

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

TMO Board

Meeting held on 5 July 2007

Present: Ms J. Rawlings, Chelsea Area Board Member (Chair)
Mr M. Beverley, Borough wide Board Member
Mr B. Cann, Borough wide Board Member
Mrs S. Collet, Borough wide Board Member
Mr N. Dunne, Portobello Area Board Member
Mr A. Erickson, Borough wide Board Member
Mr S. Flood, North Kensington Area Board Member
Ms K. Harris, Brompton Area Board Member
Mr R. Kerr-Bell, Kensal Area Board Member
Ms S. Murphy, OBE, Notting Hill Area Board Member
Mr T. Rice, Chelsea West Area Board Member
Councillor M. Condon-Simmonds, Council appointed Board Member
Councillor J. Cox, Council appointed Board Member
Councillor M. Lasharie, Council appointed Board Member
Councillor D. Lindsay, Council appointed Board Member
Mr I. Doolittle, Appointed Board Member
Ms S. Parsons, Appointed Board Member
Mr R. Bryans, Lancaster West EMB (Observer)

In Attendance: Mr G. Perry, Chief Executive
Ms A. Amana, Assistant Company Secretary
Ms S. Belgrave, Director of Policy and Development
Mr L. Good, Director of Technical Services
Mr A. Lilienfeld, IT and Systems Manager
Mr R. Lee, Director of Financial Services
Mr G. Pashley, Company Secretary
Mr I. Twyford, Director of Housing Management
Ms J. Clifton, Secretary to the Board

Apologies: Councillor E. Campbell, Council appointed Board Member
Mr P. Okali, Appointed Board Member

1. Election of Chair and Vice Chairs

Juliet Rawlings was elected as Chair for the next 12 months unopposed.

Sylvia Collet and Tim Rice were elected as Vice Chairs for the next 12 months unopposed.

2. Board attendance and Committee Officer elections

Nominations had been requested for Committee Vice Chairs before the start of the Board meeting, and an objection was made on behalf of Board Members who were only able to arrive for the start of the meeting at 6.30 pm. The Chief Executive apologised for this, and explained that there had been no intention to disenfranchise any Board members. It was then agreed that the election proceed.

The following nominations for Chairs and Vice Chairs of the committees were agreed by Board:

Audit and Performance Review

Chair: Michael Beverley Vice Chair: Reg Kerr-Bell

Property Management

Chair: Steven Flood Vice Chair: Michael Beverley

Leasehold Services

Chair: Shelagh Murphy Vice Chair: Steven Flood

Policy

Chair: Tim Rice Vice Chair: Sylvia Collet

Carnival

Chair: Shelagh Murphy Vice Chair: Kathy Harris/
local resident*

* It was also agreed that the position of co-Vice Chair for the Carnival Committee be offered to a local resident.

The Board noted attendance at Board meetings for the last year.

3. Declarations of interest

There were no declarations of interest.

4. Introductions

The Chair welcomed Councillor Maighread Condon-Simmonds, Norman Dunne and Kathy Harris to their first Board meeting, and Reg Kerr-Bell back to the Board. She also congratulated Allan Erickson on his re-election as a Borough wide Board Member. Introductions were made.

5. Minutes of meeting held on 7 June

The minutes were agreed and signed as a correct record.

6. Matters Arising

6.1 Outturn 2006/07 - a detailed report on the replacement of lifts at Wiltshire Close had been presented to the Property Management Committee. Copies were available to Board members on request. Norman Dunne would discuss the issue further with Liam Good, Director of Technical Services.

7. Minutes of special meeting held on 29 June

The minutes of the special meeting held at Ashridge were agreed and signed as a correct record.

8. Budget monitoring 2007/08

The budget monitoring report for the period ending 31 May focussed on potential risks to the budget. However, it was anticipated that the TMO would achieve the budgets as forecasted in the rent report. There was a potential risk that anticipated savings for 2007/08 may have to be deferred to next year, and projects for 2007/08 may have to be deferred because of expenditure already deferred from 2006/07. The new heating and hot water contract from July was significantly below the forecasted budget, and the impact on charges, and seasonal variations would be calculated.

