

**Coin Street Secondary Housing Co-operative**

**Minutes of Cross Co-operative Arrangements Review Meeting – Wednesday 5 November 2025**

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Present

Caroline Bryant	Iroko Housing Co-operative (Meeting Chair)
Robert Lindsey	Redwood Housing Co-operative MC Member
Dearbhla Molloy	Iroko Housing Co-operative
Angela Harris	Redwood Housing Co-operative MC Member (via Zoom)
Jack Elderton	Redwood Housing Co-operative MC Member
Tom Keller	Palm Housing Co-operative Chair
Paul Field	Palm Housing Co-operative MC Member
Carol Thom	Palm Housing Co-operative MC Member
Richard Mallett	Iroko Housing Co-operative MC Member
David Hopkins	Coin Street Director of Community
Helen Manley	Coin Street Director of Finance (via Zoom)
Phil Morris	CSS Change Working Group Adviser (via Zoom)
Marie Kapszewicz	Coin Street Housing Lead
Cait Saunders	Coin Street Head of External Relations (via Zoom)
Nic Bliss	Coin Street Facilitators/Project Manager Consultant – Implementation Phase (via Zoom)
Simon Basey	Coin Street Facilitators/Project Manager Implementation Phase (minutes)

Apologies

Mark Bailey	Redwood Housing Co-operative MC Member
Clare Solomon	Redwood Housing Co-operative Chair

**1. Welcome and Declarations of Interest**

No declarations of interest were noted

**2. Minutes and Actions Arising**

The Chair noted that no comments had been received on the draft minutes and asked for any amendments or correction. None were raised. **Minutes were approved unanimously.**

In relation to discussions at the previous two meetings a member had asked to raise the question of political discussions at the CCAR forum. The Chair noted that the 'Unite the Kingdom' march had been discussed at previous meetings due to the urgency of addressing it. It was agreed that there were alternative forums now identified to continue ongoing discussions of these issues. Consequently, it was reaffirmed that CCAR would be a non-political forum, focussed on the delivery of the transition project.

The Chair added that she had been contacted by Steve Chalke from the Oasis Charity and Oasis Academy South Bank who is organising a project named 'We Are United' and would like to pilot this with Coin Street, potentially involving a community event at Christmas. She asked that any interested in being involved with this to contact her directly.

Actions: a) Members to contact Caroline Bryant directly if they would be interested to discuss/get involved with 'We Are United'

### 3. Communication Plan

Cait introduced her paper and explained that she is still finding people who don't know what is going on and the purpose of this document is to ensure that by April all members and residents are fully aware of the changes and what is happening.

She identified the calendar of actions as being key and suggested a key delivery could be member-led information sessions. CS proposed to mobilise transfer advocates from within the Co-op to bring residents along the path to Transfer of Engagements vote but also to maintain the momentum around messaging and engagement after April.

A key question to decide will be around ongoing delivery of communications and information sharing. Cait re-assured the CCAR that she will be around until April and will commit to continuing to provide advice and guidance after that time to support the Co-op. However she is keen to identify people now to be involved in leading communications around SBC.

Discussion was held around the handbook and the role this could play, as well as the importance to tie timings in with handover to the new Co-op staff team. Nic Bliss (NB) highlighted that basic information will have to be shared as the Co-op moves towards the launch (especially with the new Managing Agent) – how to report a repair, what to do in certain situations, the organisational structure in the Co-op.

Robert Lindsey (RL) queried whether anything had been done on social media. He advised that it would be beneficial to get a website set up ASAP.

CS asked for volunteers for the working group on comms. Robert Lindsey, Dearbhla Molloy (DM) and Paul Field (PF) offered to join. Marie Kapszewicz (MK) noted that the Comms reference group already exists and suggested that we ask this group if any wanted to join as well.

Angela Harris (AH) mentioned that there used to be a magazine at Redwood. She offered to speak to the person who ran it to see if they would be involved as they are very skilled in communications. Jack Elderton (JE) also offered to help in an advisory capacity (where work allows) as he is very experienced in digital media and can advise on the human element in the communications plan. Tom Keller (TK) mentioned that a Palm member might be able to help and he would check.

Richard Mallett (RM) suggested all CCAR members ask around their Co-op and pass recommendations or interest to Cait.

Actions:    b) CS to ask the existing Comms review group if anyone would like to join this new comms group  
              c) SB/MK to think about securing website domains  
              d) AH to speak to Redwood member  
              e) TK to speak to Palm resident

#### 4. Managing Agent Update

SB gave an update on the Managing Agent selection process. It was noted that once the project team have negotiated an acceptable contract then this will be brought to CCAR for review – intention is to bring this to next CCAR meeting.

Actions:    f) Managing Agent contract to be brought to CCAR meeting on 26 Nov for discussion (if ready by then)

#### 5. South Bank Co-op Staff Recruitment

Job descriptions for these roles were shared in the meeting papers and observations and comments were encouraged.

Discussion was held around whether 'Chief Officer' was the correct name. Some CCAR members felt this sounded too senior, as the Chair would be the head of the Co-op and so they wanted to create a clear distinction to the Staff role which would be advisory. Helen Manley (HM) advised that a standardised job title helps you access people and that this job title was aligned to what was used elsewhere. David Hopkins (DH) and NB agreed with this. The CCAR on balance agreed to maintain 'Chief Officer' as the job title.

Several suggestions were made by CCAR members around minor changes to the job descriptions:

- Emphasise the importance of spending most of the time on site for both roles
- Ensure the Coin Street name is mentioned early in the JD to make it clear to potential candidates who this role would be working with
- Increase expectations for co-op and housing knowledge in the Chief Officer role as the salary range warrants it
- Amend C&M Officer role to specify supporting members in delivering events (rather than organising)
- Add in more references to creativity in C&M Officer as this would be a valuable skill in the role
- Reference fundraising knowledge for C&M Officer
- Add a catch all line in C&M JD to refer to 'any other tasks' that may be needed.

Actions:    g) SB to amend the job descriptions in line with above requests from CCAR

## 6. Due Diligence

SB noted that Redwood had requested a brief discussion to clarify what was needed from the Co-ops on this (although it is a Co-op MC piece of work and not linked to CCAR). SB outlined what the Co-ops needed to deliver. RL suggested it might be worth connecting the Co-op Chairs via email to discuss further and see if there could be some mutual support to find solutions. SB agreed to do this.

Actions: h) SB to email MC Chairs to kick-off Due Diligence discussion.

## 7. AOB / Meetings

It was suggested that as Management Committee selection will have happened by November 26, if there are any residents on the MC who are not on the CCAR they should be invited to the next meeting.

SB was asked to share the Managing Agent briefing with the Agent Panel Members not on the CCAR to ensure they were in the loop

Actions: i) SB to invite any MC members not on the CCAR to the next CCAR meeting  
j) SB to share the MA briefing with all panel members

Next meeting: November 26