

**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA
TENANT MANAGEMENT ORGANISATION LIMITED**

Confidential	
For information	
Board Report 4th January 2016	
Report title:	Chief Executive's Report
Authority for decision:	The Board has ultimate responsibility for monitoring the performance of the Company.
Recommendations:	It is recommended that the Board note the contents of the report.
Regulatory/legal requirements:	None.
Business Plan link:	Keeping abreast of performance initiatives within the organisation, and external development affecting social housing.
Equality Impact Assessment/comment:	Equality and diversity issues are taken into consideration.
Resident consultation:	n/a
Resource implications/VFM statement:	Keeping up to date on the latest developments in social housing is important for shaping the business. Improved performance will help the Company to achieve its VFM objectives.
Risk:	Failure to engage with the external housing sector could have an adverse effect on the Company in keeping abreast of developments within the sector. There is also reputational risk if performance fails to improve across the Company.
Appendices:	0
Total number of pages including appendices:	4
Name, position and contact details of author:	Robert Black, Chief Executive Ext [REDACTED]

1. CHIEF EXECUTIVE & CHAIR OF THE TMO BOARD'S DIARIES

I would like to start by wishing you all a very Happy & Healthy New Year. Since the last Board meeting it has been a busy time for me and the Chair and this is what we have been doing:

Chief Executive

Along with Jen Lester, our Head of H R and Organisational Development I met with Jonathan Austin from Best Companies to get some feedback following our recent survey. The outcome is we have been awarded 'One to Watch', and when he went through the results with us it was clear to see the progress we have made. For a start we had 84% of colleagues complete their survey with the highest in our group having a return of 72%. At this stage we have only got the top headlines and further information will come later in the year. I have asked Best Companies to come in and do a presentation to Board on the results.

Following on from the Board away day I have met with Radojka Miljevic and the Chair to discuss the outcomes from the November Board Away Day. This was a very useful meeting and we are now putting an action plan together which will be brought back to the Board and and we will look to hold a follow up session in the New Year.

Chair

The Chair attended the opening of the new Community Room at Henry Dickens Court to see the changes.

As mentioned the Chair met with Radojka to discuss the away day session and how best to take this forward. As part of the this process the Chair is going to have a 1-1 with each individual Board Member in the New Year on a regular basis and Gill will be in touch with everyone in January, to arrange these.

The Chair attended the TMO Staff Christmas Party and the Reception in the Mayor's Parlour. It was a shame they were on the same night but she managed to attend both and enjoyed the music and dancing in the Canalside Deli.

2. WRAP (Workshop to Raise Awareness of Prevent)

Recently the Government announced changes which made addressing and preventing radicalism a statutory duty of local authorities. While this sits with RBKC as the Housing provider we recently took part in a workshop to raise our awareness of Prevent, the Government's counter terrorism strategy. It was facilitated by Oliver Levinson, the Bi-Borough Prevent Officer for the London Borough of Hammersmith & Fulham/Royal Borough of Kensington & Chelsea and Westminster City Council. The team delivers work including:

- Training for frontline staff in recognising, referring and responding to radicalisation.
- A variety of projects to build capacity, increase resilience and improve understanding of extremism and radicalisation with partners such as schools, colleges, frontline staff, community groups, venues and parents.

- A referral service for concerns called Channel which acts as an early radicalisation.

We are looking to roll this training out across the company and going forward we will be working more closely with the Bi-borough Prevent Team. In terms of context RBKC and a number of London boroughs are seen as having a risk of this happening.

3. GRENFELL TOWER

The refurbishment works at Grenfell Tower are ongoing and the work being done inside residents' homes is almost complete: the new double glazed windows are installed and all residents are now connected to the new heating and hot water system. The new communal entrance will be commissioned early in the New Year and the nursery and boxing club will soon be able to move into their new premises.

There have been some delays in the works relating to demolition works and the requirement to amend the planning permission to increase the number of hidden homes from seven to nine. In recent months, two of Rydon's subcontractors went into liquidation which caused considerable delay to the completion of the steelwork to the new entrance area and the installation of the cladding. These works are now due to complete early in 2016.

The final piece of work will be the completion of the environmental works that were omitted from the KALC project. These works are outside of the scope of the original Grenfell Tower refurbishment project and the cost of £86k will be additional to the project budget. These works are programmed to complete in March 2016.

Unfortunately the tower does not have any external access to the communal areas; therefore the only way of transporting operatives and materials through the building is via the passenger lifts, causing delays at peak times. Some of the works are noisy, such as the demolition works and drilling through the concrete frame of the building. Although noisy work is limited to the hours of 9am and 4pm, there has been some disruption for tenants

In December the Labour Party put forward a motion asking the Council to recognise the disruption experienced by residents and award them a similar allowance that residents would receive for having to move because of regeneration, this is called home loss payment and is an allowance worth £4.5k. Currently in this project the residents have been offered £50 offered by the TMO but if any damage happens or curtains or blinds need reconfigured due to the work our contractor will deal with them on an individual case. The Council discussed this and the outcome was not to pay them this amount while recognising the disturbance they have had to endure during this £12M refurbishment. A petition was then presented which was signed by 60 residents asking for an independent review of the TMO due to the problems they have had with the contractor and the TMO. RBKC have reviewed this and it will be discussed at the next scrutiny Committee in 5th January. At this stage we are carrying out a door knocking exercise on Friday 18th and Monday 21st December to pick up on any issues around hot water and heating and anything else which has been raised and we will update the Board at our meeting.

5. FIRE AT ADAIR TOWER UPDATE

We have been advised by the London Fire Brigade that RBKC/TMO will be served with two Enforcement Notices as a result of the fire risk assessments the brigade undertook following the fire at Adair Tower. One Enforcement Notice will cover Adair Tower and one will cover Hazelwood Tower. The two towers were built to the same design having two separate staircases, one for accommodation access, the main staircase and one for emergency, the escape staircase.

We have yet to receive the actual notices but have been advised that the key matters of concern relate to the design of the main staircase ventilation system and the lack of self closers on the individual flat front doors. It is expected that we should receive the notices in the next week or so.

Robert Black has updated Laura Johnson, Director of Housing for RBKC, who has briefed Cllr Feilding-Mellen.

Three of our managers who were involved in the incident on the day attended a useful debrief meeting with RBKC Housing team members to review the emergency planning procedure and assess what could be changed or improved. Revised TMO emergency procedures are now being drafted.

6. REPAIRS DIRECT MANAGING DIRECTOR RECRUITMENT

We held second interviews on Wednesday 16th December for the Managing Director's role for Repairs Direct. We had four final candidates and we are in the process of formalising the verbal offer made to one of the candidates and subsequently accepted, and will provide a further update at a future Board meeting.

7. RBKC MANAGED SERVICES

Some progress has been made on the missing/unallocated/misallocated customer payments. The leaseholder service charge payments previous misallocated to Council Tax accounts have now been reallocated and the account mapping amended to ensure these payments are now allocated to leaseholder service charge accounts. The automatic allocation of payments between major works service charges and other service charges is still to be resolved.

For tenants the account mapping is still to be resolved but some progress is being made on the identification of unallocated payments. Full reconciliation of the cash received will be undertaken by the Finance team over the Christmas period.