

Agenda Item 3

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED

Open	
For information	
TMO Board 6 th September 2012	
Report title:	Chief Executive's monthly update report
Authority for decision:	The Board has ultimate responsibility for monitoring the performance of the organisation.
Recommendations:	For information
Regulatory/legal requirements:	None
Business Plan link:	Keeping abreast of performance initiatives within the organisation, and external developments affecting social housing.
Equality Impact Assessment/comment:	Equality and diversity issues are taken into consideration.
Resident consultation:	Ongoing
Resource implications/VFM statement:	Keeping up to date on the latest developments in social housing is important for shaping the business. Improved performance within the organisation will help the TMO to achieve its VFM objectives.

Risk:	Failure to engage with the external housing sector could have an adverse effect on the TMO in keeping abreast of developments within the sector. There is also reputational risk if performance fails to improve across the TMO.
Appendices:	0
Total number of pages including appendices:	6
Name, position and contact details of author:	Robert Black, Chief Executive [REDACTED]

Chief Executive's Report

1.0 Hidden Homes and Regeneration projects

Holmefield House and Greaves Tower

Planning applications for both these Hidden Homes' projects were submitted to RBKC in early August, and have now been validated. Planning decisions are expected in November and December.

The proposals are for three 3 bed flats and three 2 bed flats respectively, and are being funded by additional resources provided by RBKC.

Grenfell Tower regeneration project

Following six months' consultation with residents and stakeholders, a Planning Application was submitted at the end of August, and a decision is expected in December.

The design proposal includes:

- Improvements to the external areas immediately next to Grenfell Tower
- Overcladding with naturally anodised zinc metal panels
- New aluminium powder coated double glazed windows
- Relocation of the Boxing Club and the Nursery within Grenfell Tower
- Enclosure of the open areas at the lower levels to allow for improvements in the use of space
- The provision of seven new family sized homes
- A new reception area
- Estate Inspectors' office
- Staircase and lift between the street and walkway levels
- An energy efficient centralised heating and hot water system located on the roof with heat recovery units with individual controls within each flat.

Although the design is separate to the adjoining Kensington Academy and Leisure Centre (KALC) project, it is taken into account, and is integrated with the wider RBKC development plans to be constructed by Leadbitter. Subject to the outcome of the separate planning applications, Board and RBKC approval, work is expected to start on site early in 2013.

2.0 Credit Union update

The Credit Union has appointed Fiona Brownsell to help the roll-out process of the Credit Union. Fiona has considerable experience of supporting and directing early stage financial service companies. She will concentrate on three main areas:

- Refine product offerings to appeal to three core customer groups
- Translate the products and processes into systems and procedures
- Work to ensure a tight deadline for opening.

3.0 AGM and residents conference

The Residents' Conference and the Annual General Meeting (AGM) of the Company will be held on 15 September 2012 at the Holiday Inn Kensington Forum Hotel. Invitations for the conference were sent to everyone in the summer issue of the LINK magazine, and Members have been sent their invitations for the AGM. We are hoping to build on the success of last year's event and we are looking forward to meeting many of our residents at the conference and the AGM.

4.0 Lessee fire doors

The issues of responsibility for taking enforcement action against leaseholders located within enclosed blocks who refuse to upgrade their non-compliant flat entrance doors remains unresolved. These doors are demised to the leaseholder and Counsel's opinion confirms our initial view that this responsibility falls to the London Fire Brigade (LFB). RBKC (Housing and also Environmental Health Departments) and the TMO, therefore, continue to put pressure on the LFB to take the lead on enforcement of these doors. Laura Johnson has now written to the LFB's Borough Commander for Kensington and Chelsea asking for confirmation that the LFB will enforce in this area as per the requirements of the Regulatory Reform (Fire Safety) Order and also the signed protocol between the LFB and RBKC. This letter requested a response by the 24th August. The TMO has also written to the LFB Borough Commander expressing support for Laura Johnson's request, and urging the LFB to confirm that they will be enforcing non-compliant leaseholders' flat entrance doors.

