

**KENSINGTON & CHELSEA
TENANT MANAGEMENT ORGANISATION**

Programme Board - 1st July 2014

Present: Robert Black
Anthony Parkes
Yvonne Birch
Peter Maddison
Nick Rendle
Clare Lees

Apologies: Sacha Jevans
Jane Clifton

Agenda

1. Matters arising from the meeting held on 24th April 2014

An amendment to page 5, paragraph 1. This should be changed from Silchester to Walnut Tree House.

An update was given by Peter Maddison on Treverton Tower.

An update on the ICT projects was requested. It was clarified that the Programme Board would only be approving bids and would not receive detailed information. Detailed information would be sent to the IT project group which is yet to be set up.

2. Grenfell Tower Update

Peter Maddison introduced the report which discussed the different groups set up to monitor the progress of the project. It was explained that a communications sub group had now been established which would monitor the internal and external communications of the project and ensure all stakeholders are kept informed and managed effectively.

It was suggested that Roger Keane, RBKC, should be invited to internal meetings to ensure RBKC can follow the progress of the project. It was also agreed that Peter Maddison would look into producing a generic report on the progress of the project that could be circulated to all internal groups and RBKC. Although, the difficulties in producing such a report was noted.

**Action
by**

PM

The financial costs are being monitored by Claire Williams and the Artelia consultant. The monthly updates flow through the normal reporting system and it is being treated as a normal capital project. The approval for the contingency is being sent to the Board meeting on 24th July 2014.

3. Hidden Homes

Peter Maddison introduced the report which gave an update on the Hidden Homes initiative.

2014-15 Programme:

- Grenfell Tower – there will be 7 new family homes which could rise to 9 if funding can be secured.
- Whistler Walk – the de-conversion of a former children's home in Worlds End Estate has been agreed and this will provide 7 new units. There have been some delays due to occupants not moving out. The works are still expected to commence in quarter 3 of 2014-15.
- Holmefield House – Planning permission is being sought for a 1 bed flat. Also, we are awaiting confirmation that the existing alternative vacated contractor's room is acceptable for use by the Residents Association.

Other potential schemes have been identified including 91 Tavistock Crescent, Longlands Court and Henry Dickens Court, which are likely to proceed.

Robert Black congratulated Peter Maddison on a fantastic press release.

4. Parking Review/Enforcement and Operations

Gil Komon entered to introduce the report with Nick Rendle which recommended the Programme Board agree to –

- Endorse the transfer of resources from CRM project to Parking Review
- Approve plans to design and roll out systems, processes and communications
- Decide on an approach to three estates currently excluded from the project scope.

Currently Gil is splitting her time between the CRM project and the parking review project. This could impact the timeline of both projects. It is proposed to prioritise parking and to transfer these resources from the CRM project to the parking review. The board were concerned that the CRM project could drift as result of

transferring resources and discussed the options of hiring someone as an extra resource on either the CRM or parking projects and extending the go live dates for both projects. It was agreed to extend the parking review go live date to 1st April and increase the budget to reflect this.

The new parking policy has been approved by the Board but three estates have been excluded from RBKC's draft Traffic Management Order. The following approaches were agreed for the different estates –

- Edenham Way – the parking policy will be introduced on 5th January 2015, the residents would be informed that no enforcement action can be taken unless RBKC create a traffic order and complaints from residents around illegal parking will be logged from January 2015 onwards.
- Elm Park Gardens – the parking policy will be introduced on 5th January 2015 with an additional local management plan. The porters will be given additional instructions to allocate each resident permit to a parking bay, they will be required to record any enforcement issue and their job description will be amended to formalise the differences in roles of the porters and ESAs. A formal briefing will be sent to residents.
- Wandon Road – Create a bespoke parking policy ***** Nick, I was unsure exactly what was agreed here so I would be grateful if you could tidy this section up, I have left my notes with Jane *****

In terms of the parking policy generally, Yvonne Birch explained that since the Board agreed the policy there have been a number of minor changes. The board requested that a list of decisions regarding these changes be sent to the next meeting.

YB/NR

The board discussed the policy around staff parking. It was explained that this had never been formalised and there were no clear terms around contractor parking. Nick Rendle will bring a paper to the board.

NR

5. Parking Review/Commercial

Nick Rendle introduced the report and gave an update on the commercial usage work streams:

- At Walnut Tree House planning permission for converting the basement into self-storage had been granted.
- At Acklam Road the Cabinet approved the lease to Chelsea

Soukh in May 2014.

- At Holmfield House planning consent for storage had been granted but no decision on Urban Locker lease will be made until October 2014.

The board discussed the empty garage at Lowerwood Court and its commercial opportunities. Nick Rendle, Yvonne Birch and Peter Maddison are going to meet to discuss further.

6. EDRMS

Clare Davis entered the meeting and introduced the report on EDRMS. Since the last meeting the system had been upgraded and it was very successful. All departments except Supported Housing and the CSC are now using the system. The Assets and Regeneration Team are yet to use the system fully for their filing, however, there is movement in this area and the board should see increased use by the next meeting.

Going forward, workflows are being implemented across the organisation and the team is starting to implement the CRM Module. It was queried whether branding for the CRM module could be looked at. Clare would look into branding of W2 and CRM.

7. Community Centres

Nick Rendle introduced the report. It was noted that Sharon Baah had been recruited as the new Community Centre Officer and the usage and condition of community centres and clubrooms had now been reviewed which enabled the project to progress beyond the initial conceptual phase.

It was noted that by December 2014, the team aims to have effective facilities management across all sites. Upon completion of the project, effective facilities management will be delivered by either Sharon or via a contractual agreement with RA's which will be monitored by Sharon. Although, there may be a risk of RA's claiming they are completing requirements when they are not.

The report recommended that the board agreed to develop and roll-out facilities management systems and also agreed the £43,230 funding to fit out pilot sites including Kensal Resource Centre and Henry Dickens Court.

The board discussed the funding of the pilot sites and where it would come from. Yvonne explained that many of the repairs to these sites will be normal repairs as the rooms form part of our

estates. Anthony explained that funding would come out of the HRA and the minor works budget. Anthony Parkes and Sacha Jevans will meet with Nick Rendle, Peter Maddison and Alex Bosman to discuss the project and works to be completed.

It was agreed that a briefing will be prepared for the Ward Councillors.

8. Any Other Business

8.1 Programme Board meeting timetable

It was requested that Jane Clifton work with the Governance Team to organise the Programme Board meetings around the Board meeting dates.

JC

The board also agreed that the meetings would change from every 4 weeks to every 6 weeks.