

Kensington & Chelsea TMO

Directors Meeting Task List

1. PDERS response time to breakdown calls needs immediate improvement (especially in the out of normal working hours periods) as we are not always achieving the agreed 4 hours, let alone the contractual 2 hour requirement.

IMMEDIATE ACTION FOR DAVE WATKINS AND PHIL EDWARDS TO HAVE EMAIL VISIBILITY OF EVERY CALL SO AS TO ENSURE THAT WE ATTEND IN A TIMELY FASHION AS CONTRACTUALLY REQUIRED.

Mark Wallis and Antony Smart do not understand why we have a poor in hours response, as they advise they are always inside 2 hours from the time they receive the call. We are unsure why this is concurrent but believe it may be due to technology. Every call must be phoned through to the engineers by the front desk team rather than rely on PDA alone.

. OOH has been informed that this contract takes priority, via email.

Callouts are being reviewed by DW delay and advising and compiling evidence for delays if any.

2. Grenfield Tower experienced an extremely long wait for replacement parts.
IMMEDIATE ACTION FOR DAVE WATKINS AND PHIL EDWARDS TO INVESTIGATE AND PROVIDE A DETAILED REPORT AS TO WHAT HAPPENED AND WHAT WE HAVE DONE TO ENSURE THAT THERE IS NO REPEAT OF THIS IN THE FUTURE.

Please see separate EVENT SHEET for Grenfell Tower

3. We need to improve the day to day communication and relationship between PDERS and the K&C team

IMMEDIATE ACTION FOR DAVE WATKINS TO WORK FROM THE K&C OFFICES 1 DAY PER WEEK AS A MINIMUM (HOT DESK WILL BE PROVIDED) AND HAVE A DAILY CALL WITH PAT BARRETT SO AS TO KEEP HIM ABREAST OF ALL ONGOING ISSUES.

Daily communications is at an all-time high with Mark Wallis having weekly meetings with Patrick Barrett. DW speaks with Patrick delay and with the new lead engineer (Mark Wallis) in place both parties feel this need is no longer required (agreed in Aprils Review in May)

4. Concerns from K&C that there is no form of 'quality checks' in place so as to ensure that the levels of maintenance and general workmanship are at the required levels.

IMMEDIATE ACTION FOR DAVE WATKINS TO CONDUCT 5 QUALITY AUDITS PER MONTH AND THEN TO SHARE THESE AT THE MONTHLY MEETINGS WITH ANTHONY & PAT.

Quality checking is in place, Patrick is very happy with Mark Wallis QA of the team

5. Concerns from K&C that the manning levels on the contract may not be sufficient and would welcome our recommendations to increase the engineer population if we feel this is required.

IMMEDIATE ACTION FOR PHIL EDWARDS TO CONFIRM THE MANPOWER LEVELS ON THE CONTRACT AND TO MAKE COMMENT ON THE REQUIREMENT FOR ADDITIONAL LABOR IF REQUIRED, TOGETHER WITH WHAT A PRICE INCREASE FOR THIS WOULD BE.

Fully manned as of second week in April, with the introduction of Mark Wallis to the area. With Marks engineering and supervisor experience we feel there is no need for further man power. There will at time be a requirement to source external technical labour due to the age of the current unit portfolio. This may lead to down time, for this labour. We could only recommend as per previous emails and discussion that a full time technician be agreed to stay on the portfolio Monday – Friday 0800- 1700.

6. Concerns from K&C that the invoicing for PPM's and call-backs is still not at the required levels.

IMMEDIATE ACTION FOR THERESA SULLIVAN TO MAKE CONTACT WITH MARIA (AT K&C) AND ARRANGE TO MEET UP IN THE NEXT 2 WEEKS TO DISCUSS THE ISSUES AND TO PUT A PERMANENT FIX IN PLACE.

PPM invoicing and checks will be carried out the first week of the new month with DW and KR. Credits for missed KPI (if appropriate) will be completed at the same time.

All reactive works are to be monitored weekly and then all chargeable reactive calls are to be reviewed at the monthly operations meeting with Pat Barrett. These should then be advised to billing team and invoices raised per job.

TS to arrange meeting with Maria to ascertain that all invoices in now up to date to be carried into the format above. Schedule dates for the above to be placed in outlook calendar.

7. Concerns from K&C that the Insurance reports are not being responded to and are also not being closed out.

IMMEDIATE ACTION FOR DAVE WATKINS AND PHIL EDWARDS TO LOOK AT THE CURRENT PROCESS AND TO REPORT BACK WITHIN TWO WEEKS AS TO WHAT WE WILL DO DIFFERENTLY GOING FORWARD WITH REGARDS TO INSURANCE REPORT MANAGEMENT AND CLOSURE

Mark Wallis is leading this within the portfolio, methodically tackling the issues. Maria to update Mark direct with new reports. Many issues have been completed by current and past site teams and not recorded on ESVR as identifiable items, but simply (completed insurance items).

Mark is to compile and complete the insurance tracker on the last Thursday of every month on a PC in the Deptford PDERS office. Schedule dates for the above to be placed in outlook calendar.

