

## New Repairs Contractor Appointed

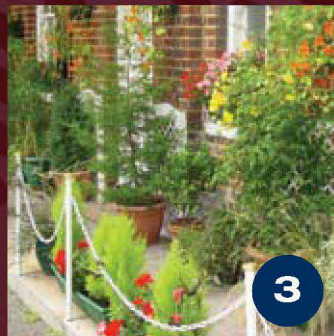


**WIN  
An iPod!**  
**Board Elections**



# In this issue...

- 3** Garden Competition Winners
- 7** New Repairs Contractor
- 10** Digital TV
- 13** Customer Complaints



**WIN**  
An iPod!



## From the Chair

Welcome to the Winter edition of the LINK magazine. Much has happened since the last edition, including our Annual General Meeting (AGM) which took place at the end of September, and proved to be a great success. Once again there was overwhelming support for the TMO to continue managing the housing stock on behalf of the Council.

This was in fact, my last AGM, as I will be standing down as TMO Chair early next year when my term of office comes to an end. Although I am sad to be stepping down, I feel that the TMO is now in good hands and is making considerable progress in the right direction. I would like to wish the Board and

the Executive Team all the success for the future. I will continue to work within the local community to ensure the housing needs of residents are addressed.

The search is now on to find my successor and we also want to appoint three resident Board members. In November we saw two Board members, Ben Cann and Jules Montero, step down due to unforeseen circumstances. Jules is Secretary to the World's End Residents' Association, and will continue his work for residents in the area. Both Ben and Jules have been a great asset to the TMO and we thank them for all the hard work they have contributed during their time on the Board. We wish them all the best for the future.

The election process is now underway and more details can be found on page four.

The TMO is also looking to recruit a new Director of Customer Services whose overall responsibilities will be to improve our customer service and satisfaction levels.

Finally, I would like to thank everyone for all the support and encouragement I have received over the years since joining the Board in 2001, and becoming Chair in 2003 and wish you all a Merry Christmas and happy 2010.

**Juliet Rawlings MBE**



# Overview of the Year

by Robert Black

2009 has been a year of significant change for the TMO. My appointment in May saw the return of a full time Chief Executive which has enabled the Board to concentrate on moving the organisation forward and addressing performance and service issues.

I have been able to find out first hand from residents what your major concerns and issues are, and what changes you would like to see in the future.

Just over a month after taking up my new position, the TMO was served with a breach notice from the Council saying we had to quickly improve the services we provide to you. We acted instantly on this, and now have the full support of the Council.

Following a review of the organisation, I have made a number of changes including appointing a Company Secretary to oversee all of our governance requirements and merging the Housing Management and

Technical Services directorates to create a new directorate with a clear aim of improving overall satisfaction and performance levels. I have also created an entirely new executive team structure which I feel is much better positioned to drive the organisation forward. As part of this new structure we are now recruiting for a full time Director of Customer Services and aim to have this position filled by early 2010.

As part of the review, we have agreed a new office strategy with a focus on developing a local presence and enabling teams to work together more effectively. The TMO has to move from Charles House by June 2010, and once the move has taken place, the vast majority of our services will be located at our Network Hub office on Kensal Road, as two thirds of our residents live within 15 minutes of this location.

We have appointed a new repairs contractor which has been in place since the beginning of December and is now responsible for our

responsive repairs service. More details can be found within this edition.

However, despite all the positive changes made so far this year, there is no quick fix. We are currently in the process of finalising our 2010 to 2013 business plan and the objectives we aim to achieve over this two to three year period.

In the short term, over the next six months, we aim to deliver the following:

- A better repairs service following the appointment of the new contractor
- Improved performance on voids and income collection
- A new resident engagement strategy to increase involvement
- Increased overall satisfaction levels for the services we provide

I wish you all a Merry Christmas and look forward to working with you in 2010.

## Housing Stock Options Review



The Council has completed its Housing Stock Options Review. This was undertaken to resolve a predicted financial shortfall, which risked limiting the maintenance of homes to an acceptable standard and the provision of quality services.

Alongside technical and financial analysis, the Council has also taken on board the many comments received from residents.

On 16th November the Cabinet concluded that the Council's approach will be to find ways to limit spending, raise income and better prioritise services and investment. Alongside this, some development will be initiated on the Silchester Estate, and on the open area fronting Elkstone Road. The Council will also lobby Government for changes to the housing finance rules that could benefit the Royal Borough.

The Council will now develop plans for these schemes and investigate the financial options, working with residents to ensure that they have a chance to shape future housing services and contribute to quality housing developments in the Royal Borough.

