

THE ROYAL BOROUGH OF KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED

RBKC & KCTMO JOINT MANAGEMENT MEETING

Present: RBKC

Laura Johnson, Director of Housing
 Ruth Angel, Head of Strategy and Regeneration, Housing
 Celia Caliskan, General Needs Housing Commissioning Manager
 Amanda Johnson, Head of Housing Commissioning
 Roger Keane, General Needs Housing Commissioner
 Steve Mellor, Group Finance Manager
 Rob Shaw, Head of Housing Options

KCTMO

Robert Black, Chief Executive
 Yvonne Birch, Executive Director of People and Performance
 Sacha Jevans, Executive Director of Operations
 Barbara Matthews, Executive Director of Financial Services & ICT
 Fola Kafidiya-Oke, Company Secretary
 Peter Maddison, Director of Assets & Regeneration
 Teresa Brown, Director of Housing
 Gill Petford, Executive Manager (Note taker)

		Action by
1.	<u>Matters arising from the meeting held on 3rd September 2015</u>	
1.1	<u>Lancaster West</u> – Laura Johnson noted that RBKC are still in communication and the £3k is still outstanding.	
1.2	<u>Eviction Schedules</u> – These are now completed.	
1.3	<u>MMA</u> – This is on the agenda for the Scrutiny Committee on 15 th September 2015.	
1.4	<u>QLTA Framework</u> – Laura Johnson extended congratulations to both RBKC & the KCTMO for the framework agreement. We are waiting to see if there will now be a challenge on the decision.	
1.5	<u>Papers for the Scrutiny Committee in September</u> - It was noted that the following papers are going forward for the Scrutiny Committee meeting on 15 th September 2015:	

	<ul style="list-style-type: none"> • Heating & Hot Water • Transparency Data • Data Report • High Value Voids • Leasehold Fire Doors • Intermediate Housing Allocation • MMA • Disposals • Review of the Allocation • % Reduction • Leasehold & Management Fee 	
2.	<p><u>Parking</u></p> <p>Yvonne Birch noted the following:</p> <ul style="list-style-type: none"> • Off street order is in place. • On street order has been delayed, the consultation is being carried out between 4 – 25 September. Lining and signing have been arranged and we are on track for go live in October. • RBKC's Parking Services team's new enforcement IT system is waiting for new software to be installed. • Memo of Understanding still to be agreed. Concern about unacceptable clauses about funding shortfalls, reputational damage and reserving the right to withdraw their services. We may potentially need to involve the Councillors on this. • Visitor parking will be done on a scratch card which Parking Services are not happy about as they fear it could be open to abuse. The TMO have said if there are issues this would be reviewed. • 10 estates have dropped out for one reason or another. With no enforcement in place there could be potential asb on these estates. • Setting permit charges will be done jointly. <p>Laura Johnson advised that RBKC have refused to issue badges to gas contractors but she will find a way to resolve this.</p>	
3.	<p><u>Community Rooms</u></p> <p>Yvonne Birch noted the following:</p> <ul style="list-style-type: none"> • The management of community centre is a very emotive issue for RA's and residents and ward 	

	<p>councillors support residents in their scrutiny of the project. This has resulted in negotiations taking longer than expected.</p> <ul style="list-style-type: none"> • Agreements are in place for single, multiple or RA hires and are auditable. • Programme of works as six of the centres needed to be upgraded. • Quite a few residents don't know that they have community rooms and they were mainly underused. 	
4.	<p><u>Tenant Support Officer Update</u></p> <p>Teresa Brown noted the following:</p> <ul style="list-style-type: none"> • Two Tenant Support Officers employed. • Thirty Eight live cases. • Cases are graded Low, Medium or High. • Residents can refer themselves but if someone makes a referral on their behalf consent must be sought. • When cases are closed, satisfaction surveys will be carried out for lessons learnt. 	
5.	<p><u>MMA</u></p> <p>Fola Kafidiya-Oke noted that the constitution will be voted on at the AGM on 26th September. Two drop in sessions for residents on the constitution have been held.</p>	
6.	<p><u>Budget Process</u></p> <p>This items was deferred to the next ET meeting</p>	GP
7.	<p><u>Capital Projects with a value of £1m plus</u></p> <p>It was noted that the Capital Programme has slipped. It was agreed that the detail will go to the Programme Board and Task Orders will go to ET for approval.</p>	
8.	<p><u>Managed Services</u></p> <p>Laura Johnson noted that the Members are concerned and the MP's are asking questions about the ongoing problems with Agresso. The TMO have lots of missing payments and it is very disjointed. Rent statements are being sent out and then we find out that the resident has already paid. Refunds are just not happening.</p> <p>Steve Mellor noted there is concern about not be able to</p>	

