

**KENSINGTON AND CHELSEA
TENANT MANAGEMENT ORGANISATION**

Operational Health and Safety Meeting

**Tuesday 12th May 2015 at 2.30pm
Network Hub, Portobello Room 1**

Present: Peter Maddison (PM)
Teresa Brown (TB)
Janice Wray (JW)
Alex Bosman (AB)
Judella Fereira (JF)
John Borra (JB)
David Gibson (DG)
Kiran Singh (KS)

Apologies: Sacha Jevans (SJ)
Maria Sharples (MS)

| Item | Minute | Action |
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| 1.0 | Minutes of Previous Meeting/Matters Arising | |
| 1.1 | The minutes of the previous meeting were agreed as accurate. | |
| | FRA Stats | |
| 1.2 | JW distributed the FRA Action stats and confirmed that she had sent a breakdown to each team of the actions allocated to them. Still a significant number of actions outstanding fro Contract Management and also Repairs Direct. | |
| 1.3 | Routing of communal fire doors (at Grenfell Tower and the Worlds End Tower blocks) by the contractors was going beyond what the FRA required and had the potential to damage the doors and stop them presenting 30 minute fire-resistance. Remedial works to make good the defects caused by this routing were picked up by John Tatham - JW has more information on this. | |
| 1.4 | In relation to Grenfell Tower, the company designing the ventilation system had confirmed the changes to these doors should not have a detrimental effect on the proposed system. JW to check with John Tatham on his return whether remedial works have now all been satisfactorily completed. | |
| 1.5 | These contractors had now been advised that we would not approve any further routing of communal doors. It was agreed that the outstanding FRA actions should be the focus of works and take priority. JW was unclear as to whether the contractors are being paid to do the remedial work. JW has appraised Chris Davis. | |
| | Workplace Activity | |
| 1.6 | JW reported that several risk assessments had been reviewed and redrafted but all are again current. Specifically, the CAS assessments had been | |

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| 1.7 | <p>redrafted to take account of the Telecare Services Association's (TSA) requirements.</p> <p>"Identicom" lone worker devices - usage reports still got to managers on a monthly basis and in teams where there is low usage managers are working to encourage their staff to use these. Use this.</p> | |
| 1.8 | <p>Fire Safety – hoarding JW confirmed she had distributed the clutter scale to Maria & Kiran and their teams. TB advised that she is also aware.</p> | |
| 2.0 | <p><u>High Level Exception Report</u></p> | |
| 2.1 | <p>Lancaster West Garages JW advised there had been an accident involving a car and a garage door this weekend. No-one was injured but there was substantial damage to the car. Insurance have opened a file as the garage user wishes to make a claim. Unfortunately, this door had not yet been inspected by the contractors who are undertaking a programme of inspection and remedial works at these garages. AB confirmed that TMO will be addressing the issue with Top Coat and their sub-contractor although he confirmed there have been delays and difficulties with this work programme. AB to see how contractors respond in light of this incident. Janice advised that specialist metal workers M&Q had been used to undertake this work previously. AB to look into.</p> | AB |
| 2.2 | <p>Scaffold registers Scaffold registers are still a problem in relation to RD. Chris Davis has instructed RD to resolve asap so should see progress shortly</p> | |
| 2.3 | <p>Lancaster West – Hurstway, Testerton & Barandon Walks – Automatic Openable Vents (AOVs) AB confirmed that he had met with Colts the specialist contractors and they would be providing a breakdown of necessary remedial works and works required to install control panel at end of each finger block. AB confirmed that atria which were not opening automatically were currently in the open position to ensure that ventilation levels would be adequate in the event of a fire. However, this does increase the risk of slips or trips in the event of heavy rain. The option of putting down mats, increasing signage and increased use of OCS in certain areas was being considered.</p> | AB |
| 2.4 | <p>Grenfell Tower – Fire Safety JW advised that both lifts should be back in working order on the 20th May and the passive ventilation system was scheduled for completion by late June. The LFB are being kept informed of progress.</p> | |
| 2.5 | <p>LFB Liaison Meeting – next meeting scheduled for 2nd June LFB had requested an update on the status of the Cremorne fire stopping works (they were previously advised works would start in site in April). AB confirmed that this work would be included in the cyclical works and would be progressed by Simon Girling. LFB are also seeking the position on Mrs Cebreiro's flat entrance door and the numbers of dwellings across the whole of Cremorne Estate where hard-wired automatic fire detection had been installed. AB agreed to provide..</p> | AB |