For further information on Housing Stock Options please contact the Council on [redacted] or email [yourhomeyourfuture@rbkc.gov.uk](mailto:yourhomeyourfuture@rbkc.gov.uk)



# Garden Competition Winners

The annual Kensington and Chelsea Residents' Association garden competition proved as popular as ever this year with over 21 entries. Held in conjunction with the Council and the TMO, judging for the event took place over the summer months with the results and prize giving held on 9th November at the Mayor's Parlour at the Town Hall.

As usual the standard of entries was extremely high and judging was very difficult due to the quality of the entries.

Here is the full list of winners:

## **Estates**

1st – Anthony O'Sullivan – Nursery Lane

2nd Sherzada Khan/John Rowe – Bletchynnden & Whitchurch House

## **Balcony/ Window Boxes**

1st – Olive Skeffington

2nd – Mrs Tehrani

3rd – Mrs J Littman

4th – Mr & Mrs Santanna

5th – Mrs S Thornton

## **Patios**

1st – Mrs Florentina De La Pena

2nd – Patrick Duggan

3rd – Mrs Yan Xu

4th – Mrs Patricia McDevitt

5th – Susan Smith

6th – Josephine Malate

7th – Caroline Elkins

## **Gardens**

1st – Marlene Villaescusa

2nd – Hilda Keane

3rd – Betty O'Dwyer

4th – Josephene Malate

## **The Besant Cup**

Patrick Duggan

## **The Pioneer Award**

Josephene Malate

## **The Points Cup**

Cremorne Estate

## Cavity Wall Insulation Project Could Save You Up To £120 On Your Annual Fuel Bills

The TMO has successfully bid for, and won, over £3 million pounds of Government funding to improve the insulation of over 1,800 homes across the borough, which have hard to treat cavity walls.

The insulation programme will commence in early 2010, and will be carried out on blocks of three storeys and above only. Around a third of heat loss in a house without insulation is through the walls. Therefore, cavity wall insulation will help you to heat your home more efficiently, resulting in savings of up to £120 on your energy bills each year.

In addition, savings of up to 800kg of CO2 emissions per household could be made each year. This programme will help to improve the Standard Assessment Procedure (SAP) rating of your home.

The programme also links to the Government's heat and energy saving strategy which will help formulate a successful strategy for national and local Government to help people individually, and as a part of their community, to heat and power their homes.

It also enables the TMO to add to its current Carbon Emissions

Reduction Target and Energy Efficiency improvements.

## **What Happens Next?**

We are now in the tendering process and hope to appoint contractors in January to undertake the work.

Once the contractors have been appointed, we will write to you and provide you with details of when the works to your block will be carried out.

## Join the TMO Today!

Over 4,000 tenants and leaseholders are now Members of the TMO, but many are missing out. It costs nothing to become a Member - all you need to do is fill in the Membership Application Form at the back of this issue.



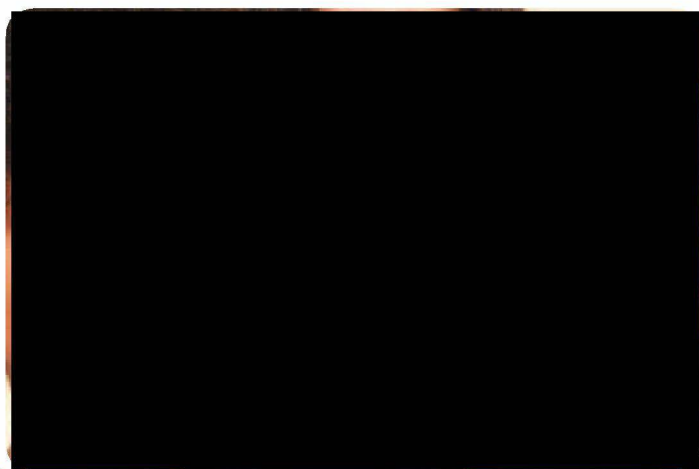
# Fire Safety in Communal Areas

The TMO has commissioned a fire consultant to carry out fire risk assessments within the communal areas of our blocks. These assessments are required by law and the TMO has worked closely with the Council and the Fire Brigade's fire safety team to ensure that these assessments will be as comprehensive as necessary.

You will be advised by letter in advance of the assessment in your block. Whilst the assessment is concerned with the communal areas this does mean that the consultants are required to inspect and assess a number of flat entrance doors within each block. If the consultant does ask to inspect your front entrance door, please do provide access if it is convenient.

