

Housing management liaison meeting between Rydon and the TMO

14 November 2014

Present: Simon O'Connor, Maxine Igbinedion (Rydon), Siobhan Rumble, Claire Williams (TMO) **Apologies:** Christina Stephanou, Nikki Donnelly (Rydon), Janice Jones (TMO)

1	<p>No Access</p> <p>MI provided a useful spreadsheet showing households, marked up with any issues. MI to work on this to provide by asap or 21 Nov to give colour coding:</p> <ul style="list-style-type: none"> - No access - Survey due, in the instance where deferred or need out of hours call - Declined works - Hoarding/insanitary (put comment in – but can be one colour to reflect TMO dealing) <p>MI said that at the moment there are a couple of surveys outstanding, flats: 34, 53 (due 25/11), 84 (made appts but missed them), 92 (due 14/11), 94 (will need OoH), 135 (flat issues)</p> <p>SR to be clear on No Access cases, as they will incur cost otherwise.</p>	MI
2	<p>Resident profiling</p> <p>MI said they had 107 surveys. The full spreadsheet needed to be ok'd by Nikki before it can be passed to Siobhan. This includes info on residents deemed vulnerable.</p> <p>MI noted that flat 14 requested a shower – MI to get her to self refer to RBKC OTs on 0207 361 3013</p> <p>MI noted that flat 166 had a shower and asked for a bath instead. SR to check tenancy basis – if new tenant or mutual exchange takes flat 'as seen'.</p> <p>MI noted that there are 2 Notting Hill flats, and they had asked for formal information regarding the works. MI to pass the details to CW.</p> <p>SOC noted that flat 135 reported a broken window (historic), Rydon swapped broken for one from void flat 145.</p>	MI SR CW
3	<p>Surveys and new created bedrooms</p> <p>If residents have created new rooms this will be an issue in terms of the new heating layout. MI to identify on the spreadsheet or by email a list of all those residents who have done this, and circulate by 21 Nov. Then the TMO can decide whether to formalise their arrangements, ie give them permission including the fact they need to dismantle partitions when leave the block – or ask them to remove.</p> <p>The likely places for this are by splitting the living room, or making room from hall cupboards.</p>	MI/SR

4	<p>TMO action on hoarders/insanitary/support required tenancies Janice to take action/manage.</p> <p>Noted that flat 181 hoarder said going on holiday soon, then coming back December, going away to March – urgent</p>	JJ
5	<p>Respite flat at 3 Whitchurch MI reported that usage was: 28 Oct – flats 34/35, 29 –f 34, 30 – f34, 5 Nov – 34, 6 – f34, 7 – 34 and MI showed respite to flat 175 w grandson that day.</p> <p>Aim to use until end of Jan 2015 when frame fixing complete, then give it up and use flat 145 which will be fully fitted out.</p>	
6	<p>Resident communication Newsletter – draft due Friday, to be published/delivered w/c 17 Nov Mr Daffarn – CW sent letter re heating process cc MI and SR</p>	
7	<p>Resident behaviour TMO reiterated important that if residents do not behave appropriately, then tell us. Noted that at 111 MI completed a VIREP (violent report) incident which will go onto TMO database, and also court action taken – hearing 13/11. The TMO take this seriously as there is a tenancy requirement, and also behaviour can escalate if not addressed.</p> <p>If any other residents are not behaving properly, please report to SR for action.</p>	ALL
8	<p>Drainage to office - Bouygues due to do 13/11 but issue with RBKC and access. CW to sort asap. SOC advised putting down mop-up kit this w/end.</p>	CW SR
9	<p>CCTV – Silk and Mackman providing temporary controller box w/c 17 Nov, as CW'S email of 14/11.</p>	
10	<p>Door entry system – S&M awaiting order from Rydon, but will progress asap upon receipt, as CW's email of 14/11.</p>	
11	<p>Complaints – MI noted no further complaints since those mentioned in 24 October update.</p>	
12	<p>Window design – Aim to keep within existing structural opening so less disruption to residents.</p>	
13	<p>Webcam – CW said TMO taken up ownership of daily running, but will be talking to Rydon about sharing costs for a speeded up film facility.</p>	
14	<p>AOVs to finger blocks – Colt on site 11/11, Alex Bosman to address their report as OCS cleaning up water now.</p>	
15	<p>Dry risers in Grenfell – Alex Bosman dealing.</p>	
16	<p>Date of next meeting: CW to rearrange from 28 Nov 2014</p>	