

THE ROYAL BOROUGH OF KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED

KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION	
BOARD MEMBER 1 – 1 with Fay Edwards	
Name: Judith Blakeman Present: Fay Edwards – Chair Judith Blakeman Gill Petford – (Notes)	
Fay welcomed Judith and thanked her for coming along.	
Questions	
1.	<u>Are you enjoying being a Council Appointee Board Member?</u> Judith noted that she is enjoying being a Council Appointee Board Member.
2.	<u>How did you find the Board Member Only session at the Board Away Day?</u> Judith was not quite sure what to make of the session and was unsure how it had come about, so couldn't judge if it had met its objectives.
3.	<u>We are looking to do a follow on session with the Board by the end of February. Would you like to help shape this session?</u> Judith would like to help shape this session and is available on some evenings and Saturday mornings. Judith has surgeries twice a month on a Saturday but felt she would be ok for the other Saturdays in the month.
4.	<u>How would you like to see the Board working together?</u> Judith would like to see the board work together more cooperatively and with greater clarity. Judith mentioned Grenfell Tower and explained to Fay how her decision to email the issues to all the board members came about. Judith noted that she was at a loss as to how to handle the issues coming forward, as she felt she wasn't being listened to, especially when Victoria Borwick visited Grenfell and her issues were dealt with very quickly.

	<p>Judith noted that she is concerned that we may soon have problems at Treadgold House with drugs and fly tipping and asked Fay to pass this on.</p> <p>Judith and Fay spoke about a lack of empathy for ASB and that increasingly drug dealers are using children to deliver drugs.</p> <p>Fay asked Judith to either email her or Robert if she has any queries going forward.</p> <p>Judith and Fay spoke about the uncertainty of whether the Independent Board Members will stay on the board and noted how helpful they are to have on the board with their professional skills.</p>
5.	<p><u>Do you have any professional skills that could be utilised by the Executive?</u></p> <p>Judith noted that several years ago she worked in Industrial relations and Human Resources.</p>
6.	<p><u>Would you be interested in taking part in a Board Effectiveness Session?</u></p> <p>Judith would like to take part in this but is worried that she might not be very popular if she speaks her mind.</p>
7.	<p><u>What are your views on the size of our Board?</u></p> <p>Judith thought the board was the right size but if we did look to try and reduce it in size it might be difficult to achieve.</p>
8.	<p><u>What would you like to see the Chair do differently?</u></p> <p>Judith thinks that Fay is doing a good job. She noted that the newer members are complaining more but if they had been on the Board when Reg was around they would appreciate how much better things are now.</p> <p>Judith did feel that Fay could be a bit tougher with Robert as she feels that he delegates too much. Fay noted that she meets regularly with Robert and feels on top of current issues.</p>
9.	<p><u>AOB</u></p> <p>Judith noted a few concerns she has:</p> <ol style="list-style-type: none"> 1. Our Resident Association's impression of the TMO. 2. Complaints Process. Judith would like to see the Board looking at the Complaints Process in detail. Also as a Councillor, Judith would like to be updated when any repairs that she has put

	<p>forward on behalf of a resident are completed.</p> <ol style="list-style-type: none"> 3. Out of hours service by Pinnacle. Residents are telling Judith that Pinnacle do not answer their phones and don't appear to have more than one operative on different trades working. 4. Judith noted her disappointment that it took a fire at Adair Tower to get rid of the drug dealers. Fay noted that they have a drug problem at Manchester Drive but they never get feedback on any problems they report. Fay and Judith both felt that the ASB stats don't always correlate to what they are hearing. 5. Only lift breakdowns over two days are currently reported in the KPIs. <p>Judith likes Robert's CEO report, especially the wider housing issues.</p> <p>Judith & Fay discussed the board papers and both agreed that they don't need all the pages in-between agenda items as it is making the packs bulky.</p>
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