

**KENSINGTON & CHELSEA  
TENANT MANAGEMENT ORGANISATION**

**Programme Board - 20<sup>th</sup> July 2016**

**Present:** Robert Black  
Barbara Matthews  
Yvonne Birch  
Sacha Jevans  
Nick Rendle (part)  
Peter Maddison (part)  
Dan Wood (part)  
Teresa Brown (part)  
Gil Komur (part)  
Gill Petford (Note taker)

**Apologies:**

Item No		Action by
1.	<p><u>A &amp; R Update &amp; Performance</u></p> <p><u>Capital Programme Operations Paper &amp; Discussion Report</u> Peter Maddison and Dan Wood presented the Capital Programme Operations Paper. Peter noted that he wanted to flag up to ET that there are few challenges facing the delivery of the lift renewal and the external works contracts. Peter is talking to RBKC about these issues and will come back to Board in September with the outcomes.</p> <p>Peter noted that RBKC were happy with this at the Asset Management meeting and Peter will now meet with Cllr Feilding-Mellen and Laura Johnson on 11<sup>th</sup> August. Peter will send a copy of discussion report to Laura today to ensure she sees it before going on annual leave.</p> <p>Robert noted that it would be good for Peter to detail all savings made for a value for money position. SMT will be meeting tomorrow and they will be looking at this in detail to ensure the context is correct.</p> <p>It was noted that some residents at St Ervan's Road have submitted an application to take us to a First Tier Tribunal on the grounds of:</p> <ul style="list-style-type: none"> <li>• Costs too high</li> <li>• Proposed works are not necessary</li> <li>• Some residents want to renew their own windows</li> </ul> <p>Peter and Dan noted that they will be asking for an adjournment until the middle of 2017. Peter, Dan and Jenny Jackson have met with them and the bottom line is that they do not want to pay</p>	

	<p>anything and indicated a very strong no to this work. It was agreed to meet with them again in September to follow up on this.</p> <p>Peter noted that Mr Briggs from Slaidburn is refusing to meet with Jenny Jackson and Mary Bennell and only wants to meet with Peter or Robert. The residents there do not want to pay for any work and have a problem with Keepmoat. Peter and Dan are proposing to meet with them to say that we have listened to their concerns and an option open to them is for us to have a separate tender process for this work but there is no guarantee that Keepmoat would not win the contract. Dan noted that work was carried out last in 2007 at Slaidburn and the standard of work was appalling so we do need to work on building their trust.</p> <p>ET approved this report.</p> <p><u>Business Case – Additional RLO Role in the Capital Investment Team</u> ET agreed this business case.</p> <p><u>Grenfell Tower</u> It was noted that there is no-one on site now. We will be conducting a resident satisfaction survey at the end of October when the heating will be on. Peter noted that Cllr. Blakeman has requested that the back staircase is painted. This would result in a recharge for leaseholders. Robert suggested that Peter speaks to Laura about this.</p> <p><u>Trellick Tower</u> It was noted that everything is currently going to plan and there will be a paper written on the repayment of recharges over three to five years. Robert asked if there are any plans to do anything to improve the entrance. This was discussed and as the building will have scaffolding and debris netting around it for two years it was agreed that an income that could be used for works to the entrance through advertising on the scaffolding and Nick Rendle agreed to help with this.</p>	
2	<p><u>Minutes and actions from the meeting on 25<sup>th</sup> May 2016</u></p> <p>The minutes were agreed as an accurate record of the meeting.</p> <p>It was noted that the closure report for the Community Centres Review will be presented at the next Programme Board.</p> <p>Yvonne noted that staff parking may be reviewed at a later date as we have had some complaints about staff being badged as contractors.</p>	
3.	<p><u>Customer First Update</u></p> <p>Gil Komur noted that since go live training support is still needed and Shereen Shaw will be continuing to address specific training</p>	

	<p>needs. Gil noted that the Super Users have had some training but still require further training in order to be able to support their teams. Manager's will require some training on using the performance and data analysis part of the system in order to monitor usage in their teams. Siobhan Bowman is currently meeting with Managers to agree their dashboards. Robert noted that we need to get the message out to Managers that their teams need to use CRM properly for accountability.</p> <p>Gil noted that the IT Outlook Integration that will take place on Phase 2 is currently being tested and will be rolled out in a couple of weeks.</p> <p>It was noted that there have been complaints from staff that the system is slow and Yvonne noted that the Complaints Team are finding that it takes a lot longer to use CRM than W2. Gil has an external consultant looking at this problem.</p> <p>Gil noted that post go live actions need to be reviewed and agreed. Siobhan is working on the KPIs and Yvonne will review the rest and go back to the CRM Project Board on this so they can be agreed.</p> <p>Gil noted that going forward a consideration needs to be made for an IT Training Role that could help with CRM as well as other training. Barbara is aware of this and will pick it up on her return.</p> <p>The transfer of documents from W2 to SharePoint was discussed and it was agreed that the new Project Manager could take on overseeing this. The business processes for Phase 2 are expected to be completed by the end of July 2016.</p> <p>Telephone Integration – it was noted that IT have liaised with Mitel to get a quote.</p>	BM
4.	<p><u>Commercial Development of Parking Sites</u></p> <p>Nick presented his report and noted the following:</p> <ul style="list-style-type: none"> <li>• A new Project Team are now in place and will meet monthly</li> <li>• Mary Bennell will be staying on for a few weeks after Julie Selhep, Head of Capital Delivery and Ian Lines, Head of Strategic Investment have started in order to ensure they have a thorough handover.</li> </ul> <p>Walnut Tree House – This has now been concluded and we will be carrying out waterproofing and guttering works. They will then start paying rent from September. If in the future any further works are required Fortbox will be paying 75% of the cost.</p> <p>Holmefield House – RBKC Legal have provisionally agreed lease terms with the proposed lessee and Indicative designs have been received from their architect.</p>	

	<p>Acklam Road – The planning application was submitted in March and consent is now expected in July/August 2016.</p> <p>Lowerwood Court – Nick noted that the boiler works will be completed by October. An architect has been appointed by Second Home and they will be submitting draft designs by the autumn. A meeting with the lessee to agree a detailed programme and timescale is scheduled for 1<sup>st</sup> August.</p>	
5.	<p><u>Data Cleansing Project</u></p> <p>It was noted that the tenant profiling is going well.</p>	
6.	<p><u>Parking Review/Enforcement &amp; Operational Improvement Work Stream</u></p> <p>Nick noted that he had concerns about handing the parking over to the CSC, but Olivia, Rafael and Hannah have done really well with it.</p> <p>Nick and Yvonne to have a meeting to discuss the project closure.</p>	NR/YB
7.	<p><u>Trellick Tower Commercial Premises</u></p> <p>Nick noted that Cllr Feilding-Mellen is very disappointed that the DCLG have pulled out and the new Health Centre has been scrapped. We will explore all other options for this.</p>	
8.	<p><u>AOB</u></p> <p>None</p>	
9.	<p><u>Date of Next Meeting</u></p> <p>Wednesday 1<sup>st</sup> September between 10 and 1 in the boardroom at 346</p>	