

Council is satisfied with the monitoring arrangements and there are no plans to review or change the process, although we would not rule out the possibility that some revisions may be considered in the future. If any revisions were to be implemented, it would be done in full consultation with KCTMO and its Board.

I understand Mr Stuart Hill, KCTMO's Assistant Director of Policy and Performance, has emailed you, inviting you to attend a meeting so you can discuss your general concerns about KCTMO's performance in respect of its maintenance and management of the Council's housing stock. While I accept this may not assuage your concerns about the manner in which the Council monitors and calibrates KCTMO's performance, I hope that if and when you do meet, this will be a useful starting point in both parties trying to understand each other's viewpoints.

The Kensington and Chelsea Tenant Management Organisation operates as an organisation independent from the Council, with its own Board that has overall responsibility for its performance. The Council is confident that the KCTMO Board exercises the correct level of scrutiny in ensuring that the services it delivers on behalf of the Council to tenants and leaseholders are of the highest possible standard. The Council has a management agreement with KCTMO that clearly sets out the Council's expectations on how these services will be delivered; and the Council needs to allow KCTMO an appropriate level of autonomy in carrying out its functions. I believe that both the management and performance agreements the Council has with KCTMO provide the Council with the necessary safeguards to ensure that KCTMO delivers effective services and provide a proportionate level of oversight.

If you remain dissatisfied with my review of your complaint, you may wish to refer the matter to the Local Government Ombudsman (LGO). As you are already aware, the LGO is an independent service that investigates complaints about councils. They are contactable as follows:

Local Government Advice Team

Telephone: [REDACTED]

Website: www.lgo.org.uk

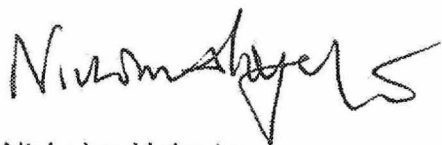
Email: www.lgo.org.uk/making-a-complaint

Fax: [REDACTED]

Text: 'call back' to [REDACTED]

Write to: Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

Yours sincerely



Nicholas Holgate
Town Clerk