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| | Major Incidents | JW |
| 2.6 | SJ had previously suggested adding a brief summary of any recent major or Out Of Hours incidents to this report; | |
| 2.7 | <u>Fire at Octavia House</u> on 24th March - This was handled very well. Caused by candle on top of TV set. No one injured, prompt involvement of Neighbouring (arranged decant), Surveyors (assessed damage and progress repairs) etc . LFB carried out their post-fire audit and had confirmed they were happy that detection installed & triggered, fire was contained within flat (no fire spread) so compartmentation etc. had held up as it should. Only recommendation is to review FRA – in hand. Felicia to write to resident reminding him to take more care in use of candles - but sensitively as resident is vulnerable. | |
| 2.8 | <u>51B Uverdale Road</u> - LFB called to attend but confirmed there was no fire but encountered excessive clutter and drugs paraphernalia etc. at the property. Some neighbours have expressed concern as this resident has recently returned to the property having been decanted following a fire (caused by a candle). Maria Sharpies and Angelique Noble met with neighbours and are progressing action against tenant. | |
| | OOH's | |
| 2.9 | Forced entry required as keys not available at the Trellick Tower reception contrary to information tenant had been given. Various blocked stacks, water leaks, loss of water etc. | |
| | Current Accident Investigations & Claims/Potential Claims | |
| 2.10 | <u>Stable Way</u> – A resident was injured after tripping and a repair has now been actioned – defect highlighted several months previously but not actioned. This could be a potential claim. AB to pick this issue up with his team. | |
| 2.11 | <u>Edenham Way</u> – This is a live claim after someone fell on ice. There was a leak at the time from the communal cold water tank so it is possible claim will be successful. JW to update at a later stage. | |
| 2.12 | <u>Clarendon Walk</u> – Accident 12 months before claim received. The gentleman involved said he fell because of defective nosing. The stair nosing is still missing and was apparently installed as part of DDA works. ESAs have not been inspecting these as apparently they believed they were to be removed. JW is not of the opinion that the nosings constitute a hazard so TMO could just replace the now missing nosing. JW to give AB details. | |
| 2.13 | <u>Bramley House</u> – Involved water ingress onto a communal staircase. A resident fell on the staircase and has suggested that the cleaners are using too much water and water is coming from roof level. John Griffin has gone to inspect today. | |
| 2.14 | <u>Chesterton Square</u> - Hopper head- This had just been refixed and it is not clear how this could have become detached - investigation ongoing. | |
| 3.0 | <u>Briefing Note on the Energy Act</u> | |
| 3.1 | JW advised that this order requires private landlords to fit smoke alarms and carbon monoxide detectors within their properties. | |
| 3.2 | Landlords are required to fit one smoke alarm per floor (a lesser standard than | |

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| | the British Standard which TMO aim for) and a carbon monoxide detector where there are solid fuel (but not gas-powered) fires and these should be tested at the beginning of every tenancy. | |
| 3.3 | There had been a lack of clarity about who would enforce this but it has now been confirmed that this will be Environmental Health – although the LFB have been given resources to purchase & provide detectors to private landlords. JW has written to Environmental Health seeking clarification on how this will be done – a response is awaited. An article will go into the next Home Ownership News to inform lessee who lease out their properties of their new responsibilities. | |
| 3.4 | There was a discussion about installing Carbon Monoxide alarms throughout the stock and JW confirmed that this had been initiated a few years ago and a significant amount of dwellings had these fitted (powered by 10 year battery so do not present a major maintenance issue and can be replaced at the end of the 10 years). Believe there was a spreadsheet documenting where they had been installed. JW/AB added that it would be straight forward to install these as they could be included in the annual gas safety checks. | AB/JW |
| 4.0 | <u>Draft KCTMO Asbestos Policy and Management Plan - JW</u> | |
| 4.1 | The Asbestos Policy and Asbestos Management Plan has been re-drafted in conjunction with Chris Davis, RD H&S Consultant. This had raised a number of issues about our current approach and areas which require further discussion e. g. whilst our policy is to manage asbestos would it be worth being more proactive in terms of asbestos removal? | |
| 4.2 | There is a requirement to increase the amount of information we have about the internal areas of the blocks and so more refurbishment surveys are required. Could we reconsider carrying out more Refurbishment / Demolition surveys on void dwellings – is this a lost opportunity? Could we at least investigate the impact, if any, on turnaround time? Could we do a small pilot? | |
| 4.3 | At the moment Keystone cannot tell us how many properties have had a survey undertaken. However, there is a temporary issue with the software and it is hoped this can be rectified soon. Once this info is available JW advised that we could look to do some controlled cloning (copy info onto similar properties where we have been getting consistent results for neighbouring flats). This will identify where to target additional surveying efforts – on blocks where few or no dwellings have been surveyed. | JW |
| 4.4 | JW suggested that we take the opportunity to incorporate a target for dwellings surveyed each year into these documents – suggest 10%. | |
| 4.5 | Asbestos surveys were picked up with David Gibson's team when doing kitchen and bathroom works – r&d survey in the kitchen and bathroom and a management survey elsewhere in the property. | |
| 4.6 | DG asked where work has been carried, post inspected and how that information is updated. PM added that the policy should describe the end to end process, critical parts of the decision process, what will be done and the ongoing management process. PM to discuss with Chris Davis. | PM |
| 4.7 | JW and Chris Davis have designed a leaflet for residents which is in draft and | JW |