It was asked whether the LVT decision for Cremorne affected all the blocks. The Council were currently considering how many leaseholders at Cremorne should receive refunds. Further comments would be made in Part B of the meeting. Clarification was given that the anticipated reduction of heating and hot water charges would include Lancaster West Estate, and would cover charges for both tenants and leaseholders. The revised charges would be introduced mid year, and confirmation was given that maintenance standards would not be affected. **The Board noted the contents of the report.**

9. Capital Investment Programme 2007/08

The capital bid for 2007/08 had been approved by the Council in March, and an updated programme was now presented to the Board. It was asked whether the Swinbrook Estate would receive capital investment during 2007/08, and it was confirmed that work would be done through revenue budgets as part of the decorations' programme.

With reference to para 5.1.7 on cavity wall insulation, it was asked which buildings were eligible for the work. Feasibility surveys were being undertaken, and work may slip into next year because these were taking longer than anticipated. A report would go to Property Management Committee with

an update. Clarification was given that the work would be done on properties outside the Decent Homes' programme.

It was asked whether it would be possible to save money under the government's Green Policy initiatives, and this was being explored. It was asked specifically what was happening on roof insulation, and confirmation was given that the TMO was working closely with other organisations on ways to find grants to spend on the stock for specific needs i.e. green energy, climate change and energy conservation, including cavity wall insulation. It was asked whether cavity wall insulation would be supplementary to the existing Decent Homes' programme, and clarification was given that the works would have to comply to the criteria for Decent Homes.

It was asked what would happen to the variance between the capital bid and the current forecast. The variance would be re-invested in the capital programme, so would not be lost, and a revised estimate would be done in September. It was important to identify any potential alternative funding, as the TMO had spent 100% of its allocated budget over the last three years. If a revised budget was submitted by September, it would still be linked to the Council's programme, so if expenditure was put back to next year, a smoother transition would be made to the programme for 2008/09. **The Board agreed the recommendations contained in the report.**

10. Draft ICT strategy

The draft ICT strategy was presented to Board, which would begin consultation on what was needed for the future. In addition to starting consultation with the Board, the strategy also provided an update on existing initiatives.

Overall, the key elements were in place for the ICT strategy as there had been a lot of investment over the years. Further development would be required in order to progress new initiatives, and improve access to services for residents. Confirmation was given that staff training needs would be addressed as part of this development. Another key element was the automatic provision of specific management information, and a new release of Academy would pick this up, as currently there was a lack of immediacy in providing this information.

The capacity of the IT staff to undertake this development was raised, and confirmation was given that there were sufficient staff to manage the systems, and develop new ones. Councillor Cox, as a member of the Council's ICT group, had been asked to establish a closer working relationship with the TMO. The Chief Executive confirmed that there was a good working relationship with the Council, but the TMO had become more independent over time in this area with the development of its own services and disaster recovery plan, so the SLA with the Council had been reduced. Further confirmation was given that there was a close working relationship with the Council's ICT staff, and efforts were made to overcome any divisive issues. There were challenges on the One World accounting system which created

some unnecessary duplication between the Council and TMO, but it was unlikely that the Council would be willing for the TMO to have its own system. Confirmation was given that there was already close collaboration with the Council on communication systems.

It was proposed that an outside consultant be invited to have an overall look at the ICT strategy, and an explanation was given that Adrian Lilienfeld was a consultant in this field, and not a permanent member of the TMO's staff. It was proposed that SOCITM who carried out a review of ICT two years' ago be invited to provide a health check, subject to costs.

The paper was commended for providing footnotes on abbreviations and technical terms. With reference to section 8 on the proposed structural arrangements, it was felt that basic IT support for staff was crucial, and reassurances were given that any improvements/business development would not be at the expense of running existing business. However investment in business development was needed, although it could be located in another part of the organisation.

A comment was made that more background in the strategy would have been helpful, and it was proposed that a simple briefing paper be provided in conjunction with the draft strategy. The strategy would be coming back to the Board in September following the consultation period. The intention of the strategy was to set the scene for the future direction of ICT, but allowing flexibility on the development of systems. The basic systems were in place, and the strategy presented a way forward. In summary, the TMO had the Academy housing systems in-house, including servers, and Microsoft Office. There was also the Council's One World accounting system, and interface with housing benefits.