It is clear from the assessments completed to date that in some blocks residents are storing items within the communal corridors, lobbies and sometimes even the staircase. As these areas form the primary means of escape from the block in the event of a fire or emergency within your flat it is important that these areas must be kept clear of obstructions at all times. Please do not store any items within the communal parts of your block.

Additionally, we would like to take this opportunity to remind residents that the communal areas are required by law to be No Smoking areas and we would urge you to please refrain from smoking in them.



## Could you foster?

We are looking for foster carers for children of all ages.

You will need childcare experience, patience and space in your home and your life.

We provide training, 24 hour support and up to £450 per week allowance.

Freephone [redacted]  
Visit [www.rbkc.gov.uk/fosterus](http://www.rbkc.gov.uk/fosterus)



## 2010 Elections

If you are a TMO member and have been the named tenant or leaseholder of a TMO property for at least two years, you can stand for election to the TMO Board. The Board is responsible for agreeing the TMO's strategy and key policies and for monitoring its performance. Your knowledge and experience could be invaluable to both the Board and its committees.

You need to be a member of the TMO to nominate another member to be a candidate for election, stand for election yourself or vote. To become a member simply complete the TMO membership form in this edition. And don't forget – membership is FREE!

The closing date for applications to stand for election is Monday, 18th January 2010. The voting packs will then be mailed out to members on Monday 1st February 2010 and voting will close on Monday 22nd February 2010.

Further details are being sent to TMO members, but for more information on the election process and on being a Board member, please contact the company secretary team on [redacted] or email [elections@kctmo.org.uk](mailto:elections@kctmo.org.uk)





# Residents get creative



Residents of the Lancaster West Estate, members of the TMO, Rugby Portobello Trust and the Estate Management Board joined Mayor Councillor Timothy Coleridge, for the unveiling of a fantastic piece of artwork created by young local artists. The mural, covering one large section of wall next to the estate office, was created by a group of 20 young people and has transformed what

was previously just a plain brick wall. Not only does the mural look fantastic, it also communicates important messages to the community and reaches out to all age groups.

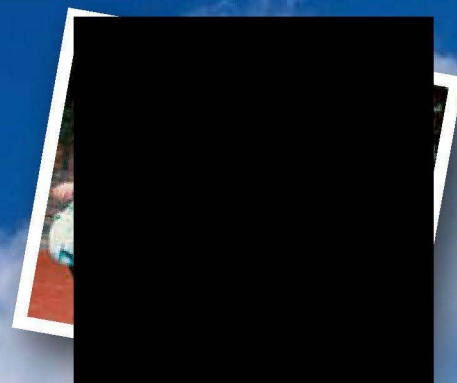
Rupert Taylor, Lead Engagement Worker for Rugby Portobello Trust said: "The wall has been a real success. I am proud of all the young people that took part in the

project and we hope to secure more funding to support the project in the rest of the park and be able to create more pieces of art across the remaining blank walls. The messages it sends out including Be Healthy, Stay Safe, Enjoy and Achieve are very positive, and help to break down any difficulties in the community."

## Playground Gets A Revamp

Residents and children of the Cremorne Estate organised a tea party to mark the re-opening of their playground following a total refurbishment and upgrade as part of the TMO's playground regeneration project. Having previously been a focal point for anti social behaviour, the new play

area is now greatly appreciated and applauded by parents and children on the estate. Thanks to Mrs Hilda Keane, one of the lead committee officers for the Cremorne Residents' Association, who unlocks and relocks the gates everyday, vandalism in the park has now ceased.







## Council Honours Doris Besant MBE

The Council recently held a ceremony on behalf of Fred Besant in honour of his late wife, Mrs Doris Besant MBE who sadly passed away earlier this year.

A bench has been placed on the forecourt of the Town Hall in

memory of Doris who was the first Chair of the TMO.

Doris was awarded an MBE for her work on behalf of residents in the Royal Borough and was appointed Honorary President of the TMO when she retired from the Board.

The ceremony, which took place on Thursday, 26th November, was attended by Leader of the Council, Councillor Merrick Cockell, the Mayor Councillor Timothy Coleridge, former colleagues, friends and family.

## Launchpad Helps Residents Achieve Positive Changes

The Launchpad life coaching initiative is available to Kensington & Chelsea TMO residents of the Dalgarno Estates in the North of the Borough and the area surrounding Cremorne and World's End estates in the south. It is funded by the Council for people wanting to make positive changes to their lives.

To date 60 people have signed up and are benefiting from the valuable coaching that is being offered by experienced and qualified life coaches. Coaches have been working with residents to help them set personal goals which will lead to positive improvements in their lives.

