

KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION

Programme Board - 16th April 2015

Present: Robert Black
Anthony Parkes

In attendance: Jane Clifton

Apologies: Yvonne Birch
Sacha Jevans

1. Matters arising from the meeting held on 26th February
- 1.1 ICT update - would come to the meeting on 28th May
- 1.2 Grenfell Tower - financial forecast was being looked at by Peter Maddison.
2. A&R update

David Gibson attended for this item:

Grenfell Tower

Work was progressing on site. Currently there were issues with the heat exchange units and the windows. We had provided samples of the windows, and received positive feedback but Eddie Defaan was saying that residents would have less daylight although the windows fitted into the existing openings. He did not want the new windows to be installed in his property until he had obtained legal advice on this issue, but we had checked the tenancy agreement, and did not need to access his property to install the new windows. The main risk was whether other residents would also oppose the installation of the new windows. So far 27 windows had been installed, 37 more were booked, and 32 were 'no access.' We had also picked up that some residents felt intimidated by Eddie Defaan over the heat exchange work.

Our position on the installation of heat exchanges was that the best solution was to install these near the entrance door for most tenants because of problems in connection with installing them in

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the kitchen which would be more disruptive with additional pipework. If the new heating exchanges were not installed, eventually those residents would have no heating and hot water. It was queried what our position would be when we reached this point. RBKC were aware of the situation, and David Gibson was liaising with Roger Keane on progress. One to one consultation would be carried out, and there would be flexibility on the siting of the new exchanges i.e. just inside the door, or kitchen where possible. It was expected that Eddie Defaan would continue to oppose the works, but we would concentrate on reducing the number of 'no access' cases. There would be a site meeting the week commencing 20th April on options for the way forward, and we would be offering one to one consultations to residents on the different solutions. Further feedback would be provided at the next meeting.

Access was also required to take out the old windows although the new windows could be installed externally. Those denying access would end up with two windows in addition to cold water only. Slippage on the programme was queried due to these delays, but there had been no further slippage although we were behind on the spend. The position for the end of March would be known by next week. Peter Maddison had taken Cllr Blakeman to see the works so she was up to date. There would be additional costs of £75k - £76k but these would be covered by contingency funds.

Work on the lifts had started with the first lift being closed for 17 days while access was put in on the new floors. These works were being managed by having an enhanced breakdown service. If there was a breakdown, there was a texting service for residents saying that we were aware of the problem. It was queried whether this service could be introduced for the World's End lifts. The fire brigade were also aware of the work. We were also working with Rydons on the ventilation works.

Hidden Homes

There had been a slow start on Whistler Walk due to asbestos creating concerns for Keepmoat. Work was now progressing, and was due to finish in August.

We were waiting for planning permission for Holmefield House, and another three schemes had been with RBKC since August 2014. RBKC were trying to bring on a package of new flats separate from the hidden homes' programme. Although we could deliver hidden homes' projects through the framework, RBKC were looking at another option. David Gibson and Peter Maddison were involved in this project.

3. EDRMS

Clare Davis attended for this item. We had done as much work as possible on the parking project which was now with RBKC. RTBs were due to go live once training had been completed. Clare Davis was considering how to handover projects to the organisation so everyone knew what they are doing, and policies and procedures were in place for when the W2 project formally closed down in a year's time.

The new member of staff, David Lenclume, started on 13th April who would be working with Lee Amos on CRM and system administration after training. Clare Davis was working with Managers' Forum on which documents should be loaded on to W2 so the system worked properly. Managers to ensure that their teams carried out this role, and generally raise the profile of W2 this year. Once a project was completed, uploading on to W2 was required. Some resistance remained as people viewed it as extra work. It was thought that SMT should have an overview on progress. John Borra was working on the A&R contract management systems. Message to be conveyed from the top, and Executive Team to discuss the way forward.

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4. CRM

Teresa Brown, Nural Miah and Gil Komur joined the meeting at this point, and an update was given. Civica consultants were working on the single view, and work was being done on a test system. We needed to specify the field requirements which would be done in conjunction with Customer Services. There was a link to repairs and the Capita system i.e. repair history and raising the repair. There had been delays on the enquiries' script because of recruitment problems, but David Lenclume had now started and was being trained so it was hoped to catch up. Another delay had been caused by the parking processes because of changes to the traffic order, but testing was now almost completed. We were on course to implement phase 1 of the CRM project.

Work remaining was the need to make sure everyone was happy with what they could see on the screen, and demonstrations were being set up. Dave Noble was carrying out a data cleansing exercise which was crucial for the single view. A data forum was being set up to carry out this role.

Clare Davis left the meeting at this point.

Confidential update

An update was given to the meeting on exploratory discussions

with Microsoft. Options had been explored following the visits to Amicus Horizon on the best tool for CRM single view, web chat and text messages. Microsoft was coming back on the possibilities plus costs and timelines. In the meantime we were continuing to progress CRM on W2, and a firm proposal would be brought back to Programme Board.

