396) but unsure if fully resolved. Committee to monitor and report any occurrences. Report any persistent lighting failures to JB or Westminster directly quoting job ref 4652396.
- Gate project still in planning; previous project manager did not complete planning submission.
- Maureen has been escalating with Westminster; follow-up letter being prepared to various bodies.

5. Finance

- Reported profit for June of £13,246.
- JB Company's House correspondence ID updated by FM, BG and DB.
- Bank signatory requirements; updated signatories BF and JB.
- DB reiterated that Chair and Secretary positions will be up for nomination at the AGM and noted responsibilities (governance, liaison with John & Pauline, attendance at relevant Westminster meetings).
- Committee/JB to advertise vacant positions to residents to encourage nominations potentially via newsletter announcing Chair and Secretary vacancies for September.

6. Any other business

- JB Current back-office systems are dated; digitalising processes is a priority so residents can report repairs online and staff can monitor in real time.
- DB/JB Colin (maintenance lead) is highly experienced; succession planning and documentation needed. Prepare plan for improving back-office systems

Community safety, antisocial behaviour & drugs

- Concerns raised about drug use and smoking of illegal substances in communal areas. Limitations noted: housing staff cannot act without police evidence; residents should report incidents to police to create formal records.
- IW Recommendation for residents to keep written records (date, time, description) to support reports. Committee/management to issue reminder letter to all properties regarding rules and reporting process. Action: Draft and distribute resident letter re rules and reporting
- IW Liaise with neighbourhood police team; update website links for Neighbourhood Safer Neighbourhood Police Team and Neighbourhood Watch.

Newsletter & resident engagement

- Committee unanimous approve the first edition of TMO newsletter circulated; committee to build content and use newsletter to increase resident participation and awareness.
- JB Rationale for delivering printed copies to each door was to ensure undisputed receipt of vital housing information; aim to increase digital sign-ups over time.

Fire safety, communal doors & leaseholder issues

- JB a few fire doors not closing properly on some entrances; issues with worn hinges and inconsistent door installations reported. Building safety made aware and recall actioned.
- Committee agree to suggestion to place notices in lifts for specific communal issues (e.g. bikes in halls, good news stories etc)