

THE ROYAL BOROUGH OF KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED

RBKC & KCTMO JOINT MANAGEMENT MEETING Wednesday 2nd March 2016 in the Holland Room, Town Hall

Present: **RBKC**

Laura Johnson, Director of Housing
 Amanda Johnson, Head of Housing Commissioning
 Roger Keane, General Needs Housing Commissioner
 Steve Mellor, Group Finance Manager
 Rob Shaw, Head of Housing Options
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 Stuart Priestley, Community Safety Officer

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 2nd December 2015</u>	
1.1	<u>MMA</u> - It was confirmed that the MMA is completed. Fola noted that she is meeting with Celia soon to look at the next round of the MMA.	
1.2	<u>Managed Services</u> - Steve Mellor noted that the key thing for them at present is getting ready for closure. He noted that progress has been made but there are still things outstanding.	
1.3	<u>Governance Issue on Estate Management Boards</u> - Fola noted that she has met with Cllr. Blakeman. Cllr. Blakeman conveyed to Fola that she feels that her priorities as a councillor outweigh her duties as a board member. Fola will be meeting with Laverne to discuss this in detail.	

1.4	HRA Business Plan – It was noted that everything is ok with this.	
1.5	The minutes were agreed as an accurate record of the meeting.	
2.	<p><u>Asset Management</u></p> <p>Amanda confirmed that she had met with Tim Hayton and looked at the Asset Investment Model which she found very interesting. Amanda asked for a demonstration of this to be included on the agenda for the next Joint Management Team meeting. Laura feels this could be a good tool for Martin and his team.</p> <p>Tim will need to meet with RBKC on the Asset Investment Model session with RBKC so that the detail developed. Peter Maddison is working on the implications of the capital funding reduction. Laura asked for Cllr Feilding-Mellen to be invited to this session and for it to take place at the TMO.</p> <p>Peter and Martin will look at the regeneration at Silchester together. Peter noted that some of the information needs to be updated to strengthen everything. RBKC will be speaking to residents at Silchester in March and then going to Cabinet in April.</p> <p>Laura noted that they are in the process of finalising the lease for Trellick this year. Following the announcement of the levy and the rules later this year, RBKC may have to go public, decant the Tower and sell the properties. Laura noted that an options appraisal will be necessary and the decision may not be liked by the residents. Robert noted that it would be good to have the options to show the TMO Board.</p> <p>Peter noted that we are currently in conversation with residents on the Trellick refurbishment. The scaffolding will cost £1m. Most residents seem to want a new lobby so Laura suggested it might be useful for Peter to feed this back to Cllr. Feilding-Mellen.</p>	<p>GP</p> <p>PM</p> <p>PM</p>
3.	<p><u>Intermediate Rents</u></p> <p>Amanda noted that she had spoken with Sacha. There will be a meeting to look at the lease followed by an</p>	

	<p>operational meeting to get issues resolved within the next four weeks. Amanda noted that RBKC have taken legal advice and would imagine that the TMO need to do the same. Robert noted that the Board are aware that we are managing this and it is very important that the paperwork is right.</p>	
4.	<p><u>Grenfell Tower</u></p> <p>Laura noted that she has looked on the web cam and is very impressed with what she has seen. Peter noted that there is a final push on getting the door entry system completed. The cabins will be removed this week.</p> <p>Laura asked Peter if residents were any happier. Peter noted that at last week's compact meeting, some residents stormed out but after they left the rest seemed happy and a few residents even said thank you.</p> <p>Robert noted that the TMO Board agreed to do a review of the Grenfell complaints. Sacha Jevans and Yvonne Birch are leading on this, with the initial scoping meeting taking place last week. On the 12th March the Group will go through all the elements of Eddie's speech and visit Grenfell. They will then report back to the Board on their findings.</p> <p>Cllr Blakeman made several complaints about babies born to residents while the works were in progress, that parents were not offered a respite flat to use. These cases have now been looked into and the details ascertained. We found that we had a mixed picture as the two parents did not actually ask for a respite flat to use. Going forward if we refurbish Treverton Tower then we will provide a room for the parents of young babies to use if required. Cllr Blakeman has also made lots of small complaints on behalf of residents and these will be looked at as part of the review.</p> <p>Eddie Daffarn had a Stage 3 Complaint heard recently where he exhibited his normal behaviour. This Panel was Chaired by Paula Fance and she was very complimentary on how well this had been handled.</p> <p>Laura noted that she will be going with Nicholas Holgate to visit Grenfell on 18th March.</p> <p>Laura feels really positive that the £10m at Grenfell was</p>	