It had been established that Civica had no plans to develop W2 further so new functions such as text messaging could not be added to CRM. Since February 2014 when the CRM project had been started, the market had changed, and we had greater ambition for the system now it was known what other options were available.

We would be developing workflows around the CRM system, and W2 would remain our document management archive system. Some re-designing work would be necessary if we changed systems, and we had asked Microsoft to include transfer of existing workflows in their costs. Spending on W2 also to be taken into consideration, and the capacity of the ICT team. We now had a resource who was going to work on W2 processes, but could work on Microsoft instead. Consideration also to be given to how we would get staff on board as the whole organisation would have to be committed. Proposal to come back to next Programme Board, and Barbara Matthews also to have a view. Discussion to remain confidential at this point.

SJ/TB

Anthony Parkes had requested that a CRM PID be brought back to Executive Team.

Nural Miah and Gil Komur left the meeting at this point.

5. Housing Regeneration Programme

Teresa Brown presented this report. After the delays created by RBKC on the 2014/15 programme, we had made significant progress. It was hoped to sign off Cremorne that day, but we were saying to Ms Cebreiro that we would be going ahead.

6. Parking enforcement

John Parrott attended for this item. At the meeting on 14th April with Hammersmith & Fulham we had achieved the outcome that we had wanted, and they had dropped their objections to scratch cards for visitor parking. We were not in a position to roll out a mobile phone system although that may be something for the future. An alternative system to be put in place if scratch cards prove problematic, or abolishing visitor parking although that would

not be popular.

Work was being done with Claire Williams in connection with the decent homes' project at Henry Dickens Court beginning in June where the contractor wanted to use a large number of parking bays for a works' compound. A&R needed to be aware of the wider issues i.e. personalised disability bays would also be suspended. More notice was required in case an emergency traffic order was required. Go-live date was about to be announced for the traffic management order, and internal communications to be considered so everyone was aware.

We had just found out that income from on-street bays would not go to the HRA, but would go to the General Fund, which would affect 15% - 20%. At present we were establishing which bays were on-street as there was some dispute. Anthony Parkes to discuss with Steve Mellor's team.

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Sunil Kamboj was working with Eurovia. The on-street traffic order was affected by the General Election. John Parrott was due to meet Notting Barns' residents who had a misunderstanding about the traffic management order. Portobello Court had also put in a formal complaint. There were less objections about off-street parking.

7. Commercial parking

Sunil Kamboj attended for this item. Three different companies were interested in World's End, and JRP Surveyors were re-designing the bays so there were 80 bays in one space which did not affect the exits. We were aiming to get the best price.

RBKC had agreed the lease for Holmefield House, and surveyors were working up a specification for the pipework. There were discussions with the future tenant about signing the lease, and this would be done when the pipework was completed. RBKC were working on the lease. RBKC were also looking for a short term car pound for towed away vehicles, and money would go into the HRA. Sunil Kamboj to obtain more information about the proposal and potential disruption for residents which would bring in an income of £150 - £180k.

Work was being done with Pete Griffiths on the publicity for the Fortbox project at Walnut Tree House. However, some residents were resolutely unhappy with the project, and Sunil was working with Dan Wood and Mark Kapszewicz. The concrete slab was being waterproofed and landscaping works were also being done by Dominic Davies.

There had been a delay on the Thriev scheme because we could not get any grant in 2014/15, and RBKC legal team did not finalise the leases, but work was now being done. It was proposed that we go ahead with one estate in the first instance which should make getting a grant easier. Thriev were still happy to go ahead.

Regarding Lowerwood Court, RBKC commercial property were looking at a tenancy which they had not discussed with us. It was queried why they were not involving us as we had a better project which would involve the community rather than just providing a storage facility. We would be presenting a brochure to David Vickerstaff, and then Cllr Feilding-Mellen on our proposal.

8. Community Rooms

Janet Seward attended for this item. The review was going well, and we had started lettings again. The main issues were:

- Pricing: we wanted this to be reasonable and competitive, but residents may not be keen. It was suggested that we retain prices at the same level for a year. Residents associations would be using the rooms for free, but private events at £30 per hour could be quite steep.
- Door entry systems: we had been considering a fob system which would only allow access for the hours booked, but there were concerns about what would happen if the system failed and staff were not available. However, a meeting would be arranged with the tenderers, although the final decision may be delayed until Nick Rendle's return.
- Dacre House, Sir Thomas More pilot: wanted more than basic repairs i.e. a café, children's classes, dancing, which Janet Seward was discussing with Maria Sharples. There was a laundrette as well, only used by John Hebditch and Caroline McDouall.
- Pond House: Iain Smith wanted to hold anti-RBKC meetings i.e. Defend Council Housing. It was thought that Defend Council Housing with posters being displayed would be alright in principle, but if the room was misused i.e. any damage, not tidied up etc. action then to be taken.

Robert Black to discuss taking a paper to Cllr Feilding-Mellen and Scrutiny Committee with Laura Johnson on 17th April.

RB

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30.4.15