

**THE ROYAL BOROUGH OF KENSINGTON & CHELSEA  
TENANT MANAGEMENT ORGANISATION LIMITED  
(the 'Company')**

**OPERATIONS COMMITTEE  
(the 'Committee')**

Minutes of a meeting of the Committee of the Company  
held on 30 July 2015 at 6.30 pm  
at 346 Kensington High Street, London, W14 8NS

**PRESENT:**

<b>Resident Board Members</b>	Tony Annis Mary Benjamin Fay Edwards Kush Kanodia Deborah Price Brendan Tracey	- Chair
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<b>Council Appointed Board Members</b>	Cllr Judith Blakeman
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<b>Independent Board Members</b>	Peter Chapman
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<b>APOLOGIES</b>	Simon Brissenden
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<b>IN ATTENDANCE:</b>	Teresa Brown (TB)	Director of Housing
	Peter Maddison (PM)	Director of Assets and Regeneration
	Daniel Wood	Assistant Director Home Ownership
	Janet Seward (JS)	Policy & Improvement Manager
	Yvonne Birch	Executive Director People and Performance
	Fola Kafidiya-Oke (FO)	Head of Governance & Company Secretary
	Juwon Osundina	Company Secretarial Assistant (Minutes)

**1. NOTICE, APOLOGIES AND QUORUM**

- 1.1 The Chair noted that notice had been given to the members of the Committee entitled to receive notice and attend the meeting. The Chair further noted that the meeting was quorate in accordance with the Terms of Reference of the Committee.

**2. MINUTES OF THE MEETING HELD ON THE 30<sup>TH</sup> APRIL 2015**

- 2.1 The Committee **RESOLVED TO** agree and approve the minutes of the meeting held on 30 April 2015 as a true and accurate record of the meeting subject to a correction of name in paragraph 5.3.

### **3. MATTERS ARISING**

- 3.1 The Board noted that the matters arising were on the agenda for consideration at the meeting.

### **4. DECLARATIONS OF INTEREST**

- 4.1 The members of the Committee present confirmed that they had no interests which they were under a duty to disclose.

### **5. PERFORMANCE UPDATE**

- 5.1 Yvonne Birch presented the quarterly Performance report. The report highlighted that the performance in respect of repair times and quality inspections, voids and lettings, and gas compliance had improved. However there were still issues with rent collection due to the implementation of RBKC's Agresso system.
- 5.2 Councillor Blakeman drew the attention of the Committee to the details on lift breakdowns that she had requested including the number of lifts that were out of order for more than 48 hours, lifts out of order on more than one occasion, and the number of times lifts had broken down with people trapped inside. Peter Maddison responded that there had been two lifts out of order for more than 48 hours in the period under consideration and these lifts were located in blocks where there are more than one lift available for use. The Committee requested information on a breakdown of lifts where there was only one lift available for use in the block or building.
- 5.3 Peter Maddison confirmed that there had been thirteen calls for residents trapped in lifts. Calls were responded to within an hour and the longest response time was ninety minutes. It was suggested that the calls times should be shortened and Peter Madison responded that it would be difficult to shorten the response times for lift call-outs because it would require having a person present in the block at all times.
- 5.4 Kush Kanodia reminded the meeting of his request to have comparative data for previous periods in the breakdown of anti-social behaviour performance data provided. He highlighted that this would help to give a reference point for comparison over a period.
- 5.5 Peter Maddison reminded the Committee that the Board had approved the call-off contractors under the framework agreement and following the success at the Leasehold Valuation Tribunal (LVT), the works could begin. Brendan Tracey questioned if the outcome of the LVT would affect expenditure for the financial year. Peter Maddison responded that expenditure would not be affected and the Company was in a good position.
- 5.6 Brendan Tracey questioned how satisfaction with grounds maintenance was calculated as a percentage. Teresa Brown responded that the information was based on the number of people that responded to the survey that was conducted and this was based on a 10% sample.
- 5.7 Tony Annis questioned if the Customer Relationship Management (CRM) was behind its anticipated delivery date. Teresa Brown responded that following the approval by the Board of the purchase of the Microsoft Dynamic product, the timescale for delivery would be reviewed and however it was hoped to deliver the initial phase of the project by the end of the current financial year.
- 5.8 Janet Seward announced that the Company had been awarded the customer excellence award. Janet Seward further stated that the Company had received praise for how well it included children and young people and the use of hand held devices by the estate services.





