

**KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION**

**Operational Health and Safety Group Meeting**

**31<sup>st</sup> July 2015 at 2pm  
Network Hub, Portobello Room 1**

**Present:** Barbara Matthews (BM)  
Janice Wray (JW)  
Peter Maddison (PM)  
Alex Bosman (AB)  
John Borra (JB)  
Kiran Singh (KS)  
Maria Sharples (MS)

**Apologies:** Sacha Jevans (SJ)  
Teresa Brown (TB)

Item	Minute	Action
1.0	<b><u>Minutes of Previous Meeting/Matter Arising</u></b>	
1.1	The minutes of the previous meeting were agreed.	
1.2	2.12 Nosing on stairs - The Insures decided they will accept the claim. JW said ESA's were not inspecting as they thought the nosings were going to be removed, TMO did not have a case to defend so we will replace as necessary from now on. ESA's have been advised they need to inspection going forward and the insurers will settle this case.	
1.3	3.4 Carbon monoxide detectors - AB advised he has not been able to identify which ones have been done. This will be looked at by the current contractor and should take approx. 1 year to identify. AB confirmed this will be battery operated and will be inspected.	
1.4	Asbestos - JW and Simon Hall have met with the Asbestos contractors. There is a delay due to new software but this is being worked on. Think the issue with cloning has now been resolved but will start to interrogate the data. JW to update on this at the meeting with Chris.	<b>JW</b>
1.5	The Asbestos information leaflet is being worked on by the Communications Team. Andrew is prioritising this.	
1.6	5.2 Allied Protection started in mid June and have done 90 sites. They are doing full asset verification and will then go through whole stock and will hopefully be finished by September.	
1.7	Gas Safety Policy - this has now been done and adoption of the policy can be progressed and will take into account points raised in the gas safety audit. JW advised the Policy will probably go to the Health and Safety Committee Corporate meeting where it is agreed and then it would normally go on the	

	intranet. PM suggested thinking about how this policy will be publicised and distributed to staff. BM suggested this should go to ET for Sign off.	
1.8	Gas safety - BM advised that because of the importance of gas safety there is no tolerance. AB asked how other organisations measure this. The statistic is updated every four hours. If we have not physically got a certificate then it is not logged.	
1.9	Water Quality - Anticipating reaching 100% by the end of Q2.	
1.10	Lightening - AB noted there have been a large number of remedial works recently which will continue until this comes up to a satisfactory level.	
1.11	PM said there are some problems with particular lifts which the renewal programme will address to some extent. The lift data is showing signs of improvement.	
1.12	The new Framework contract should be mobilised in June next year. PM advised there are interim measures in place and will update JW accordingly.	
<b>2.0</b>	<b><u>High Level Exception Report</u></b>	
2.1	Nearly at the end of access to street properties. Only one resident has not responded to attempts to contact her. AB will confirm what will happen with the keys.	<b>AB</b>
2.2	Have briefed asbestos contractors and given them the list of fifteen addresses.	
2.3	<u>Lancaster West Garage Doors</u> A couple of accidents have brought this back onto the radar. AB confirmed 12 doors have been done so far. Will be renewing doors that cannot be repaired. There are around 60-70 doors and Topcoat are the contractor. AB to get a further update. There were some issues with access and some contractual issues so there is not a date for completion. AB said there should be more info by next meeting and access issues have even resolved.	<b>AB</b>
2.4	<u>Vents</u> AB is waiting for a quote to install new panels for fire alarms.	
2.5	<u>Grenfell</u> The ventilation system is now completed and the boiler system should be complete by mid September.	
2.6	<u>Ms Cebreiro – 27 Gilray House</u> Has not given permission for TMP to do the door. Residents wanted some statistics for Cremorne Estate.	
2.7	<u>Lifts</u> PM advised that Councillor Blakeman raised the lift issue at Ops committee. She asked why residents cannot call the Fire Brigade. PM and JW advised it might be useful to provide more information on the procedure for what should happen when people are stuck in lifts. JW advised the Fire brigade are asking for a fee based on their resource allocation. JW advised that OOHs the Fire Brigade will most likely be able to get there faster than the contractor but they may be held up if they are dealing with a fire in the area.	

2.8	<p>JW advised Raymede and Treverton are coming up as lift shutdowns on a regular basis. Worlds End and Silchester are also an issue but those are high use. There may be ASB issues but this has not been identified yet. PM said the fundamental thing to fix is the lift contractor, there have been improvements but there is progress to be made.</p>	
2.9	<p>Familiarisation test at Trellick. Martin suggested doing some publicity and has spoken to Pete Griffiths about this. Fire safety home visits will be offered.</p>	
2.10	<p>PM mentioned that Councillor Feilding-Mellen has agreed to a larger scale improvement plan for Trellick including external windows. JW said the issue of cladding has also been raised as an option. The cladding is on the private balcony side.</p>	
2.11	<p><u>Intake Cupboards</u> AB said this will be programmed with RD. BM is disappointed this has not been costed and is taking longer than expected. BM asked that this should be prioritised.</p>	
2.12	<p><u>Grenfell - Asbestos</u> Trying to facilitate works at Grenfell - contractors had sometimes been struggling with access in terms of asbestos. There are Artex ceilings in some of the properties. Chris Davies has expressed concern about the quality of how the Artex had been stripped. JW and Chris Davis spoke to Rydon to address concerns. JW is chasing Rydon for an adequate response. Need to be sure the contractors are meeting TMO standards. This has been raised with Simon Lawrence. PM asked JW to follow up with Clare Williams and update PM with any actions that might need to be taken. Only a few of the properties have been stripped so far so this needs to be addressed now.</p>	
2.13	<p><u>Stable Way</u> JW advised there is an issue with surfacing at Stable Way. We are anticipating a claim. JW has talked to DD about is.</p>	
2.14	<p><u>Dixon House</u> Trip hazard has been dealt with now.</p>	
2.15	<p><u>Elm Park House</u> The tank room was very clean after an accident - there doesn't appear to be any</p>	
2.16	<p><u>Treverton Estate</u> JW received report from elderly lady as there was an accident three years ago. The claim was submitted too late as the insurers have said it is outside of the limitation period. The insurers have written to the residents to let her know.</p>	
2.17	<p><u>Camelford Walk - Grenfell Tower</u> Adrian has discussed this with John Gaffney and is still waiting for some more information.</p>	
2.18	<p><u>Worlds End</u> Base jumper at Trellick and jumped off the building. Bespoke locks have now been fitted to both of the access doors.</p>	