A draft letter to leaseholders whose doors have been highlighted by the Fire Risk Assessment as potentially non-compliant has been drafted by the TMO and is currently with Legal Services for final comment.

A report will be submitted to RBKC's Scrutiny Committee in September with a further update.

5.0 Corporate Learning and Development Offer

The corporate learning and development programme, called Developing Together, is one of the tools that we use to ensure our staff have the skills needed to provide the required level of service to residents. The programme provides:

- Training relevant to organisational, team and staff development needs;
- A learning environment that is targeted to the needs of the services we provide;
- Support for individuals across KCTMO who wish to develop their skills through relevant professional qualifications.

Our corporate theme for this year is People First. The Developing Together programme supports this and develops the knowledge, skills and behaviours

at KCTMO to put People First. The success of the previous learning and development programme can be evidenced through the service improvements delivered in 2011/12. We aim to continue this success through a further programme of events and training in 2012/13.

6.0 Housing and Worklessness Pact

RBKC's Housing and Workless Co-ordinator has developed a Housing and Worklessness Pact. The pact is an outline agreement between the providers of social housing within the Royal Borough of Kensington and Chelsea, including the KCTMO and the Council. The TMO by signing the Pact indicates its commitment to working with other housing providers, worklessness support providers in the Borough, and to work with RBKC's Housing and Worklessness Project to assist residents to move along the path to employment. By working with other social landlords and worklessness support providers in the Borough, the TMO will be better able to signpost its residents to appropriate support to help them develop their skills and find employment. There are three commitment levels to choose from, and due to the amount of work already in progress to support employment and training, it is anticipated that the TMO will be able to achieve the Gold standard.

Employment is becoming one of the only options for residents who may be affected by the caps on benefits and with the introduction of Universal Credit. We are working closely with RBKC Housing Benefit Team on a project to model the effect of these changes to our residents and to ensure that systems are in place to mitigate these. Initial results show that around 25 households will be affected by the £500 cap on benefits which will take effect in April next year. The project is also scoped to appraise the effectiveness of current procedures and policies to ensure that the team is able to adapt to the new benefit regime.

7.0 The Olympics

A business continuity plan was developed to ensure any disruption as a result of the Olympic Games was minimised. Daily reports were received, but the Business Continuity Group reported that the Olympics did not impact on our services with many of the roads and public transport in the area experiencing much lighter traffic. Wilmott Dixon reported that they were able to deliver a normal service, and this was also reported by other contractors. The situation will continue to be monitored for the Paralympics as these may be impacted by the end of the summer holidays and increased journeys to school and work.

8.0 Performance

Since the quarter 1 report on Performance to Board in July, there have been improvements in a number of areas:

- Gas safety compliance: outstanding LGSCs have decreased to 6 (99.87%) compared to 38 in May.

- The Customer Contact Centre has seen an increase in the percentage of calls answered, up to 92.3% with an average waiting time of 15 seconds for July.
- Following high void re-let times in Quarter 1 due to the poor performance of the Morrison contract in the final months, performance has recovered in August with an average re-let of under 22 days, bringing the year to date average down to 25.4, still beyond the target of 24.0 days but recoverable within a few months.
- Collection rates for service charges and major works' invoices continue to remain above target.

Although the level of current tenant rent arrears increased slightly in July, up to £1.193m from £1.190m at the end of June, with a collection rate of 99.54%, this is an improvement compared to 99.13% for the same period last year. The number of tenants paying by Direct Debit continues to increase month by month. The percentage of complaints answered in target dropped to 75% in July, and the Complaints Manager and Executive Team will be reviewing reasons for non-compliance for each late case.

The first full month of the new repairs contract resulted in above target performance for routine and communal repairs. However, the percentage of emergency and urgent repairs completed in time was outside agreed targets, and an action plan has been set in place to address these areas.