

Message

**From:** Trethewey, Jane: HS-Housing [jane.trethewey@rbkc.gov.uk]  
**Sent:** 23/10/2012 10:50:42  
**To:** Johnson, Amanda: HS-Housing [amanda.johnson@rbkc.gov.uk]  
**Subject:** RE: Requests to provide detail

Totally. He's spot on. They can't be left unsupervised just to do their own thing. That's how the TMO got itself in a state in the first place in my view, through lax clienting in the bad old days!

Wonder what LJ and RB have been discussing about Mark? I'm so unhappy at the idea that he thinks he can see off even the most minor monitoring and scrutiny by Council officers through a brief email to Laura. That just has to be nipped in the bud. Otherwise he is on his way to being untouchable. Very disempowering for staff here whose job is to hold the TMO to account on behalf of the Council and ultimately of residents. A clear shot across the bows required in my view.

We shall see...

Jane Trethewey - [REDACTED]  
Housing Strategy and Regeneration Manager  
Kensington Town Hall, Hornton Street W8 7NX

Our Values: Public Service; Positive; Collaborative; Appreciative; Innovative

-----Original Message-----

From: Johnson, Amanda: HS-Housing  
Sent: 23 October 2012 09:54  
To: Trethewey, Jane: HS-Housing  
Subject: Re: Requests to provide detail

Yep - after the leaseholder charges write off (not the EPG basements project itself - sorry for the confusion), he was questioning the capability of TMO staff - we described the historical context and the current restructure of the capital programme team. Whilst he didn't explicitly state he wanted us to more robustly monitor maj capital programmes he was clearly seeking reassurance that both we and the TMO are on top of things - fair enough in my view.

Does that make sense?

Amanda

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----- Original Message -----

From: Trethewey, Jane: HS-Housing  
Sent: Tuesday, October 23, 2012 09:47 AM  
To: Johnson, Amanda: HS-Housing  
Subject: RE: Requests to provide detail

I wasn't aware of this Cllr Marshall comment. What did he say? Was this at Scrutiny?

J

Jane Trethewey - [REDACTED]  
Housing Strategy and Regeneration Manager  
Kensington Town Hall, Hornton Street W8 7NX

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-----Original Message-----

From: Johnson, Amanda: HS-Housing  
Sent: 23 October 2012 09:34  
To: Trethewey, Jane: HS-Housing; Johnson, Laura: HS-Housing  
Cc: Mellor, Steve: ASC-Finance  
Subject: Re: Requests to provide detail

Dear Both

Jane has summed this up perfectly.

Ironically Mark's unresponsiveness requires us to take a more hands on approach (albeit in my view proportionate and appropriate to the contractor relationship).

I am also mindful of Cllr Marshal's response on EPG and his requirement that officers are effectively monitoring the TMO's delivery of major projects.

Amanda

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----- Original Message -----

From: Trethewey, Jane: HS-Housing  
Sent: Tuesday, October 23, 2012 09:12 AM  
To: Johnson, Laura: HS-Housing; Johnson, Amanda: HS-Housing  
Subject: RE: Requests to provide detail

Laura,

The discussion we had with Yvonne was regarding resident communications, and nothing to do with Business planning or the running of the capital programme. I attach the minutes of the meeting so you can see the discussion that we had.

We had asked to be kept updated on the progress of schemes, so that we are able to respond as we need to, in the event that residents contact us directly. But we were also concerned to ensure that we didn't inappropriately interfere with the TMO going about its business.

Yvonne advised that, in the way that we have Highlight Reports at Regen Programme Board (which the TMO rep there gets to see), they have parallel Highlight reports to their Programme Board which it might help us to see. We also talked about putting together procedure notes for guidance. The action points are all listed at the end of the minutes.

My reading of Mark's note to you is that he doesn't like us prompting this, or specifying our requirements. I think he forgets that RBKC is the client, and KCTMO is the contractor. I hardly think our requests are excessive or

unreasonable. Our follow up is planned to be through a further meeting in 6 month's time to review progress, so not exactly giving them a hard time!

There is a further issue here that KCTMO senior management team seems to be resisting taking direction from your senior management team, but want you personally to give the nod instead. There is a risk that you end up being the Director for both organisations at this rate! For avoidance of doubt, it would be good if you confirmed to Mark/Sacha/Robert that your management team acts with your support.

Jane

Jane Trethewey - [REDACTED]  
Housing Strategy and Regeneration Manager  
Kensington Town Hall, Hornton Street W8 7NX

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-----Original Message-----

From: Johnson, Laura: HS-Housing  
Sent: 22 October 2012 22:06  
To: Johnson, Amanda: HS-Housing; Trethewey, Jane: HS-Housing  
Subject: FW: Requests to provide detail

Amanda & Jane,

This is the e-mail from Mark, this doesn't seem to be the same information we discussed with regard to the Business Plan which was more strategic although I appreciate we probably need some detail about Grenfell and Hidden Homes.

I've written to say that I understand that you've asked for info which was as previously requested which was still relatively high level but the Business Plan required some detail about asset management and asset selection for capital works and that you promised this by last Friday, is it that the information is not available?

I am at a loss what else to say as I think we've been clear enough.

Regards  
Laura

-----Original Message-----

From: Mark Anderson [mailto:manderson@kctmo.org.uk]  
Sent: 22 October 2012 09:27  
To: Johnson, Laura: HS-Housing  
Subject: Requests to provide detail

Good morning

Did you have a good weekend ?

I got absolutely drenched whilst umpiring yesterday

Yvonne has advised that Amanda, Celia, Jane and Ruth are seeking a level of detail in relation to the Grenfell Tower and Hidden Homes projects that I have understood we do not need to provide

My approach stems from the meeting you hosted where you advised you did not require this level of detail

Have I misunderstood you ?

The recent requests have focused on detail around resident engagement and our approach to this

We are currently gathering this information and will forward it this week and it would help me to understand your expectations

Thank you

Mark

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