<p>2.19</p> <p>2.20</p> <p>2.21</p>	<p><u>Elm Park Gardens</u> Kitchen unit fell off the wall. Fahd looked at this on the same day and there was concern that the workmanship was an issue. The brackets were not well installed.</p> <p><u>Sunningdale Gardens</u> Person walked into scaffolding. Person did not have permission to put up the scaffolding. BM said we should be writing to whoever instructed the work. AB advised that this is being looked into as it was sent to legal. BM suggested writing to them to say what has happened to our resident in case a claim is made. JW to discuss with Raymond. AB said this may have been done but can check.</p> <p><u>Out of Hours Incidents</u> JW noted that several weeks ago there was concern about the response from Coffely. There are recurring issues especially with water at Grenfell. PM said he is hoping it will be resolved once the new systems are put in. PM suggested talking to Pinnacle as some leaseholders may have been told that it is their problem. Olivia manages the Pinnacle contract. OOH's calls go to Janice when something has been escalated and they are not sure how to progress. The group discussed whose responsibility it was to deal with these escalated calls. BM suggested that this process should need to be looked at.</p>	<p>JW/AB</p>
<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p><b><u>Fire Risk Assessments</u></b></p> <p>Still looking at about 45% of actions not progressed. Have been working with RD to improve this.</p> <p>RD have reviewed all of the FRAs and Health and Safety actions. Currently waiting for RD to programme that work and will then raise the orders for the blocks. BM asked to see the key things and the timing for it. PM asked for a breakdown by priority and age to make it clear where the risks are. There needs to be an ongoing breakdown of the list. PM suggested a meeting to discuss interface between RD and AB's team. CM to organise meeting with PM. AB. Chris Davis and JW.</p> <p>JW discussed the fire extinguishers in the garage areas. We can look at removing some of them if they are unnecessary. KS advised most issues have been resolved and it is relatively secure in the area now.</p>	
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p><b><u>Performance – Compliancy KPI returns</u></b></p> <p><u>Domestic Gas Servicing:</u> <b>May Compliancy 98.8% - June Compliancy 100%</b> New Contract now successfully established and 100% compliance achieved in June as projected.</p> <p><u>Water Quality Inspection and Sampling:</u> <b>May Compliancy 96.8% - June Compliancy 96.8%.</b> Anticipated 100% compliancy anticipated by end of Q2.</p> <p><u>Lightning Protection:</u> <b>May Compliancy 21% - June Compliancy 21%</b> Programme to complete end of Q2.</p>	

<p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p> <p>4.9</p>	<p><u>Lifts - Monthly Servicing:</u>  <b>May Compliancy 100% - June Compliancy 100%</b>  <u>Statutory Insurance Inspections (Passenger Lifts):</u>  <b>May Compliancy 100% - June Compliancy 100%</b></p> <p><u>% Calls completed in Response Time:</u>  <b>92%</b> based upon a 4 hour response time, an improvement of <b>8%</b> from last month.</p> <p><u>Number of Blocks without service for more than 48 hours:</u>  <b>May – Seven     June - Six</b></p> <p>Contractor performance continues to be closely monitored/managed but positive performance trend noted.</p> <p><u>Electrical Domestic – Properties with valid test certificate:</u>  <b>May Compliance 93% - June Compliancy 93%.</b>  Although anticipated that Compliancy will remain consistently high due utilising Injunctions to gain access where unreasonably withheld, there will always be the access issue which will effect performance.</p> <p><u>Electrical Communal:</u>  <b>May Compliance n/a – June Compliance 100%</b>  This to be added to the current KPI/Compliance reporting suite.</p> <p><u>Central Plant:</u>  <b>May Compliancy 100% - June Compliancy 94.4%.</b>  Anticipated 100% compliancy will be achieved next month.</p> <p>It is the intention to incorporate the following into the existing suite of Compliancy returns, following the mobilisation of the Facilities Management Contact (June 2016)</p> <ul style="list-style-type: none"> <li>• Fire Compliancy</li> <li>• Emergency Lighting</li> </ul>	
<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p><b><u>AOB</u></b></p> <p>JW talked about training. Has put together annual H and S training programme and discussed with Jen in HR. Are thinking about getting software for people to carry out training sessions and self assessment.</p> <p>BM would like to try and bring the two meetings together and looking at being in in additional people. Would help not to duplicate and would be good to look at some of the detail that is looked at</p> <p>Gas Safety Policy - Confirmed that the Policy has been updated following the RBKC internal audit of the Gas Team in Q3 last year. Amendments are of a minor nature but formal approval for the revised Policy/Procedure is required prior to publication/release. Agreed that this would be taken to the corporate Health and Safety Meeting scheduled for this afternoon.</p>	<p><b>JB</b></p>