

## THE ROYAL BOROUGH OF KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED

### Executive Team Meeting – Wednesday 17 May 2017

**Present:**

Robert Black (RB)  
 Sacha Jevans (SJ)  
 Yvonne Birch (YB)  
 Barbara Matthews (BM)  
 Peter Maddison (PM) part  
 Jen Lester (JL) part  
 Sinead McQuillan (SM) part  
 Gill Petford (notes)

		Action by
<b>1.0</b>	<b><u>Minutes of the meeting held on 3 May 2017</u></b>	
1.1	The minutes were agreed as an accurate record of the meeting.	
<b>2.0</b>	<b><u>Matters arising from the minutes held on 3 May 2017</u></b>	
2.1	Item 2.2. It was noted that Ciara is now organising the TMO Team for the World Child Cancer Quiz.	
2.2	Item 2.3. SJ confirmed that she is now meeting with Laura Johnson on Friday.	
2.3	Item 3.3. SJ advised that she has spoken to Teresa about speeding up the tendering process.	
2.4	Item 6.1. SJ noted that she is proposing to pull this paper. SJ, YB & Stuart Hill will work on this and it will go to Operations Committee. We need to address Cllr Blakeman's queries about lift trappings. RB asked if we believe our contractors are doing the best they can and does the programme help. Perhaps we should get a list every month on any lift trappings to monitor. We need to challenge Cllr Blakeman if there is any exaggeration on trapping timings.	
2.5	Item 10.1. It was noted that YB did not have an opportunity to mention the Ombudsman ruling on Eddie Defarn's complaint at Scrutiny Committee.	

2.6	<p><u>Fire at Trellick.</u> RB noted that Cllr Mackover has been disparaging about the TMO over fire doors. RB has spoken to Laura about this as RBKC are clear that they do not want us inspecting flat front doors. Cllr Mackover is saying that we should be constantly reviewing the fire doors. BM noted we have Carl carrying out FRAs &amp; the LFB conducting audits and they will pick up any doors not compliant. RB asked if Janice could write a briefing note on what we did on the programme what was agreed with RBKC, completed and what we do now. It was agreed that Janice would include this update in the annual Health &amp; Safety report which will go to Board in July, and to Laura after that. We have been informed that Cllr Blakeman has been disparaging about the TMO in public forums.</p>	
2.7	<p><u>Minna Korjonen.</u> RB noted that he had a confidential meeting with Minna. RB has asked Minna to give him 4 weeks to review everything. SJ will collate all the background information on this complaint and YB will review it on her return from holiday. We also need to be looking at RBKC's policies. Minna can then comment on the review and if she wants compensation she would have to go through a Stage 1. If Minna wasn't happy with the outcome it would then go to a Stage 2, and then if she was still unhappy as she is a Board Member it would then go straight to the Ombudsman.</p>	
3.0	<p><b><u>TMO Board Papers</u></b></p>	
3.1	<ul style="list-style-type: none"> <li>• The agenda and papers for the May board meeting were looked at and the following noted:</li> <li>• The RBKC Freeholder and Leaseholder paper being presented by Rob Shaw will be moved to the very beginning of the agenda</li> <li>• RB would like to introduce Andrew Francis to the Board</li> <li>• The Chair's report will be a verbal update</li> <li>• The CEO report will include an update on the National Grid asbestos damage and the impact on the Dainton family (without reference to their names)</li> <li>• Sinead will circulate the forward agenda</li> <li>• Budget Monitoring – BM to make amendments to the paper. RB queried if the HRA debt is because we have started invoicing. BM confirmed that it was related to the Heating &amp; Hot Water charges credit and this could come up every year, depending on the impact of the 3 year averaging of prices.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Grounds Maintenance Contract Extension. This was discussed and it was agreed that it should be signed off at board, as the original contract went to board as residents will be interested in this. RB would like to see all contracts reviewed by ET a year before they are up for renewal as well as a quarterly update to ET by Ernest Raw. GP to arrange.</li> <li>• Capital Programme Update. <ul style="list-style-type: none"> <li>○ This year we have a big programme just under £16m.</li> <li>○ Cllr Blakeman has been raising complaints about National Grid and the letters sent to residents. It was agreed that these should be sent to Sinead McQuillan for monitoring.</li> <li>○ The Clydesdale Lift renewal went well with no complaints. A paper will go to ET in July on a further seven lifts for renewal and these are currently being reviewed by counsel to help quantify the risk relating to the recovery of leasehold charges for the works.</li> <li>○ It was noted that any new task orders to be issued after July 2017 will be subject to a new mini tender between Wates, Keepmoat, Mitie and Mulalley. PM is concerned that Mitie or Mulalley will win. The process has not been worked through yet and we are looking at external procurement advice to ensure we get this right. There will be an event at Trellick towards the end of June inviting the companies to come and have a look round and meet some residents. SJ will speak to Laura for advice on inviting councillors.</li> <li>○ There are 2 groups reviewing the Trellick works (Scrutiny Working Group and TMO Board). The Board group to shape all reporting and SJ will re-visit the exception report to the board.</li> </ul> </li> <li>• Appointment of a Main Contractor to undertake the Cyclical Decoration works. Most of the blocks in the original FWA contract have been picked up through the framework. Costs were very different so we tendered outside the framework for a market tested price. There is concern as we have worked with Mulalley before and they are hard to manage so they would need to do a good job.</li> <li>• Task Order 10 North Approval. ET were happy with this going forward to Board</li> <li>• Task Order 3C. ET were happy with this going forward to Board</li> </ul>	GP
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<b>4.0</b>	<b><u>Operations Committee Agenda &amp; Reports</u></b>	
4.1	No agenda available. SJ to prepare in YB absence.	
<b>5.0</b>	<b><u>Weighted Contractors KPI Report</u></b>	
5.1	This report was deferred.	
<b>6.0</b>	<b><u>Task Orders For Approval</u></b>	
6.1	<ul style="list-style-type: none"> <li>Cecil Court £421k – approved</li> <li>Barlby Road £796k – approved noting the leaseholder observations. Can now go ahead to board.</li> <li>Chelsea Manor Court – approved noting the leaseholder observations. This is a controversial scheme as the leaseholders do not want scaffolding put up as it will spoil the look of the property. PM thinks this will go to an LVT as they want to go to Court. We need to ensure that everything is recorded and we keep offering to meet up with them.</li> <li>Holland Road – approved noting the observations.</li> </ul>	
<b>7.0</b>	<b><u>Golborne Community Champions</u></b>	
7.1	Noted for information	
<b>8.0</b>	<b><u>Staff Conference 2017</u></b>	
8.1	<p>JL updated ET on the planning for the staff conference and noted the following:</p> <ul style="list-style-type: none"> <li>The day is focusing on digitalisation and the strapline will be agreed by the staff conference planning group.</li> <li>Electronic swiping is to be set up for morning and afternoon sessions</li> <li>Day to start at 9.45am</li> <li>Robert will do a short welcome</li> <li>Digital World session with BM and Nurul Miah, looking at what is available. BM to put an agenda together so ET can understand the session. RB is happy with staff downloading apps to use during the day but he needs to be convinced that it will add to the day.</li> <li>Awards will be done in pairs</li> </ul>	