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| | currently with the Comms Team. JW to distribute updated draft. | |
| 4.8 | JW advised the requirement to have additional asbestos removal contractors and asbestos consultants vetted and available to us has been highlighted for some time. Chris David is progressing some procurement. | |
| 4.9 | JW and Chris have discussed training for staff and have asked a trainer for quotations. JW had discussed with AB. PM & AB to discuss with Chris Davis. | PM |
| 5.0 | <u>FRA Stats – 8th May</u> | |
| 5.1 | SJ had previously asked for a more detailed breakdown of high risk cases so JW had provided a breakdown of Responsive & Contract Management actions – definition of priority, timescales & breakdown of categories for each team. | |
| 5.2 | JW highlighted that there is some concern over fire extinguishers being overdue their annual service as a number of these are in publically accessible areas and so could expose us to reputational risk. | AB |
| 5.3 | JW to send PM a schedule of the Responsive actions and PM to pick up with Paul Gevaux. | JW/PM |
| 5.4 | JW advised this will be audited at some stage this year so it would be good to make as much progress with completing these actions as possible. | |
| 6.0 | <u>Performance and Compliance - JB</u> | |
| 6.1 | <u>Domestic Gas Servicing:</u> March Compliancy 98% - Current Compliancy 99.6%. Following performance issues of the out-going Contractor, new Contract now successfully established. Anticipated that 100% compliance will be achieved by June 2015. | |
| 6.2 | <u>Water Quality Inspection and Sampling:</u> March Compliancy 95.6% - Current Compliancy 96.8%. Anticipated 100% compliancy anticipated by June 2015. | |
| 6.3 | <u>Lightning Protection:</u> March Compliancy 21% - Current Compliancy 21% Increase in volume of necessary remedial works has delayed target being met. Programme due to complete June 2015. | |
| 6.4 | <u>Lifts - Monthly Servicing:</u> March Compliancy 100% | |
| 6.5 | <u>Statutory Insurance Inspections (Passenger Lifts):</u> March Compliancy 99% | |
| 6.6 | <u>% Calls completed in Response Time:</u> 77% based upon a 4 hour response time. | |
| 6.7 | <u>Number of Blocks without service for more than 48 hours:</u> 7 | |
| 6.8 | Contractor performance continues to be closely monitored. | |

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| | Contractor operations reviewed with the aim to improve service by reducing the number and length of breakdowns through improved planning/resourcing to take account age and nature of stock. | |
| 6.9 | <u>Electrical Domestic – Properties with valid test certificate:</u> March Compliance 93% - Current Compliancy 93% . Anticipated that Compliancy will continue to increase as the new policy utilising Injunctions to gain access where unreasonably withheld is applied. | |
| 6.10 | <u>Central Plant:</u> March Compliancy 90% - Current Compliancy 100% . | |
| 6.11 | It is the intention to incorporate the following into the existing suite of Compliancy returns, actual commencement dates to be confirmed. <ul style="list-style-type: none"> • Fire Compliancy • Electrical Communal • Emergency Lighting | |
| 7.0 | Operational Issues | |
| 7.1 | No operational issues reported by attendees | |
| 8.0 | AOB | |
| 8.1 | JB confirmed the gas safety policy has been revised following the recent audit. JB added that the policy needed to be expanded to show Central Plant and the application of GCS's role. JB hopes to circulate soon. | JB |