## 8. COMMUNITY CENTRES UPDATE

- 8.1 Janet Seward presented the report on the community centres project.
- 8.2 Kush Kanodia highlighted that since health and wellbeing is a part of the Community Investment Strategy residents sharing skills should be promoted by offering, the community centres to the residents for free. Janet Seward responded that the associated costs for offering community rooms for such use for free would to be considered before a decision could be made.
- 8.3 Mary Benjamin expressed a concern that the furniture in some community rooms such as the Kensal Resource Centre were not in a good state. Janet Seward responded that chairs were being considered by her team in order to purchase for the community rooms. Janet Seward further stated that her team was in discussion with Asset & Regeneration team to consider how the Company's contractors could help in refurbishing some community centres; however, this was still subject to confirmation.
- 8.4 Peter Chapman drew the attention of the Committee to the clause in the hire agreements which provided that every user of the community room was required to have insurance for the hire activity and questioned if help was being provided to the residents to get the insurance cover needed. Fola Kafidiya-Oke responded that the intention was for hirers to be responsible for any third party claims arising from their activity. It was suggested that the Company could purchase the insurance cover and surcharge or a list of approved insurers could be provided in the contractual agreements. Fola Kafidiya-Oke suggested that the agreement could be amended to reflect indemnification as no one could be forced to buy insurance cover for their activity. Councillor Blakeman suggested that advice should be sought from RBKC's Events Department as there are companies that will provide hirers with one-off insurance products.
- 8.5 Councillor Blakeman questioned how Resident Associations (RA) would be defined and if Compacts Would be included in this category. Fola Kafidiya-Oke responded that the insurance company would include any residents' group assured that the policy will extend to RA's and can be extended to Compacts as there is no definition of RA's.
- 8.6 Brendan Tracey questioned if the Company's legal advisers, had signed off on all the hire agreements. Fola Kafidiya-Oke responded that they were simple agreements which did not require the oversight of the legal advisers as they had been approved in her capacity as in-house legal support. Brendan Tracey requested that the agreements should be sent to the legal advisers for sign-off.
- 8.7 Subject to the sign-off of the terms and conditions of hire by the Company's Legal Advisers, the Committee **RESOLVED TO:**
- a) agree to the review of the community centres in tranches;
  - b) agree to consult each relevant group of residents with regard to the minimum lettings standard;
  - c) agree and approve the terms and conditions of hire for one-off and recurring users;
  - d) agree and approve the booking forms for one-off and recurring users;
  - e) agree and approve the form of management agreement between the Company and Resident Associations managing their community rooms;
  - f) agree and approve the Community Centre Fair Access Policy;
  - g) agree and approve the use of the Company's Complaints Policy and Procedure in respect of the use of the community centres;
  - h) agree and approve the use of the existing cleaning contractor for the community centres; and



- i) agree and approve the proposed hire charges for the community rooms.

## 9. COMPLAINTS ANNUAL REPORT

- 9.1 Janet Seward presented the annual update on the complaints handling process for the Company. It was agreed to send a report which detailed the themes of the complaints made to the next meeting of the Committee.
- 9.2 Peter Chapman questioned if the complaints that were made by leaseholders related to service charges. Janet Seward responded that this was not the case and in fact the complaints related to ground maintenance.
- 9.3 The Committee **AGREED TO** note the contents of the report.

## 10. REVISION OF COMPLAINTS POLICY

- 10.1 Janet Seward presented a report on the review of the Complaints Policy of the Company and key changes proposed to be made to the policy.
- 10.2 Councillor Blakeman requested if the policy could specify that the target time for a response to a stage two complaint was 15 working days or calendar days.
- 10.3 Kush Kanodia shared that he had sat on a stage three panel in the past, noted that residents wanted to escalate their complaints and thought it would be useful to measure the number of rejections and the number of cases that resulted in compensation. Janet Seward responded that it was the norm to allow residents to go through the stages and in the past year, £13,500 had been paid out.
- 10.4 Kush Kanodia suggested that the stage 3-type complaints should be used as the test cases for the test-run of the CRM system, as this would be beneficial to the Company. Janet Seward responded that consideration will be given to this.
- 10.5 Brendan Tracey sought clarity on whether the provisions around the use of the complaints procedure by KCTMO Board Members, Councillors, MPs and other elected representatives to make complaints on behalf of their constituents would not be considered as a conflict of interest particularly for Board member. Fola Kafidiya-Oke confirmed that the provisions of the clause would result in a conflict, as Board members could not use their position to act on behalf of residents and any Board members involvement in such matters would be limited to sign posting residents or making no reference to their position. Janet Seward agreed to delete the wording from the revised policy.
- 10.6 The Committee **RESOLVED TO** recommend the revised Complaints Policy to the Board for its adoption for use by the Company.

## 11. AOB

Fay Edwards expressed her concern on the low turnout at meetings called at the request of either a Board or Committee member. Fay Edwards suggested that in future any Board or Committee members wanting in-depth discussions should make an appointment with the officer concerned. It was also suggested that such meetings or briefing sessions should be scheduled for the hour before the Board or Committee meeting.

**12. DATE OF NEXT MEETING**

12.1 The next meeting of the Committee will be held on Thursday, 1<sup>st</sup> October 2015.

12.2 The meeting closed at 8:15pm