

# THE ROYAL BOROUGH OF KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED

## RBKC & KCTMO JOINT MANAGEMENT MEETING Wednesday 7th September 2016 in Room 202, Town Hall

### Present: RBKC

Laura Johnson, Director of Housing  
Amanda Johnson, Head of Housing Commissioning  
Steve Mellor, Group Finance Manager  
Celia Caliskan, General Needs Housing Commissioning Manager  
Rob Shaw, Head of Housing Needs  
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### KCTMO

Robert Black, Chief Executive  
Yvonne Birch, Executive Director of People and Performance  
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 2<sup>nd</sup> March 2016</u>	
1.1	<u>MMA</u> – Celia noted that herself and Fola have the first draft completed.	
1.2	<u>Managed Services</u> - Steve Mellor noted that the accounts were now closed but confirmed that there are still issues with agresso. A formal complaint meeting is taking place in a few weeks with the Leader to discuss the impact this has had on the business. Robert noted that he is concerned that we could lose good staff because of the extra work. Steve is on annual leave so will invite Rupa Bhola to attend on his behalf along with Barbara Matthews.	
1.3	<u>Governance Issue on Estate Management Boards</u> – Robert noted that all TMO board members will be getting a contract to sign and if they don't sign then they will not be allowed to sit on the board.	

1.4	<u>Intermediate Rents</u>  Barbara Matthews to send details over to Amanda Johnson as requested.	<b>BM</b>
1.5	<u>Grenfell Tower</u> - Peter Maddison noted that Cllr Atkinson is very happy with things at Grenfell but Cllr Blakeman is still snipping. Peter noted that the stairwell decoration will need a Section 20, but there is some concern about recharging leaseholders for this. This was discussed and Laura Johnson said they should be charged.	
1.6	<u>TCC</u> – Laura Johnson noted that the TCC has been disbanded as it is not needed now there is no rent setting to be done. It hasn't been made public but most people seem to know.	
1.7	<u>Disposals – St Luke's</u> – Laura Johnson and Amanda Johnson to discuss this outside of the meeting.	<b>LJ &amp; AJ</b>
1.8	<u>Parking</u> – Robert noted that overall things are going well. We are currently waiting for the results of an audit. Parking Services are now refusing to ticket our off street parking unless there are a few changes, despite having agreed to this initially. This would mean re-doing the signage and the lining which will mean an additional cost for us. We will be challenging them about this.  Edenham Way has already had £60k of consultation. We are currently progressing the garages which will need to be agreed with Traffic.	
1.9	<u>Board Size</u> – Robert Black noted that the report was circulated at the Board Away Day and discussed but there was no agreement reached on this. However, at the same time, Kush Kanodia raised about having a paid independent chair and it was felt that this affected the conversation on board size. Board size will be raised again with the new board at a later date, as part of a discussion on efficiencies.	
2.	<u>Water Charges (Southwark Ruling)</u>  Laura Johnson noted they are currently waiting for clarification from Sharpe Pritchard on whether RBKC should terminate the agreement. Other boroughs will be interested in this decision. Steve Mellor noted that this	

	<p>would mean refunding £1.4m and will raise certain questions, like do we give a notice period or not, do they bill and collect for Thames Water and would the refund be limited to six years.</p> <p>Laura noted that they would like to know what Westminster and Hammersmith &amp; Fulham are doing. It was agreed that Laura would hold a meeting with Jeannette to discuss this and Barbara Matthews would attend.</p> <p>Laura advised that RBKC are keen that Thames Water would do the billing but there would be a cost. There is also concern that tenants who have been evicted for arrears, which included water charges may have a case.</p>	
3.	<p><u>Pay to Stay</u></p> <p>Laura Johnson advised that as yet they have no details other than they know they set the rents. In August they were told they would get details in September, now they have heard that it will be April 2018, but this is unconfirmed.</p> <p>Meetings will need to be set up with the TMO to look at policy and procedure as well as IT over 6 – 9 months. These meetings would involve Steve Mellor, Barbara Matthews and Teresa Brown. Tenancies would need to be changed.</p> <p>Rob Shaw noted that they are looking into the shared room rate for under 35's at the moment and would affect studio apartments in the South of the Borough.</p>	
4.	<p><u>Scrutiny Report Lifts/Windows</u></p> <p>Peter Maddison noted that Cllr Feilding-Mellen has signed up for this, and the report now needs to go to Scrutiny Committee in November followed by Cabinet in January. Laura Johnson noted that this does not prevent work from starting now as there are 35 lifts to be replaced in total. Cynthia has signed off the brief to Calfdordseaden. It was confirmed that the work will start with Clydesdale as there are no leaseholders there.</p> <p>Peter is looking for clarity on the Section 20s and also on the resources needed in issuing these. Peter is meeting with Dan Wood, Assistant Director of Home Ownership to</p>	