Andrea, a local resident who enrolled on the Launchpad course felt that the two half-day group sessions she attended were 'motivational and inspiring'. The sessions gave her the drive to succeed and helped her refocus on what she wanted to get out of

life. She has now decided to start a course in January 2010 following which she wants to move into a different line of work.

Barbara is a Launchpad participant at World's End. This is what she had to say about the project: "It makes you feel that anything is possible. It gave me a new way of thinking about life, it's fantastic. I've had a couple of sessions of personal life coaching and those were challenging, but that is what I needed. I decided a long time ago that I wanted to set up a business, be independent as a worker, and I can see that happening without a doubt now."

To sign-up to the scheme you need to be living in a TMO or housing association property, be receiving benefits and be between the ages of 18 - 65.

If you are interested in finding out more please call NOVA

New Opportunities centre on 020 8960 2488 or email: [launchpad@novanew.org.uk](mailto:launchpad@novanew.org.uk)

The life coaching programme is absolutely free but places are limited and will be allocated on a first come first served basis.

The next Launchpad sessions are due to take place on:

February 2nd and 3rd between 10:00 – 14:30 at Chelsea Theatre. Recommended deadline for applications is January 20th.

February 22nd and 23rd at 9.30am at the Community Centre, Dalgarno Way, London W10. Recommended deadline for applications is February 9th.

March 16th and 17th between 10:00 – 14:30 at Chelsea Theatre. Recommended deadline for applications is March 3rd.



# New Repairs Contractor Appointed

As part of our ongoing commitment to providing residents with the best possible services, the TMO has appointed a new repairs contractor to take over responsibility for our housing repair needs and to significantly improve the levels of service you receive.

Morrison, the newly appointed contractor, will provide a range of repairs and maintenance services, including day to day responsive repairs, out of hours repairs and void maintenance services to all properties managed by the TMO on behalf of the Royal Borough of Kensington and Chelsea.

Morrison was appointed after demonstrating the service they provide to other housing organisations.

Robert Black, Chief Executive of Kensington & Chelsea TMO said: "This is an excellent opportunity for the TMO and Morrison to work together in partnership to deliver a different service that meets our customers' expectations and by doing so we will improve our customer satisfaction."

Guy Wakeley, Chief Executive of Morrison, said: "We are extremely pleased to have been awarded this contract with Kensington and Chelsea TMO. Morrison is already well established in London and we will use this knowledge to ensure we deliver the best possible service to the residents of Kensington and Chelsea.

Morrison is a leading provider of repairs, maintenance and capital projects for councils, housing associations and arms length management organisations (ALMOs).

For more information on Morrison visit [www.morrisonplc.com](http://www.morrisonplc.com)

Over the coming months we will be rolling out a range of new benefits which will help improve the service you receive. One of the benefits will be text messaging to inform you of when an operative is on their way, not only will this enable us to manage staff more effectively, but it will give you more flexibility when a repair needs to be undertaken at your home.

The TMO welcomes your feedback on the service we provide and are looking for residents to join our repairs panel so that your views and opinions can help us shape the service we offer. If you would like to join the panel call [REDACTED] or email [newrepairscontract@kctmo.org.uk](mailto:newrepairscontract@kctmo.org.uk).

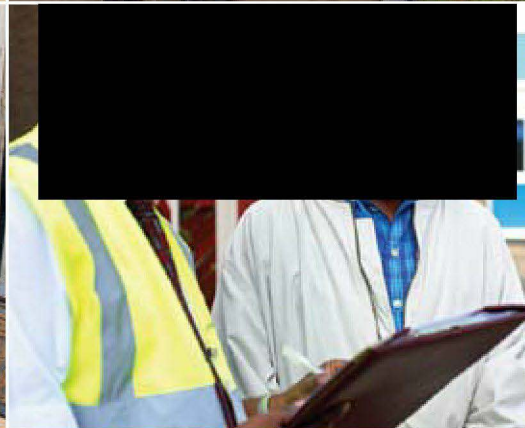
**If you wish to report a repair, including out of working hours, please contact the TMO's customer service centre on [REDACTED]**

**When you contact us, let us know:**

- Your name, address and phone number
- Details of the item that needs repairing
- If you are hard of hearing or have difficulty getting to the door when someone calls
- If English is not your first language

When you report a repair to us we will discuss the nature of the problem. We will then tell you what response time category we have placed it in. The response times are measured from the date you report the problem to us. An appointment date will also be given to you when you call.





## The priority categories have changed:

**Emergency:** We will be on site within 4 hours and complete within 24 hours. This is for repairs that are necessary to remove immediate danger to people and avoid flooding, major damage to the property or to make the property secure. Repair work may only be done to make the situation safe.