	<ul style="list-style-type: none"> <li>• Events Group will be choosing the new charity and they will ask the chosen charity to attend the conference to launch it.</li> <li>• RB will do his 'State of the Nation' session</li> <li>• Questions will be asked and ET will look at the questions and answers over lunch. Andrew will facilitate this Q and A session after lunch.</li> <li>• Raffle will be drawn in the afternoon</li> <li>• Stuart Hill will run a short business planning session</li> <li>• RD are to have a bigger role and will run a practical session. An RD operative will be on each table to advise on the task set which could be changing a lock or wiring a plug.</li> <li>• It was agreed that the Team Award this year could include cross functional teams, and could be a Project Team to reinforce working together. JL will ensure this is relayed to staff. JL will also check to see what response has been received on the voting.</li> <li>• Being in the Top 100 of Best Companies will be celebrated with a fun music video featuring staff. Staff will be invited to put their names forward if they would like to take part.</li> <li>• There will be a free bar for an hour after the conference ends.</li> </ul>	
<b>9.0</b>	<b>Events Group – Beat the Bounds</b>	
9.1	JL circulated the details of the walk the boundary, 'Beat the Bounds' sponsored walk for 13 miles as devised by John Parsons. Staff would have the opportunity to walk all the course or walk part of it. The date chosen is 29 September starting a midday. ET thought this was a fantastic idea and are happy for staff to have half a day away from work to do this.	
<b>10.0</b>	<b>Training Portfolio</b>	
10.1	<p>JL noted that she has been working on this with the agreed principles and ET have seen the draft Training Portfolio.</p> <p>HR are looking to extend the Induction Day to two days.</p> <p>HR are looking for feedback on e-learning. On the current e-learning the Housing, Governance and Framework sessions are not mandatory.</p> <p>It was noted that when the e-learning is re-launched, staff will be told the timescales for completing them and if not their employment at the TMO may be compromised.</p>	

	Managers will need to be looking at this with their staff on a quarterly basis. A comprehensive comms piece on this will be required.	
<b>11.0</b>	<b>Pension Update</b>	
11.1	JL noted that auto enrolment is currently taking place and will be put on the intranet.	
<b>12.0</b>	<b>Behaviours</b>	
12.1	JL noted that SPID will be working closely with Pete Griffiths and herself to launch the behaviours.	
<b>13.0</b>	<b>Staff Briefing</b>	
13.1	BM advised that she would like to see the staff briefing session being more interactive and with more involvement from SMT. BM to put her ideas together for ET to look at. GP to put together a timetable of sessions and their locations and an overall attendee list for the last staff briefings.	<b>BM GP</b>
<b>14.0</b>	<b>PDR Moderation</b>	
14.1	JL presented the final spreadsheet and ET approved the bonus payments, the 2% uplift and the 1% increase with the exception of AP & T Contracts (4).	
<b>15.0</b>	<b>AOB</b>	
15.1	Ocean Media – RB noted that we have been offered 10 places for managers who have never attended the CIH to come along for a day. The only cost to us is for the train fare. RB has gone back to Ocean Media to ask what the cut-off date will be.	
15.2	It was noted that Performance Review went well. RB noted that this year he will be looking at ET's individual objectives and asking them to assess themselves on the grading's. Following this ET will sit as a team to look at the corporate ones.	
<b>16.0</b>	<b>Date of Next Meeting</b>	
16.1	Wednesday 14 June 2017 in the boardroom at 346 starting at 9.30am.	