	<p>discuss this in detail on Monday 12<sup>th</sup> September. It was discussed and agreed that a group needs to be set up to include Peter, Dan and Legal to look at the wording of the leases. Celia Caliskan will arrange this.</p>	CC
5.	<p><u>High Value Voids</u></p> <p>Laura Johnson advised that they will not receive any advice or guidance on this until January 2017. Savills are due to go back to RBKC with a report on their options, but it is known that there will be lots of tax implications and the effect on the HRA would need to be considered.</p> <p>Laura noted that ultimately it will mean less social housing for those people who need it the most.</p>	
6.	<p><u>Management Fee</u></p> <p>Steve Mellor noted that we need a proposal by mid October to finalise in November. Barbara advised that she is looking at efficiencies, in order to provide saving without any change to the service and still making a surplus.</p> <p>Digital – RBKC challenged the TMO to look at hosting more and more vulnerable people and we would manage this. A meeting will be arranged outside of this to discuss this in detail.</p>	
7.	<p><u>Emergency Planning</u></p> <p>Amanda Johnson noted that following the Adair Tower fire they have reviewed their emergency planning and RBKC officers now have purchase cards in order to be able to book hotel rooms etc in an emergency.</p>	
8.	<p><u>Adair Update</u></p> <p>Robert noted that we are on track to deliver all the work required. There are six properties we have not been able to access and we have written to these tenants advising that if they do not make contact by Monday 12<sup>th</sup> September then the TMO will obtain an injunction to enter the property.</p> <p>Robert advised that prior to his annual leave he visited Adair Tower and he was impressed with the standard of work being done there to fill up.</p>	

9.	<p><u>AGM/Elections Update</u></p> <p>Robert Black noted that the AGM is in the morning before the Residents' Conference and it will be interesting to see who attends. The voting ends on 15<sup>th</sup> September and at present we have 1,113 votes for the elections and 815 for the AGM and there is still a week and a half to go. We have ten candidates, four leaseholders and six tenants.</p> <p>An advert is out currently to find some Independent Board Members and the agency is confident that we will be successful. Robert will pass the details on to Laura.</p> <p>The elections for the Chair and the Vice Chairs will take place at the start of the board meeting on 29<sup>th</sup> September.</p>	
10.	<p><u>AOB</u></p> <p>Trellick – Peter Maddison noted that the tender from Wates is due next month. The work will more than likely start in the New Year as planning permission will be needed. We are looking to get a revenue from advertising hoarding on the scaffolding in order to refurbish the Lobby,</p> <p>Edenham Way – Peter noted that this has been agreed and will be signed off by Cabinet. It will take 6 – 9 months to procure and it is our intention to be on site by 2020 with delivery by 2022.</p> <p>Silchester – It was noted that in July at Cabinet a further options appraisal was requested. In the meantime, we will consult on refurbishment infill or 4 redevelopment options.</p> <p>Frinstead House – currently looking at all the options.</p> <p>Warwick Road – It was noted that new architects have been appointed to do further design work as well as looking at the do nothing or refurbishment options with a report going to Cabinet in July 2017 for a decision.</p> <p>Tavistock – Amanda Johnson noted that the eviction takes place on 15<sup>th</sup> September. Kitty is going to the</p>	

	<p>property tomorrow to check who is still there. RBKC are disappointed with Westminster as they have been very uncooperative with them on this.</p> <p>Lowerwood Court – very futuristic design has been proposed.</p> <p>Carnival – all went well and praise was received from Mrs Braithwaite.</p>	
11.	<p><u>Date of Next Meeting:</u></p> <p>8<sup>th</sup> December, 2016 at 2.30pm</p> <p>Room to be advised at Town hall</p>	