

## KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION

### Programme Board - 3<sup>rd</sup> September 2015

**Present:** Robert Black  
Sacha Jevans  
Barbara Matthews  
Yvonne Birch  
Nick Rendle  
Peter Maddison (part)  
Teresa Brown (part)  
John Parrott (part)  
Gill Petford (Note taker)

Item No		Action by
1.	<p><u>Minutes and actions from the meeting on 29<sup>th</sup> July 2015</u></p> <p>Robert Black thanked Nick Rendle and Gill Petford for working together to improve the administration and quality of the Programme Board.</p> <p>The minutes were agreed as an accurate record of the meeting. There were no outstanding actions.</p>	
2.	<p><u>Discussion on Programme Board Process &amp; Documentation</u></p> <p>Nick Rendle noted the following changes:</p> <p><u>Project Highlight Report</u></p> <p>Nick has now included sections in the standard template showing::</p> <ul style="list-style-type: none"> <li>• Key Milestones where the key products which the project will deliver in order to achieve its objectives.</li> <li>• Dependencies &amp; SMT Sign-Off to confirm SMT members have been informed prior to Programme Board.</li> </ul> <p><u>Update Summary Spreadsheet</u></p> <p>This is to be used to keep SMT updated. It is in three sections to focus attention:</p> <p>HRA Development Projects</p>	

	<p>HRA Business Change Projects TMO Business Change Projects</p> <p>There is also an interdependencies column which was suggested by Nurul Miah.</p> <p><u>Terms of Reference</u></p> <p>These were updated for approval. These were discussed and it was agreed that the mention of a précis being available to all staff via Insider News should be changed. The summary document will be on the intranet with a link to them from Insider News.</p> <p>ET approved all the changes for the three items.</p> <p>A timetable showing when agenda items and reports are due will be circulated to everyone who attends or submits reports to Programme Board as well as being put on the intranet.</p>	
3.	<p><u>Parking Review/Commercial Workstream</u></p> <p>Nick Rendle noted the following:</p> <p><u>Holmefield House</u></p> <ul style="list-style-type: none"> <li>• The procurement and management of the drainage works have now been handed over to David Gibson.</li> <li>• Discussions on whether we recharge Leaseholders for the work or write it off took place, but we need to know the numbers we are speaking about first so Nick will speak to Dan Wood about this. RBKC would need to agree any recharge.</li> <li>• Nick will also speak to David Gibson for clarity about a possible Section 20 and the effect on the timetable. This project needs to be completed by the end of the year. Nick to escalate the findings from David Gibson to ET.</li> </ul> <p><u>Walnut Tree House</u></p> <ul style="list-style-type: none"> <li>• Procurement and management of the works have been handed over to David Gibson.</li> <li>• There have been challenges from residents over works rationale, scope and programming.</li> <li>• Access to each of the Leaseholders gardens is going to be a problem. Everything in their gardens will need to be photographed, catalogued, lifted</li> </ul>	NR

	<p>and stored, including all plants and sheds. Each garden will be put back the same or better.</p> <ul style="list-style-type: none"> <li>• The soft landscaping here is included in the budget for 16/17.</li> <li>• Nick to speak to Dominic Davies about producing visual designs for residents to help with the process.</li> <li>• A Project Board needs to be put together for this and Dominic Davies will need to be a part of this.</li> <li>• Clarity on the timelines is needed.</li> <li>• We will be using the framework and JRP will be used for the waterproofing work only.</li> </ul> <p><u>Acklam Road</u></p> <ul style="list-style-type: none"> <li>• Initial pre planning advice received a full planning application to be submitted by Dec 2015.</li> <li>• Challenge from residents and Cllr Mason re terminating licences for existing garages and future arrangements for relocated residents' parking.</li> <li>• The two options were looked at and Programme Board agreed option (a) - <i>Negotiate with the incoming lessee to carry-out these works as part of their fit-out, in return for an extended rent-free period. This could provide economies of scale and enable overall management of the site by a single contractor. However, the works would be outside of the lessee's demise, so an additional legal agreement would be required</i></li> </ul> <p><u>Lowerwood Court</u></p> <p>This will be addressed at the next Programme Board once the meeting with Cllr Feilding-Mellen and Laura Johnson has taken place.</p> <p><u>Worlds End</u></p> <p>This will be discussed at the next Programme Board.</p>	NR
4.	<p><u>Parking Review/Enforcement and Operations</u></p> <p>John Parrott attended for this item. John noted the following:</p> <ul style="list-style-type: none"> <li>• The off-street order is now complete. The on-street is being advertised from 4 -25 September.</li> <li>• Contracting issues with Eurovia now back on track</li> </ul>	