**Urgent:** We will respond within 5 working days. This is for work that needs to be done urgently to prevent immediate damage to the property or where there is a possible health, safety or security risk and to overcome serious inconvenience to residents. It also includes follow-up work from emergency repairs.

**Routine:** We will respond within 20 working days. This is for work where the repair does not cause immediate inconvenience or present a danger to occupants or the public but should not wait for programmed maintenance. We will offer you an appointment for a specific morning or afternoon when the repair will take place.

**Inspections:** Some repairs need to be looked at before the work can be started. All inspections are done by appointment within 10 working days. If your repair needs to be inspected, you will be offered the first available appointment.

For emergency repairs, we will call at your home within the above response time but for all other repairs we will agree a specific morning or afternoon when the work will be done or a contractor will contact you to arrange a date.

If a repair worker does not arrive within the response time or keep to a specific morning or afternoon agreed with you, please contact us and we will investigate the matter.

## Appointment times:

Appointments are usually Monday to Friday, although we provide an out of hours emergency service on weekends and bank holidays.

Generally, appointment times are given as a morning appointment or an afternoon appointment.

Morning appointment – 8am until 1pm

Afternoon appointment – 12pm until 5pm





# Cracking down on fraudsters

Since April this year, the TMO has been working closely with the Royal Borough's Corporate Investigation Group (CIG) in order to prevent, detect and deter tenancy fraud.

## So what is tenancy fraud?

Tenancy fraud involves obtaining properties by deception. For example, people claiming to be homeless when they already own a property or are already living at an address, or continuing to claim to be living at a property when they have moved out and have since sublet it.

The Council has a duty to house certain vulnerable members of society, and are often forced to use temporary accommodation outside the Royal Borough due to a shortage of housing. In addition, families or individuals on the housing waiting list are denied

housing because people are using properties for profit. Fraudulently obtaining a TMO property or subletting for personal gain uses up valuable resources that should be available to families in need.

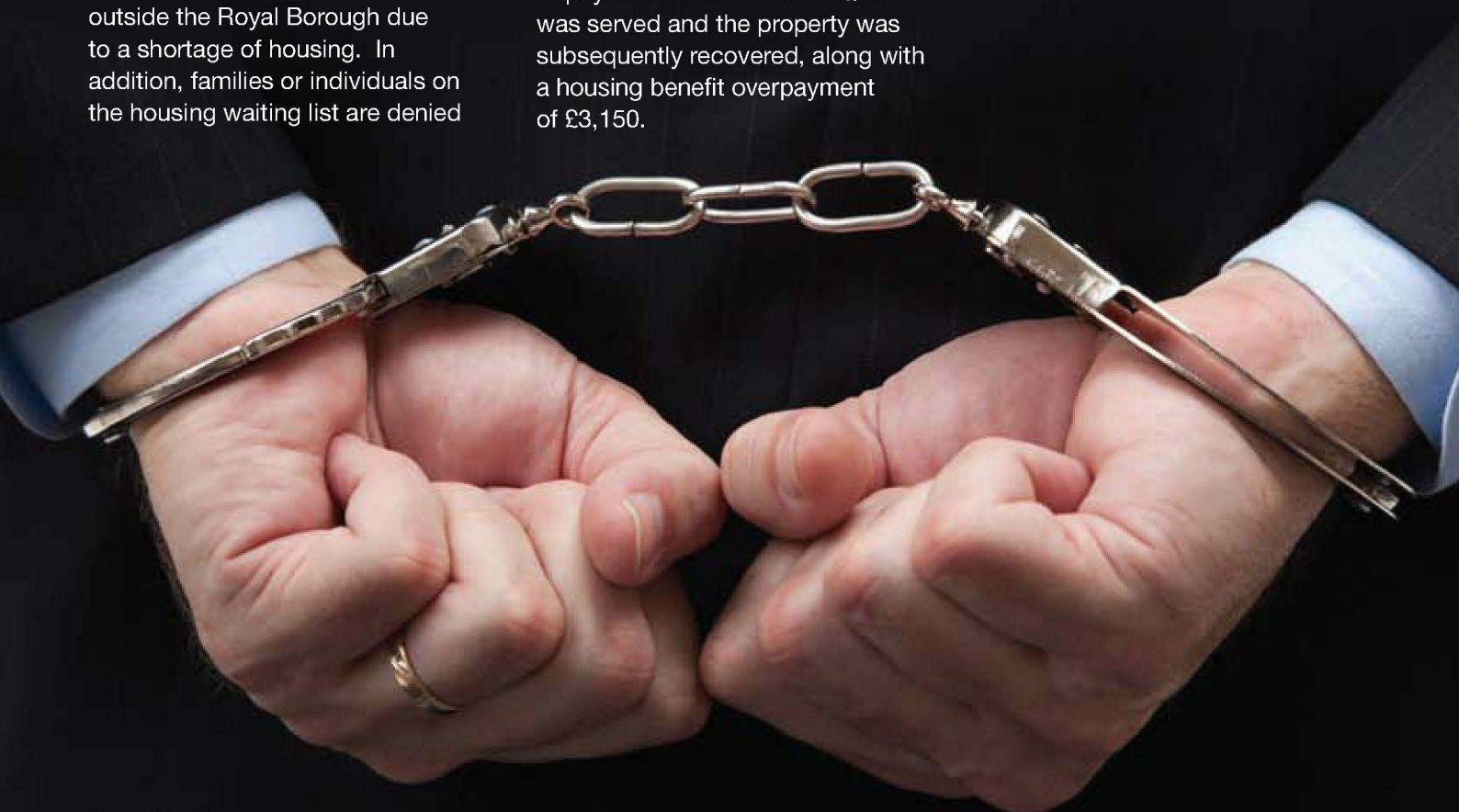
So far, seven properties have been recovered and several other cases are currently being dealt with by TMO solicitors. Here's a selection of cases which have been successfully investigated:

Investigations into an alleged abandoned property unearthed a new address in the Kent area for the tenant. Following a taped interview the tenant admitted vacating the address without notifying the TMO, or without notifying the Housing Benefit Department who had continued to pay her rent. A Notice to Quit was served and the property was subsequently recovered, along with a housing benefit overpayment of £3,150.

Following the death of the tenant in SW3, the tenant's son had made a Succession Application stating that he had been resident at the address, however, investigations identified an alternative address for the son along with evidence of his residency there. Confronted with the information the son withdrew his application.

## Help us crack down on fraudsters

If you have information regarding tenancy fraud, you can speak to your Neighbourhood Officer in confidence, contact the Corporate Investigation Group on [investigation@rbkc.gov.uk](mailto:investigation@rbkc.gov.uk) or email [investigation@rbkc.gov.uk](mailto:investigation@rbkc.gov.uk)





# Digital TV

The Government plans to switch off all analogue TV services over the next few years, with London due to be switched off in mid 2012.

To ensure you can continue to access your TV channels before, during and after the analogue switch off, we need to make sure that the aerial systems installed in your blocks can deliver a digital signal, as well as the analogue signals for as long as they continue. This means installing a new aerial system in every block which is designed to cope with the demands of modern broadcast technology.

The TMO plans to provide roof-mounted aerials and dishes which will give access to all digital terrestrial TV services such as Freeview, Top Up TV and an analogue service until 2012, and to satellite services such as Sky and Freesat.

We will ensure you are informed well in advance of when we plan to upgrade your home. Work is expected to commence in April 2010, and it should take around 18 months to complete the entire programme.

It will cost less than £1 per week per household on the service charge element of rents, and within the service charge to leaseholders.

The annual cost is a part of the service charge element of rent and therefore can be covered by Housing Benefit.

There will be an open evening before the start of each phase so that residents have the opportunity



to come along, meet the contractors, and ask any questions.

The TMO wants minimal interruption to your homes and lives, and contractors will need to demonstrate they can and have achieved this elsewhere as a part of their bid to carry out the work. Our Residents' Involvement Team will provide liaison between the contractors and the TMO.





# Housing matters

With winter now upon us, the tell tale signs of damp and mould begin to appear in our homes. Any damp within a home can cause mould on walls, furniture and even make wooden window frames rot.

## What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water form; this is condensation. This is why condensation mainly occurs during cold weather. It usually appears on cold surfaces such as bathroom mirrors, or in places where there is little movement of air such as corners, near windows, in or behind wardrobes and cupboards.

