

## **TMO (HRA) MEETING**

**17/11/09**

Attending:

Laura Johnson

Robert Black

Anthony Parkes

Keith Holloway

Pam Sedgwick

Celia Caliskan

### **1. Purpose of the meeting**

- 1.1 Pam explained that before the Improvement Plan meetings a quarterly meeting was held to discuss TMO business and performance. The assumption was that the Improvement Plan finishes in December and these meetings will be used to provide a lighter touch by way of monitoring progress against the Business Plan. Keith said he would like to keep the Improvement Plan going until all these items are completed. These meetings need to look at how the Business Plan and the new regulatory framework will fit together. Robert asked how the TCC fitted in with other meetings and its purpose. Laura explained they were meant to be twice a year and it is the Council's consultation with tenants and leaseholders; the January meeting is specifically for rent setting. Pam said there is to be a meeting to discuss how the TCC can be made more meaningful.

### **2. TMO issues**

- 2.1 The Board meeting on 25<sup>th</sup> November is to look at the issue of membership. Changes made to the constitution do not allow people living with tenants or leaseholders to be members. This change has caught out two board members. Richard is looking at the background; a paper will be prepared on who is responsible and what the options are.
- 2.2 The current executive thinking is to let the Board manage this itself. Any further changes will need to go to membership. There was some discussion about who should become members, whether it should be all tenants. It was agreed that the AGM can discuss the matter and the issue of the various forums that need to be created to develop the consultation framework. It was agreed that care needed to be taken to ensure this didn't cut across the governance.
- 2.3 There was also discussion about the influence of leaseholders' views of the TMO's activities. It was suggested as they do not pay for many of the services/activities they should not be involved and should receive only what the lease states. The new TSA regulations do not apply to leaseholders and the KLOE should be used as the basis for the service provision. The matter needs to be included in the response to the TSA

consultation and should be raised with the Chief Executive. A briefing paper on the TSA consultation is going to HSDMT. The intention is to deliver a joint response.

- 2.4 Adjudication report – Pam said she is dealing with 5-6 persistent people. The response is to go through the TMOs complaints procedure or to direct them to the Ombudsman.
- 2.5 Other allegations are being dealt with; information has been provided to Audit and discussed with Graham Taylor. The TMO has met with the police about the websites and where allegations are made these will be referred to solicitors to action through harassment or hatred legislation. Councillors should also be told to report allegations to the police.
- 2.6 Fire Brigade Issues - The TMO has told the Fire Brigade that they must be involved and kept informed of what is happening. The Business Plan needs to take account of any strategic issues and this requires further discussion. The risk assessments undertaken gave the same results as those undertaken by the TMO.
- 2.7 IT upgrades – Anthony said that upgrade 14.3 cannot go ahead because Academy has deemed it not fit for purpose. This will affect audit and the customer contact centre. A new release is due in the December; however, this may mean that the service charges will need to be undertaken manually.
- 2.8 Office strategy – It is proposed that Blantyre be extended and the Hub upgraded to put in a reception area downstairs. This is scheduled for April. There will be a small presence in High St Ken for about 16 staff, but no front line services. The leasehold team will move to Blantyre. The funding for the Blantyre works needs to be sorted out and if done may provide a revenue for the Council.
- 2.9 The staff conference was very good; it was based on the Business Plan. There has been excellent feedback. A staff management programme has started, this includes developing service champions.

### **3. Quarterly PI monitoring**

- 3.1 The Gas audit shows 98% compliance, with only 42 properties falling outside the cycle.
- 3.2 Rent arrears performance has been stabilised.
- 3.3 Void management performance is likely to recover in 4<sup>th</sup> quarter. There will be two reporting streams those for new voids and those for long standing ones. Pam said she had raised with Sue Cullip the matter of delays on lettings

- 3.4 Keith asked who undertook the target setting. Pam said it was previously the TMO and ratified by the Council. It was agreed that there was a debate to be had about the use of top quartile as a measure because of the demographics in the borough. Pam said her team would be undertaking a piece of work on this shortly and asked Keith if Geoff could be used to assist with the work. Keith agreed. Pam said the team were having client side discussions and may come back with other ideas. Pam said there would also be more work done around RSL performance, and reminding people about their neighbourhood roles.

#### **4. MMA Review**

- 4.1 Pam said the Allocations function needs to be updated, probably through deed of variation. A review usually updates procedures and practices but this may result in a renegotiation rather than a review.

#### **5. Lancaster West**

- 5.1 Two staff from Lanc West are being moved to the Customer Centre. Another 2 posts will also be removed. This will give better accountability, open up the office and provide cost savings. Tony O'Hara will be going on leave so the TMO will provide the cover. Once the Hub is extended it is thought that it will not be viable to maintain an office on the Estate.

#### **6. Appointees and Councillors**

- 6.1 Robert said that he hopes Jeff and Rhona will stay for a year. The relationship with councillors is good but there is the opportunity to look at the spheres of influence especially after the election. Robert is planning to write to ex-Board members in the hope of getting them involved again.

#### **7. Trellick Tower**

- 7.1 There was a good meeting with the conservation planner.

#### **8. Finance**

- 8.1 Anthony said that the TMO is on track with its budget. Issues that have come up in the year have been worked through with Steve and Roberto. The Asset Management Strategy will have a better basis for making decisions now. The main concern is the lifts. If responsive repairs improve with Morrisons coming on board it is thought that the number of requests will double. Robert said that Circle 33's repairs went up by 40% but this did result in higher satisfaction ratings.

#### **9. Any other business**

- 9.1 Safeguarding – Jean asked for this to be raised. Robert said he was aware of the issue raised by Mr Carter in relation to blocked e-mails.

9.2 Keith mentioned a number of big pieces of work:

Elm Park Gardens

Business Efficiency – meeting was scheduled with John O’Sullivan on 23<sup>rd</sup>; this is to be cancelled and Laura will re-arrange.

Asset Management Survey	} These areas of work will involve
Insulation work	} disruption to tenants – accessing homes
Digital	} or putting up scaffolding

9.3 There is a meeting with Cllr Mills tomorrow. Robert will discuss performance, board issues and evictions.

9.4 Laura said she was very pleased with the progress being made against the Improvement Plan and the Business Plan.

10. **Date of the next meeting** – 2 February 2010 @ 2pm