	money well spent. There are nine new flats, a new boxing club and the rest of the flats are now super warm and Grenfell looks a nicer place to live.	
5.	<p><u>TCC</u></p> <p>It was noted that a paper will go to Cllr. Feilding-Mellen with three options for the future of the TCC and they are:</p> <p>1 – Stay as we are 2 – A more mixed approach with no complaints 3 – Look for more meaningful ways</p>	
6.	<p><u>Disposals</u></p> <p>Laura noted that there is one going to cabinet next week at St Luke's and there are two with the marketers.</p>	
7.	<p><u>CAS</u></p> <p>Roger is working on a KDR to put HRA back in the MMA and he hopes to get it signed off shortly. Adult social care is working with them.</p>	
8.	<p><u>Changes to the Housing Commissioning Team</u></p> <p>Amanda noted that Roger leaves at the end of March and she is looking at how things will work going forward. Amanda will meet with Nick Rendle on commercial properties.</p>	
9.	<p><u>Update on issues arising from the Housing Bill</u></p> <p>Laura noted that nothing is known as yet. The House of Lords are debating the Housing Bill over the next couple of days.</p> <p>RBKC are meeting with Savills tomorrow and it will be a good opportunity for them to talk about the levy and what their views are on it.</p> <p>Laura noted that she recently met with Shelter and out of the 150,000 calls a year that they receive 35% are from London. More pressure will be put on Councils going forward as private landlords will not want to take on the more vulnerable tenants.</p>	

10.	<p><u>Parking</u></p> <p>Yvonne noted that the go live date is now the 4th April. RBKC's parking services have now rolled out the software and the lining and signage has been completed.</p> <p>We have a problem on Silchester as hoarding has been erected by Peabody over eight of our parking spaces. We need to look behind the hoarding to confirm they are still there as our traffic management order relates to these spaces. We might need to make an amendment to the traffic management order for Shalfleet` Drive.</p> <p>Councillors have been briefed and permits have been sent out to affected residents once the signed terms and conditions have been returned.</p> <p>A memo of understanding has now been signed by Highways, Housing and the TMO setting out obligations on how parking services will be enforced and this will be added it in to the MMA.</p>	
11.	<p><u>Adair Tower</u></p> <p>Laura noted that she thought it would be helpful to run through the day of the fire and what has been done subsequently and had invited Stuart Priestley, the Community Safety Officer to join the meeting.</p> <p>Sacha noted that overall she thought it went well, with repairs, key contractors and senior staff responding well. The building was evacuated quickly and it was great to have the use of the church nearby as an emergency facility. Robert agreed with Sacha on this and noted that it was more worrying trying to arrange temporary accommodation for the affected floors and how helpful it had been to have Rachel available to help with this. The communication between the TMO and RBKC worked well from the TMO's perspective.</p> <p>Laura noted that from RBKC's perspective there are lessons to be learnt. Laura didn't get notified by her team, and some of the councillors didn't hear about the fire until the Monday so the communication needs to be better. Laura was updating Cllr Feilding-Mellen & Nicholas Holgate and copying in David Kerry as well.</p> <p>Stuart will be looking at the emergency planning and the</p>	

	<p>roles and responsibilities and joining up the different parts of the service. Laura would also like any training issues addressed. Stuart will be arranging a meeting and putting together an action plan to address the concerns and issues for the future.</p> <p>Rob noted that his team assisted with finding emergency accommodation on the day but were relieved that in the end it was only accommodation for eight families to be found as hotel accommodation in the borough is at a premium.</p> <p>After the fire the Fire Brigade carried out an audit and the TMO did a fire risk assessment of the building which highlighted a number of issues.</p> <p>Both Adair and Hazelwood have received enforcement notices which have highlighted the need for door closers and concern for the way the smoke went up the stairwells during the fire. A video has been placed on you tube that was taken during the fire by a resident living opposite, that questions the practice by the LFB with hoses and ladders not reaching balconies and fireman entering the fire without breathing equipment. The London Fire Brigade Commander appreciates how this may look but since the Southwark Fire they now have different targets and have changed their practice.</p> <p>At the moment all of the residents from the third floor are mostly back in their properties. One resident is still in hospital and another family have been re-housed.</p> <p>Rob noted that a conversation may be needed with the Council's Insurance department about compensation as lots of residents do not have insurance. Fola noted that when we do the website we will put notices up about Insurance.</p> <p>Laura noted that we have not received any adverse publicity from this. As yet the cost of displacement is not known but if we had not been able to get residents back in that night more resources would have been needed.</p> <p>Stuart noted that on reflection he should have opened the emergency planning room at the Town Hall.</p>	
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12.	<p><u>Board Size</u></p> <p>Robert noted that currently we have a board of 15 and the majority of board members feel that this is too large. Robert has asked Radojka to look at the market and make some comparisons. Robert to meet with Laura & Cllr. Feilding-Mellen to discuss this. There could potentially be six resident places to recruit to. Fay will run for her third term as Chair.</p> <p>Robert noted that the Leadership Academy Capacity Training to get people involved started last week. We are hopeful that we might get some potential new board members coming through.</p> <p>Kush Kanodia, TMO Board Member has requested a discussion on paying the chair. Robert noted that no other TMO pay a chair.</p>	
13.	<p><u>Lancaster West Office</u></p> <p>Sacha noted that the office at Lanc West will be updated and improved to retain a presence there.</p>	
14.	<p><u>Date of Next Meeting:</u></p> <p>1st June 2016 Room to be advised at Town hall</p>	