	do journals and it is frustrating for teams. Laura noted that it is hers and Nicholas Paget-Brown's number one priority to get these problems resolved.	
9.	<p><u>Cleaning Contract</u></p> <p>Sacha Jevans updated the meeting on the TMO cleaning contract which is for renewal in September 2016. At the TMO Board Away Day in July 2015 a presentation was given on some potential options for how the service could be delivered differently when the current contract comes to an end. They are:</p> <ol style="list-style-type: none"> 1. Procurement of a contract with an external provider 2. In house provision through KCTMO company <p>The current contract does not allow for payment of the London Living Wage (LLW) to the OCS staff, which has resulted in challenges from the union to OCS.</p> <p>Sacha has a paper going to the TMO Board on 10th September setting out the advantages and disadvantages of both delivery routes.</p> <p>Sacha will be recommending to the Board that we renew the contract with OCS for a further four years in order to allow the KCTMO time to move towards an aspiration to deliver an in house cleaning service.</p> <p>If the Board decided to go with the option to have in house provision through a KCTMO company that would have a significant impact as residents would see a 20% increase in their service charge for the same service.</p> <p>Steve Mellor will liaise with Hammersmith & Fulham as they already pay the LLW</p>	SM
10.	<p><u>Asset Management</u></p> <p>Peter Maddison noted the following:</p> <p><u>Trellick Tower</u></p> <ul style="list-style-type: none"> • Cllr Feilding-Mellen agreed complete external works and these works will be procured through the Capital Works Framework with Wates and Baily. • Pilot will be carried out on window renewals. 	

	<p><u>Grenfell Tower</u></p> <ul style="list-style-type: none"> • Delays relating to the Steelwork Contractor going bust. Peter is looking at the implications of this with Rydons. • There is a risk of delay with access to tenant's homes. We are working with the contractor's to understand the end date. <p><u>Monitoring</u></p> <p>Peter Maddison and Celia Caliskan will be looking at protocol at the Asset Management and Business Planning meeting between RBKC and the TMO on Monday 7th September, 2015.</p>	
11.	<p><u>Intermediate Rents</u></p> <p>It was noted that the policy needs scrutinising in regard to Grenfell Tower and Teresa Brown will be liaising with Maria Sharples and Fola Kafidiya-Oke on this.</p> <p>There is concern that we are letting same sizes on the same banding. RBKC & the TMO will meet to discuss this.</p> <p>Fola noted that she had reviewed the yearly tenancy agreement and had sent this back to RBKC.</p>	
12.	<p><u>Disposals</u></p> <p>This was discussed and it was agreed that properties need to be identified and Tim Hayton will be asked to assist with this.</p>	
13.	<p><u>CAS</u></p> <p>Roger Keane has been liaising with colleagues across the tri borough and adult services as there is a business case for Telecare Telehealth to be outsourced and procured as a tri borough arrangement. Roger noted that the business case doesn't make sense and he wants to re procure CAS and add in the MMA. .</p>	
14.	<p><u>HRA Business Planning</u></p> <p>It is estimated that we will receive £22m from the HRA. Housing Management is looking at resources to see how</p>	

	far adrift we are.	
15.	<p><u>Impact of 1% reduction of the HRA and the Sale of High Value Voids</u></p> <p>This was discussed in detail and the following was noted:</p> <ul style="list-style-type: none"> • If the present government are re-elected the 1% will go up. • We are still in listening mode and we need to start working all the detail out. • It seems like devolution of power around high value voids, as they would have control of these and Housing Associations would have no say in what happens to them. 	