Reference was made to the former 'SHIP' computer system, and it was queried whether the Academy systems were proving to be value for money. However, costs of the SHIP system had been higher than Academy, although Academy had not delivered on the leaseholder services' module, and management information. However, an imminent release, version 13, would address these issues. It was noted that the SHIP systems also had not delivered on leaseholder services.

Confirmation was given that lap tops provided for Board members were returned when members stood down from the Board, and re-used. A request was made for lap tops to be available for Council appointed Board Members. It was also asked whether it would be possible to provide mobile phones for Board members, and this would be considered as well as lap tops, particularly for members with no remuneration from other sources. A paper would be brought back to Board in September on changing the policy.

Board members were invited to give any further comments to Sheila Belgrave by the end of July. Adrian Lilienfeld could also be contacted about any issues on the strategy. Consideration had been given to establishing a Board working party, but it was proposed that there be further discussion of the strategy by

the Policy Committee. It was asked that the introduction provide more information on past developments, and budgetary information. **The Board noted the draft strategy for consultation.**

11. Reviews of Technical Services and Neighbourhood Management Directorates: an update

A paper had come to Board in December 2006 outlining the process for reviewing Neighbourhood Services when the Board had been asked to nominate members to a working party. Work had now commenced on the review, and a project team had been established chaired by Sheila Belgrave. The review had been combined with a review of Technical Services. Membership of the Board working party required updating following the Board member elections. **The Board agreed that membership of the working party be updated as follows:**

**Michael Beverley
Shelagh Murphy
Ben Cann
Allan Erickson
Reg Kerr-Bell**

12. Royal Borough review of Leasehold Services

The report of the Council's Leasehold Service review had not yet gone public, and the final draft would be considered by councillors prior to a meeting on 12 July. The final report would then be issued for the Cabinet meeting on 26 July. It was proposed that a Board working party meet prior to 26 July so a response could be made.

There was concern that the TMO was not being formally involved in the consultation by the Council when the TMO managed leasehold services. An explanation was given that the review had begun as a strategic overview of the commissioning of leasehold services, and had broadened to a service review by the Council. However, before the report was considered by the Cabinet, the Board needed an opportunity to endorse it. **The Board agreed the following membership for a working party to consider the report, which included members of the Leasehold Services Committee:**

**Shelagh Murphy
Steven Flood
Michael Beverley
Ben Cann
Norman Dunne
Tim Rice
Reg Kerr-Bell**

13. Board Member Elections 2007

This report advised the Board of the Board Member election results, and proposed dates for next year's election, and nominations. Para 2.2 showed that two of the four areas for this year's elections had been uncontested, but elections had been held for Kensal Area, and the borough wide vacancy. Para 5.2 showed which members had to stand down for re-election in 2008. It was noted that voting levels in elections had gone down over the years. **The Board agreed the recommendations contained in the report.**

14. Property Management Committee: terms of reference

The Board were asked to endorse the revised terms of reference agreed by the Property Services Committee at its meeting on 23 April. Para 5 on the appointment of the Chair and Vice Chair would be amended, so it was possible for the Chair of Audit and Performance Review Committee to be Vice Chair of the committee. This amendment had previously been agreed by the committee, but the terms of reference had not been amended accordingly. Clarification was given that the election of a tenant Board Member who was not TMO Chair or chair of Audit and Performance Review Committee only applied to the appointment of the Chair for Property Management Committee. **The Board agreed the terms of reference for Property Management Committee with the above amendment.**

15. NFA update

The Board noted the update on initiatives being undertaken by the National Federation of ALMOs (NFA). **The Board agreed that the TMO re-stand for election to the NFA Board.**

16. Date of next meeting

The next Board meeting would be held on Thursday, 6 September.

CE/JDC
31.7.07

Agreed a correct record.....
Chair of the Board

The Royal Borough of Kensington and Chelsea Tenant Management Organisation Ltd