

Summary of Trustee meeting held on Tuesday 6th December 2022

1. **Squirrels** – for further discussion at the next meeting
2. **Plot Holder Issues** – Discussed by all. Actions required by Trustees noted. Progress is being made
3. **Pool Bookings** – Changes to the system, implementation for staff and actions for the Office
4. **Workload issues** – Trustee responsibilities, discussions and distribution of responsibilities to help balance workload across the Trustee team
5. **Trustee action task list** – Actions completed noted, and new actions from this meeting to be updated and circulated to the Trustees by the Office staff
6. **Minute taking in Trustee meetings** – How minutes are to be recorded and published from today as well as the frequency of meetings. Agreed by all
7. **Use of internal email accounts** – Clarification of internal comms
8. **Property change requests** – Discussed by all and decisions issued to the Office for communicating to the applicants
9. **Open tickets** – Logged issues/maintenance/complaints discussed, follow up actions noted on the Trustee action task list and comms to be sent out via Office for resolved & updated tickets
10. **Welcoming new residents** – proposal of new welcoming process for plot owners, to be follow up at future meeting when all Trustees are next available.
11. **Communications with Office Staff** – Delt with under use of internal email accounts.
12. **Maintenance wish list** – Discussion and actions for this financial year noted and actions/research for future financial years to be investigated.
13. **AOB** – (1) Feedback from Trustee Surgery – feedback given to the board and action points from this noted