

**KENSINGTON & CHELSEA  
TENANT MANAGEMENT ORGANISATION**

**20<sup>th</sup> June 2014 – Operational Health and Safety Meeting**

Present: Sacha Jevans (SJ), Maria Needham (MN), Alex Bosman (AB), Michael Lyons (ML), Janice Wray (JW), David Gibson (DG), John Borra (JB), Peter Maddison (PM)

Apologies: Kiran Singh, Teresa Brown, David Burns ,

	<b>Action by</b>
1. <u>Matters arising from the previous meeting</u>	
Cllr Pascal had been advised that the communal window works had been completed.	
AB to pass the costs of the mobile locksmiths to MN.	AB
Confirmation is still required as to a date for works to begin on garages.	AB
AB confirmed that there is not a programme in place to test harness points at other sites. Currently, it is not known whether all harness points at sites are tested as the orders are being raised for blocks rather than individual testing points.	
AB to ensure that statistics are emailed automatically in time for the next meeting.	AB
2. <b>High level exception report</b>	
JW suggested that it might be possible to install digipads to roof access doors to allow access for contractors. Item to remain on agenda for time being.	
Annual street property surveys – various issues have arisen that were unexpected.	
There are 8 remaining Lessee doors which are still due to be replaced. As the doors have to be installed by the lessees, there are 3 who are refusing to carry put the works and as a result the TMO is considering instructing environmental health to enforce door installation at these three properties. Plans are expected from RBKC shortly. The group discussed whether it was cost effective to implement enforcement action at a cost of circa £6000, when replacement doors are £600 and could be recharged to lessee as a charge against the property.	
After the recent incident of an aggressive tenant in reception, JW to meet with VG to revisit risk assessment for staff in reception. The legal team are currently drafting a letter to the resident in question and considering whether resident can be banned from TMO offices.	JW
Moving forward the following should be implemented:	
<ul style="list-style-type: none"> <li>The panic alarm system should not ring in reception when activated but in the main offices. This is the first priority and due for completion by end of July.</li> </ul>	
<ul style="list-style-type: none"> <li>A response team should be identified and trained so they can provide assistance when the alarm is raised.</li> </ul>	

- Dispute resolution training should be considered for staff on front desk and the response team.
- Consider whether it is possible to add an audio feed to reception CCTV.
- Any new measures implemented at Network Hub should be duplicated at the Blantyre office.
- The police should be called if any other incidents and a procedure developed for following up after event.
- When a resident arrives at reception CSA staff are to be advised to bring up resident details to check for any red flags regarding behaviour.

JW

Staff should be looking at profiles before they do anything else. Advisable that all CSE should loops in before they do anything else.

In regards to the tenant Mr Lock, as the TMO are still holding his belonging, MN is to check the details and arrange for them to be returned to him in a controlled environment. As the injunction has expired, MN is to also look at the management of the resident and any other residents who may have similar circumstances.

### **FRA Statistics**

JW confirmed that there had been a lot of progress for the responsive repairs in relation the FRA's. The 121 jobs outstanding are on track to be completed by the end of June. PM highlighted that there are 30 actions which are linked to Estates Services training e.g. emergency lighting and smoke alarms which have been arranged.

PM asked JW to clarify which of the actions could be defined as absolute requirements and which were best practise. JW to clarify how many of the actions are Reds (priorities).

JW

### **Asbestos**

JW confirmed that there had been progress in regards to completed asbestos surveys and works. PM queried how the information is broken down/communicated to a resident/teams if a survey is completed and if there was a standard format for presenting the information? JW clarified that when a new resident moves into a property (e.g. a void, mutual exchanges and sales), they are informed of the presence of asbestos and given advice.

### **Training**

JW is to arrange a mop up session for the emergency light training including Lancaster West staff. It was highlighted that there had been some confusion in regards to working at height and what staff can do. JW confirmed that the policies are currently in draft along with risk assessments and safe working guidelines.

Matt Hodgkinson to provide updated policies and the working at height policy to be brought to next meeting.

JW

Scaffold training to be held on 6<sup>th</sup> and 7<sup>th</sup> August.

### **Performance**

AB confirmed that the majority of performance KPI's were on track however there were issues in regards to the dire equipment which was at 41% at the time of the meeting. The poor performance RGE had resulted in a backlog. The contract was due to end and interim measures had been made. This had also impacted on the electrical compliance level.

AB highlighted that insurance inspections had impacted on the Car Park Gates compliance level.

AB confirmed that to date Chubb were performing satisfactorily and were due to start at site the following week.

**AOB**

JW mentioned that there is a new team leader at London Fire Brigade and is working with them to develop a working relationship.

**Next agenda**

Sign off working at height policy

Reception area safety

GK to amend date of next meeting