## How to avoid condensation:

Here are some tips on how to reduce condensation:

- Cover pans and do not leave kettles boiling
- Wipe wet windows dry
- Dry your washing outdoors on a line, or put it in the bathroom with the door closed and a window open – don't dry it on the radiators
- Open small windows to air rooms, but remember to close ground floor windows when you go out
- Vent tumble dryers to the outside
- In cold weather keep the heating on low all day to keep a constant temperature in your home
- Turning your heating on for a short time makes condensation worse
- Ventilating your home can also help reduce condensation

## How to improve the ventilation in your home:

- When kitchens and bathrooms are in use, open the windows wider
- Close kitchen and bathroom doors when these rooms are in use, even if they have an extractor fan. This will help prevent moisture reaching other rooms, especially bedrooms which are often colder and more likely to get condensation
- Ventilate cupboards and wardrobes and avoid putting too many things in them as this can stop the air circulating
- Where possible, position wardrobes and furniture against internal walls
- Do not draught-proof rooms where there is condensation or mould and do not draught-proof windows in the kitchen or bathroom

If you have damp issues in your home call our customer service centre on



# Win an iPod

For your chance to win an iPod simply answer the following questions which can be found within this edition of the Link:

1. What is the name of the new repairs contractor?

.....

2. What is the date of the next Launchpad session?

.....

3. How many members does the TMO have?

.....

Entries must be received no later than Monday 1st March 2010. All correct entries will be put into a hat and the first correct entry picked at random will win an iPod.

Please send your entries to The Editor, Kensington and Chelsea TMO, Charles House, 375 Kensington High Street, London, W14 8QH or email [editor@kctmo.org.uk](mailto:editor@kctmo.org.uk)

Name

.....

Address

.....

Email Address

.....

Daytime telephone number

.....

Age

.....



# What to do if you get stuck in a lift!

One in ten calls received by the London Fire Brigade (LFB) is to release a person shut in a lift. In 2008/9 it attended over 14,000 such calls. The LFB is not required to attend these calls and wishes to reduce the numbers of times it does because each lift call takes up the time of a fire engine and crew. The knock on effect is a reduction in capacity to attend emergency incidents, carry out community safety work and provide essential training for firefighters.

In the unlikely event that you become trapped in a lift please do not call 999. You may be aware that when the lifts on your estate were replaced the alarms were upgraded and linked to a dedicated telephone line which is manned 24 hours a day. This includes those replaced within the last 15 years, such as World's End estate, Silchester estate, Edenham Way, Trellick Tower, Grenfell Tower, Chesterton Square and Broadwood

Terrace. In addition, a number of lifts in the larger blocks also have alarms fitted. Please press the alarm and hold it until a member of staff responds. You will be asked for details of your location so please advise which estate and block you are in. If you live in a block with an older lift then please press the alarm and advise those who respond to contact the TMO on [REDACTED]

Staff will then contact our lift maintenance contractors to see if they have an engineer in the vicinity who can respond in a reasonable timescale (ideally no more than 15-20 minutes).

If the engineers are unable to attend within an acceptable timeframe or if it is outside normal working hours a member of TMO staff will contact the Fire Brigade, advise that engineers are unable to respond on this occasion and the Fire Brigade will then attend and release you.

The Fire Brigade has asked that residents be reminded of this procedure as they will no longer be responding to direct calls from residents stuck in lifts, but will refer them back to the TMO in the first instance. Clearly in situations where the landlord is unable to arrange for the quick release of residents the Fire Brigade will be informed and will respond.

All lifts are maintained to a high standard, in particular, they undergo a monthly inspection and maintenance by our lift contractors and daily inspections (visual checks, testing of alarm etc.) by estate staff.

Should you become aware of any defects please report these to the concierge or our customer service centre on [REDACTED]

## Gas servicing

The TMO has recently reviewed the policy regarding the Gas Servicing of properties requiring a Drop Test. These are properties where there are no TMO gas owned appliances, but the resident may be using their own gas cooker.

This check will now be carried out annually and consists of checking the pipework to ensure there are no leaks. If you have a gas supply to the property but no gas meter we will still need to attend to verify this is the case.

We would appreciate your cooperation in allowing the gas contractor T Brown Group access, should you be contacted. It is very important that these checks are carried out.

If you own your home, you have a responsibility to ensure that all gas appliances are checked annually.

If you sublet your property you also have a legal obligation to ensure annual safety checks are carried out and you receive

a gas safety certificate, a copy of which should be sent to the TMO.

Please contact the gas section on [REDACTED] should you require further assistance.



# How are we doing?

You can see our key performance figures for yourself and check on our progress. For more detailed information, visit our website [www.kctmo.org.uk](http://www.kctmo.org.uk)

## Complaints Turnaround

	July	August	September	Quarter to date
First Stage (%)	90%	79%	100%	89%
Formal complaints (stage 2)	75%	58%	100%	71%
Members' enquiries	100%	91%	100%	97%

## Repairs

	July	August	September	Quarter to date
% Emergency jobs completed on time	98.9%	98.2%	98.1%	98.4%
% Urgent jobs completed on time	98.3%	97.5%	96.64%	97.5%
% Routine jobs completed on time	98%	96.4%	96.8%	97.10%

## Gas Servicing

	July	August	September	Quarter to date
% of tenanted properties with valid CP12	99.86%	99.82%	99.80%	99.80%

## Call Centre Statistics

	July	August	September
Average waiting time (seconds)	24	21	42

# Review of Customer Complaints Process



The TMO aims to provide a comprehensive, high quality service to all our residents and service users. However, from time to time we do not meet our customers' expectations with the services we provide, and this can lead to complaints. This in turn can help us to improve our services in terms of how we respond to the complaint and the actions we take to prevent similar complaints arising in the future.