	<p>and signage is ordered.</p> <ul style="list-style-type: none"> <li>• Delay with the delivery of the new enforcement IT system.</li> <li>• Portobello Court Estate and Worlds End have been provisionally pulled from the off-street order, following objections raised in statutory consultation. John has spoken to Cllr Coleridge requesting him to discount the objections.</li> <li>• Training for staff and contractors has taken place.</li> </ul>	
5.	<p><u>CRM PID</u></p> <p>Gil Komur presented a detailed report on the implementation of the new CRM product Microsoft Dynamics.</p> <p>Phase 1 will include:</p> <ul style="list-style-type: none"> <li>• Integration with back end systems</li> <li>• W2 to Dynamics</li> <li>• Complaints</li> <li>• ASB</li> <li>• Outlook</li> <li>• Reporting log enquiries</li> <li>• Knowledge base and script</li> </ul> <p>Phase 2 will include:</p> <ul style="list-style-type: none"> <li>• Further integration</li> <li>• Follow W2 workflows</li> <li>• Links to resident portals</li> <li>• Links to telephone system</li> <li>• </li> </ul> <p>Phase 3 will include:</p> <ul style="list-style-type: none"> <li>• Enhancements</li> <li>• Social Media</li> <li>• Web chats</li> </ul> <p>The outcome will be a single view to see all the data. All staff will receive training.</p> <p>ET agreed the principle to initiate the PID however, concerns were raised about interdependencies with the forthcoming intranet project which is yet to be scoped or budgeted. Yvonne and Barbara will review budgets and update at next Programme Board.</p>	YB/BM

6.	<p><u>EDRMS Pre Closure Report</u></p> <p>The Pre Closure Report was discussed and the options for the date of the closure were considered.</p> <p>ET agreed the closure of the project in December 2015. A communications plan for the closure is to go to the next Programme Board.</p>	
7.	<p><u>Community Centres Review</u></p> <p>The contents of the report were noted.</p>	
8.	<p><u>Capital Programme Update for 2015-16</u></p> <p>Peter Maddison attended for this item and noted the following:</p> <ul style="list-style-type: none"> <li>• Approved capital budget for 2015/16 is £14,707K</li> <li>• All detail will go to Programme Board</li> <li>• All task orders will go to ET for approval</li> <li>• Implications of reduced funding were discussed and Robert Black noted that we should look to discuss this at the November Board Away Day and the November Board meeting.</li> <li>• Grenfell Tower – project delayed relating to the steelwork sub-contractor going bust. Peter is looking at the implications of this with Rydons. There is also risk of further delay with access to tenant's homes. We are working with the contractor's to understand the end date. Peter will keep Programme Board advised on this.</li> <li>• Peter and Barbara Matthews will be attending the Asset Monitoring Board at RBKC on Monday 7<sup>th</sup> September.</li> </ul>	
9.	<p><u>Date of next meeting</u></p> <p>5<sup>th</sup> November 2015</p> <p><u>For this meeting:</u></p> <p>Agenda Items to be sent to Gill Petford by 28th October 2015</p> <p>All papers to be submitted to Gill Petford by 30<sup>th</sup> October 2015</p> <p>All papers to be circulated by Gill Petford on 2<sup>nd</sup> November 2015</p>	