

Agenda Item 3i

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA TENANT MANAGEMENT ORGANISATION

OPERATIONS COMMITTEE

MINUTES OF THE MEETING HELD ON 8th March 2012

Present:	Tony Ward, Resident Board Member (Chair)	TW
	Peter Chapman, Independent Board Member	PC
	Sylvia Collet, Resident Board Member	SC
	Iain Smith, Resident Board Member	IS
	Kathy Harris, Resident Board Member	KH
	Roy Turner, Resident Board Member	RT
Apologies:	Celine Green, Resident Board Member	CG
	Fay Edwards, Resident Board Member	FE
	Peter Molyneux, Council appointed Board Member	PM
	Cllr Maighread Condon-Simmonds, Council appointed Board Member	MCS
In Attendance:	Sacha Jevans, Director of Customer Services	SJ
	Yvonne Birch, Head of Strategy and Engagement	YB
	Dan Wood, Assistant Director of Home Ownership	DW
	Angela Bosnjak-Szekeres, Company Secretary and Governance Manager	ABS
	Alasdair Manson, Assistant Director of Neighbourhood Services	AM
	Mark Anderson, Director of Asset Investment and Engineering	MA
	Nick Rendle, Project Manager	NR

A briefing on the RBKC housing regeneration programme bids for the year 2012-13 was held before the meeting.

1 WELCOME AND APOLOGIES

Apologies as above.

DECLARATIONS OF INTEREST

None.

3 MINUTES & MATTERS ARISING

Minutes of meeting held on 31st January 2012 agreed.

ACTION

The Committee noted the matters arising update.

4 REPLACEMENT OF COMMUNAL HEATING PLANT AT BURGESSFIELDS AND NURSERY LANE

MA introduced the report and advised the Committee on the tender returns for the replacement of communal boilers and associated equipment and pipework. The operations Committee noted the content of the report and approved the acceptance of the lowest tender submitted by Invicta in the sum of £580,339.91 and a revised project budget of £640,000.

Committee members requested information on the price of the plant to be brought to the next meeting.

MA

5 CAPITAL PROGRAMME REPORT AND GRENELL TOWER PROJECT

MA presented the report and provided an update to the Committee members on the 2011/12 Capital Programme, the Capital Programme for 2012/13 and the changes being made within the establishment of the Assets, Investment and Engineering Department.

The Committee members noted that the spend against the approved Capital Programme is £5.9 million at the end of February and additional invoices to the value of £1.2 million are awaited and Work in Progress is valued at £1.7 million.

PC observed that it would be helpful to have an update on the project management system for a future meeting (example the original completion date is shown but there is no actual completion date on the reports). Report on the project management system to be provided.

MA

PC offered congratulations for the achievement of the Capital Programme for the year 2011/12 in the amount of £8.6 million. PC also raised issues relating to the delays when updating the reporting on Capital Programme. A discussion to be held with PC and TW on this matter.

MA

MA updated the Committee about the 2012/13 capital programme. Currently we have procured £4.3 million of the programme for the year 12/13 this is the first time that the TMO has achieved this. The TMO submitted a bid to RBKC for just over £40 million. RBKC is yet to decide how much money is to be available. It is likely that the money available will be in the region of £9 million. The Committee members again offered congratulations on the spend of £8.6 million

for the 2011/12 capital programme.

6 UPDATE ON PROJECTS

YB provided an update to the Committee on the progress of major projects undertaken by the TMO.

Digital TV

There are delays at Worlds End Estate and Kensal House (listed building), it is likely that works will not be finished by the end of March but they will continue to receive services via Virgin. At the end of the month about 20% residents will not have a socket as we have not received a response from them. Some of them have possibly installed their own but we do not have a definite number of how many residents will be without service on the first date of the switch over on 4th April 2012.

Blantyre Office

The development is now completed and staff have relocated on the 16th and 17th February 2012 with the office operational from 20th Feb. A formal opening ceremony is scheduled for the 20th March.

Updates are provided about the EDMS and the parking review

We have cleared the waiting list for parking but there are some matters outstanding at the Worlds End Estate and we are talking to residents to resolve these.

RT asked whether we could ask SCCI to tidy up after the installation of Digital TV as some of the older residents cannot do this for themselves. This is to be raised with SCCI. Also it would be noted that some of the operatives are smoking and leaving cigarette butts outside properties, SCCI to be notified.

YB

FE asked whether the parking is only for cars and it was confirmed that this is the case and as part of the review we are checking the purpose for which garages are used for. FE said that in Manchester Drive a rubbish clearing company is renting a garage for a business and also three garages in West Row are hired by a food company. The uses of these garages are to be checked.

YB

The Committee members discussed the Holmefield House parking space it was confirmed that we are in the process of establishing whether the space is suitable for storage and if so we will carry out resident consultation. Further updates will be provided to the Committee.

YB

SC asked whether we could put into the contract for storage that the TMO will carry out spot checks and issue fines for breaches of

contract terms. YB confirmed that we will ensure we get the best outcome for the TMO and look into the general arrangements for renting out storage.

7 PERFORMANCE UPDATE

YB provided an update on the performance against a range of indicators for the period April 2011 – January 2012. The Committee noted the report and asked the question about the number of abandoned calls that have gone up. SJ explained that the increase in the volume of the calls related to the seasonal breakdown of boilers and callbacks regarding repairs. PC commented that the number of answered calls has gone up by 50% but the unanswered has gone up by three times and the Committee has requested a report and explanation in the matter.

SJ

SJ provided an update about Morrison and said that we have met with Morrison last week and are still looking at the PPP model further meeting is planned to resolve issues of performance. The Committee and the board will be updated about developments.

SJ

RT asked whether we are keeping up with voids and it was confirmed that the performance is satisfactory RT requested to be provided with the details of voids.

YB

8 NEIGHBOURHOOD UPDATE AND PROCESS UPDATE ON BIDS FOR THE RBKC REGENERATION PROGRAMME FOR NEXT YEAR

AM introduced the report and advised the Committee of progress in key neighbourhood management service areas including antisocial behaviour, procurement of the grounds maintenance contract, housing regeneration projects, caretaking review and recent rent income projects.

Grounds maintenance procurement update

At key points of the procurement process updates will be sent to the operations Committee to keep them up to date and enable them to ask questions about the process.

AM

PC thanked AM and DW on the grounds maintenance procurement and the explanation that they provided about the process.

Rent Income

The Committee members requested information on pursuing debts of deceased tenants.

AM

9 AOB

Grenfell Tower Project

MA provided a verbal update to the Committee members and informed them that matters are progressing at a slower pace than expected. A series of meetings with RBKC and the meeting with the designers F Studio E were held. Further updates will be provided to the Committee.

MA

IS raised the issue of the boiler breakdowns and MA provided a current update on the situation. IS noted that spare parts took a long time to get and MA confirmed that this has now been rectified. FE raised the issue of the breakdown of heating at Manchester drive and asked whether residents will be compensated. MA confirmed that compensation will be paid and he will check the information relating to the heating repair and update FE.

MA

PC requested that information is provided on the lift and boilers for a future meeting of the Committee.

Next meeting : 10th October 2012

MA