We have decided to review the complaints process and in doing so, it is important for the TMO to obtain feedback from residents and service users, and incorporate their views and experiences in to the review process. The TMO held two focus group sessions in December to help us identify ways in which some complaints can be resolved quicker, ensure that there is clear guidance available for people who wish to make a complaint, establish

clear processes for the outcome of complaints and ensuring that lessons learnt are identified and acted upon in order to improve service delivery.

If you would like more information on being involved in the review, please contact the Customer Relations Team on [REDACTED]



# TMO Membership Application Form



Please print all details in this box in **BLOCK CAPITALS**

Title (MR/MRS/MISS/MS/OTHER) \_\_\_\_\_ Surname \_\_\_\_\_

First Name(s) \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Tel No \_\_\_\_\_ Email \_\_\_\_\_

☐ Please tick if we can contact you by email

I wish to become a member of the TMO

I confirm that I am over 18 years old and the named tenant, leaseholder or freeholder of a property owned by RBKC and managed by the TMO. In the event that the company is wound up while I am a member (or within one year of my ceasing to be a member) I will contribute to the assets of the Company a sum not exceeding £1 for payment of the liabilities of the organisation.

**DO NOT SEND ANY MONEY WITH THIS APPLICATION**

Please enter my name on the register of members of the organisation.

Signature \_\_\_\_\_ Date \_\_\_\_\_

It would be helpful to have some information for our records. This information will be held on the TMO Database and is protected by the Data Protection Act. We will not share this information with anyone.

Please tell us your date of birth \_\_\_\_\_

Gender: Male / Female (please circle)

How would you describe your ethnic group? (please circle)

White: British / Irish / Other

Mixed: White & Caribbean / White & Black African / White & Asian / Other

Asian or Asian British: Indian / Pakistani / Bangladeshi / Other

Black or Black British: Caribbean / African / Other

Chinese or other ethnic group: Chinese / Other

Do you consider that you have a disability? Yes / No

Please tell us your first language \_\_\_\_\_

Would you like more information about Resident's Involvement? Yes / No

**When you have completed this form please return it to any TMO Staff or post it to:**

**The Company Secretary, Kensington and Chelsea TMO, Charles House, 375  
Kensington High Street, London W14 8QH**

## TMO USE ONLY

Verified Eligible by ..... Occupancy..... Date .....

Membership no ..... Date entered .....

Occupancy Key: Tenant = T Leaseholder = LH Non Resident Leaseholder = LT



A close-up, high-contrast photograph of a man's face in profile, looking downwards. The lighting is dramatic, highlighting the texture of his skin and the intensity of his gaze. The background is a soft, out-of-focus blue.

# How to contact us

## Email

Email our repairs and customer service centre on:  
[ContactUs@kctmo.org.uk](mailto:ContactUs@kctmo.org.uk)

## Post

You can send your queries to:

Customer Relations Team,  
Kensington & Chelsea TMO,  
Charles House, 375 Kensington  
High Street, London W14 8QH

## Network Hub

292a Kensal Road, W10 5BE

Open: Monday to Friday - 9.30am  
to 4.30pm. Closed between 1- 2pm

## World's End Estate Office

Blantyre Street, London SW10 0DS

Tel: [REDACTED]

Open: Mon/Tues/Thurs  
9:00am - 4:30pm and  
Weds/Fri 9:00am - 1:30pm

## Lancaster West Estate Office

Grenfell Tower, W11 1TQ

Open: Monday to Thursday  
8.30am - 1.00pm & 1.30pm - 4.30pm  
8.30am - 1.00pm Friday

If you would like to contact the editor, submit an article for consideration or tell us about any forthcoming events you are organising please get in touch by post or email:

**The Editor**, Kensington and  
Chelsea TMO, Charles House,  
375 Kensington High Street,  
London, W14 8QH or email  
[editor@kctmo.org.uk](mailto:editor@kctmo.org.uk)

## Freephone

# [www.kctmo.org.uk](http://www.kctmo.org.uk)

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