

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

Minutes of a meeting of the Board of Directors ('**Board**') of the Company
held on 20 July 2016 at 6.30 pm
at 346 Kensington High Street, London W14 8NS

PRESENT:

Resident Board Members	Fay Edwards	- Chair
	Kush Kanodia	
	Anne Duru	
	Brendan Tracey	
	Mary Benjamin	
	Deborah Price	
Council-Nominated Board Members	Cllr. Maighread Condon-Simmonds	
	Paula Fance	
Independent Board Members	Peter Chapman	
	Anthony Preiskel	

APOLOGIES:

Cllr. Judith Blakeman
Maria Escudero-Barbaza
Simon Brissenden

IN ATTENDANCE:

Robert Black	Chief Executive Officer
Yvonne Birch	Executive Director of People & Performance
Sacha Jevans	Executive Director of Operations
Fola Kafidiya-Oke	Head of Governance & Company Secretary
Rupa Bhola	Assistant Director of Financial Services
Nurul Miah	Head of ICT
Nick Rendle	Business Development Manager
Celia Caliskan	General Needs Housing Commissioning, RBKC
David Vickerstaff	Investment Portfolio Lead - RBKC Corporate Property
Gill Petford	Executive Manager
Daniel Asamoah	Minutes

OBSERVER:

Derek White

1. NOTICE, APOLOGIES AND QUORUM

- 1.1 The Board noted that notice of the meeting had been duly issued to the members of the Board entitled to receive notice and attend Board meetings.
- 1.2 The Board noted that apologies were received from Maria Escudero-Barbaza, Cllr. Judith Blakeman and Simon Brissenden.
- 1.3 The meeting was quorate according to the provisions of the Articles of Association of the Company.

2. DECLARATION OF INTEREST

- 2.1 There were no interests declared for the meeting.

3. MINUTES OF THE MEETING HELD ON 26 MAY 2016

- 3.1 The Board considered the minutes of the meeting held on 26 May 2016, and **RESOLVED TO** approve the minutes as correct and accurate records of the meeting.

4. RBKC ANNUAL REVIEW

- 4.1 Celia Caliskan from the RBKC Housing Commissioning Team presented the report. She highlighted that the performance review covered Performance Indicators (PIs), Internal Audits, and work-streams covering RBKC's strategic objectives. She commended the Company for its performance which was above the previous year's results.
- 4.2 Celia Caliskan drew the attention of the Board to the 9 PIs which were met, and this was an increase from the 7 PIs which were met in the previous year. She highlighted that the two missed were due to the time taken to receive the determination from the Upper Tier Tribunal on the Company's procurement framework. There had been 13 audits undertaken during the year, which was double the previous year, and there were no limited assurance ratings received nor follow-ups required from the audits.
- 4.3 The Board noted that the issues to be carried forward were welfare reforms, health & safety concerns and the newly-launched customer relationship management system. The Board requested an update on the progress of the capital works at its next meeting. Paula Fance also requested clarification on whether SAP ratings were still being used in measuring the energy efficiency of properties.

The Board **NOTED** the report.

5. HRA COMMERCIAL PORTFOLIO - 2014/15 YEAR END REPORT

- 5.1 Nick Rendle presented the annual update on the HRA commercial portfolio as managed by the Company. The Board noted the presence of David Vickerstaff, the Investment Portfolio Lead for the RBKC Corporate Property team.
- 5.2 The Board noted that the income generated for the 2015/16 financial year was £3.1m, an increase of 4.8% from the previous year. The update also touched on HRA voids

and lettings, lease renewals and rent reviews. The Board noted that unused car park sites were being assessed for suitability for residential use and if found to be compromised, they were converted to other commercially suitable options.

5.3 Paula Fance questioned whether the marketing agents for were being appointed through a formal tender process for industrial, commercial or other types of property, and the trends for take-up of the properties. It was confirmed that people were looking to take car parking spaces in the borough especially with the shortage of spaces in the borough. Marketing only occurred when there were void properties and there were only a few voids coming up in the borough (only 6 as at 31 March 2016). The market remained buoyant as a whole. It was further clarified that only the units defined as artists' studios had any restriction on leasing.

5.4 The Board was informed that a lease had been agreed for Holmefield House. It was also confirmed that a lease for Lowerwood Court was being considered for redesign as a shared office space however this was still to be completed in the future as there were a number of structural issues to address in addition to surveys and engineering feasibility studies. Mobilisation would occur in 2017/18.

5.5 The Board **NOTED** the report.

6. PERFORMANCE REVIEW

6.1 Yvonne Birch presented the performance report as of the end of 2015/2016. She drew the attention of the Board to the year-end report which included the performance update as of the end of May 2016.

6.2 The Board **NOTED** the report.

7. CHIEF EXECUTIVE'S REVIEW

7.1 Robert Black presented his update to the Board highlighting that a member of the Board, Anne Duru, had visited the Customer Contact Centre to see how the newly-launched Customer Relationship Management (CRM) system was being used to change the service to the residents.

7.2 The Board invited Anne Duru to give an account of her visit. She confirmed that an improvement could be seen with the introduction of the CRM. She confirmed that the team were happy to trade length of calls for quality of calls during the introductory phase of the use of the system.

7.3 Robert Black drew the attention of the Board to the update on the Enforcement notices served by the London Fire Brigade in respect of Adair and Hazelwood Tower respectively. Brendan Tracey questioned how the Company intended to improve communication with residents given the recent investments in technology. The Board noted that further updates would be provided in its future meetings.

7.4 The Board **NOTED** the report.

8. BOARD MEMBERSHIP MATTERS

8.1 Fola Kafidiya-Oke presented an update on the resignations from the Board and invited the Board to consider and approve a proposal to recruit a new Independent Board Member. The Board was also invited to consider and agree the reappointment of Simon Brissenden for a further term of three years.

8.2 The Board **RESOLVED TO:**

- (a) note the resignations from the Board;
- (b) agree to authorise the Company Secretary to update the Register of Directors of the Company with the effective resignations;
- (c) agreed to reappoint Simon Brissenden for a term of three years, as a director of the Company according to 31.4 of the Constitution, subject to the signing of the Terms of Appointment; and agree to authorise the Appointments & Remuneration Committee to undertake its delegated powers, under its Terms of Reference, of recruiting and selecting an Independent Board Member, and making recommendations to the Board.