

**The Royal Borough of Kensington and Chelsea
Tenant Management Organisation Limited
(the "Company")**

Agenda

Meeting of the Board of Directors ("**Board**") of the Company
to be held on 4 January 2016 at 6:30pm
at Board Room, 346 Kensington High Street, London W14 8NS

Agenda Item	Report Name	Presenter	Action	Enclosure
PART A -- OPEN				
1.	Notice, Apologies and Quorum	Chair	-	-
2.	Declarations of Interest*	Chair	-	-
3.	Minutes of the meeting held on 26 November 2015	Chair	Decision	√
4.	Matters Arising	Chair	Discussion	√
PART B - CONFIDENTIAL				
12.	AOB	Chair	-	-
13.	Date of the next meeting – 31 March 2016	-	-	-

Notes:

- (1) Board Members unable to attend physically can attend by teleconference (dial-in details are available on request)
- (2) Board Members should send in their apologies to the Company Secretary by email or by calling on 020 7605 6399
- (3) * Every member of the Board has a duty under Section 182 of the Companies Act 2006 to declare any interest in any transactions or arrangements with the Company under consideration, or section 177 of the Companies Act 2006 to declare any interest in any proposed transactions or arrangements with the Company under consideration in accordance with the Company's Articles of Association. Any interests should be declared to the Company Secretary on, or before the meeting.
- (4) * A person who has declared an interest will neither attend the discussion leading to a decision on the conflicted matter nor vote on it.

**THE ROYAL BOROUGH OF KENSINGTON & CHELSEA TENANT
MANAGEMENT ORGANISATION LIMITED**
(the 'Company')

Minutes of a meeting of the Board of Directors ('Board') of the Company held
on 26 November 2015 at 6.30 pm
at 346 Kensington High Street, London W14 8NS

PRESENT:

Resident Board Members Fay Edwards - Chair
Tony Annis
Anne Duru
Brendan Tracey
Kush Kanodia

**Council-Nominated Board
Members** Paula Fance
Jeff Zitron

**Independent Board
Members** Peter Chapman

APOLOGIES: Cllr Maighread Condon-Simmonds
Deborah Price
Maria Escudero-Barbaza
Mary Benjamin

IN ATTENDANCE: Robert Black Chief Executive
Yvonne Birch Executive Director of People & Performance
Barbara Matthews Executive Director of Financial Services & ICT
Sacha Jevans Executive Director of Operations
Rupa Bhola Assistant Director, Financial Services
Fola Kafidiya-Oke Head of Governance & Company Secretary
Janet Seward Policy & Improvement Manager
John Parrott Interim Project Communications Officer
Gill Petford Executive Manager
Daniel Asamoah Minutes

1. NOTICE, APOLOGIES AND QUORUM

- 1.1 The Board noted that the notice of the meeting had been duly issued to the members of the Board entitled to receive notice and attend Board meetings.
- 1.2 The Board also noted that apologies have been received from Cllr. Maighread Condon-Simmonds, Cllr. Judith Blakeman, Deborah Price, Mary Benjamin, Maria Escudero-Barbaza, Anthony Preiskel, and Simon Brissenden.
- 1.3 The meeting was quorate according to the provisions of the Articles of Association of the Company.

2. DECLARATION OF INTEREST

- 2.1 There were no interests declared for the items being considered.

3. MINUTES OF PREVIOUS MEETING

- 3.1 The Board **RESOLVED TO** approve the minutes of the confidential meeting held on 10 September 2015 as a correct and accurate record of the meeting.

4. MATTERS ARISING

4.1 Analysis of Board Member Election Voting

The Board noted that a report on the analysis of board member election was on the agenda for the meeting and had been included in the meeting pack.

5. RBKC MID-YEAR REVIEW REPORT

- 5.1 Robert Black presented the report outlining the outcome of the mid-year review undertaken by RBKC for the 2015/16 financial year. He highlighted that the report had been presented to RBKC's Scrutiny Committee and had been approved for issue.
- 5.2 The Board **AGREED TO** note the contents of the report.

6. PARKING REVIEW UPDATE

- 6.1 John Parrott presented an update of the Parking Review project being undertaken by the Company. He highlighted that RBKC's Traffic Management Order was now in force.
- 6.2 The Board noted that some estates had been excluded from the review for a variety of reasons. The excluded estates would not be monitored for parking offences, and there will be no enforcement when the new parking policy commence. Wandon Road was currently excluded because the estate fell within the boundary of the London Borough of Hammersmith & Fulham and it was dependent on the local authority issuing their Traffic Management Order to cover the estate's parking enforcement.

- 6.3 John Parrot explained that with the exception of Wandon Road, all of the excluded estates could be included in the Traffic Management Order in the future upon the request by the residents. The physical works, which include putting up signage and road painting, was set to commence on 30 November 2015 for three weeks. Residents had been notified via notice boards, and letters will be sent out to all permit holders affected. Also, an article was being published in the *Link* magazine. It was intended to extend the go live date of the new parking arrangements to the mid-January 2016.
- 6.4 Kush Kanodia commented the new policy and its go-live date, in particular, should be communicated. Tony Annis suggested that the ARB meeting scheduled for December 2015 should be used as a forum to communicate the go-live date for the new arrangements, to residents.
- 6.5 The Chair commended Yvonne Birch and John Parrott for their efforts on implementing the project.
- 6.6 The Board **AGREED TO** note the contents of the report.

7. PERFORMANCE REPORT – Q2 2015

- 7.1 Yvonne Birch presented the performance report for the period to September 2015. The update highlighted that:
- the void turnaround performance times had improved.
 - the call centre performance had improved.
 - there had been a dip in non-emergency repairs due to an issue with the trades in the period.
 - gas safety compliance was low during the month however it had improved to 100% in October.
 - there had been an increase in ASB cases reported and the reasons were highlighted in the report.
 - there had been an increase in complaints however this was due to the re-categorisation of the existing complaints following the introduction of the new complaints policy which reviewed the definition of complaint.
 - the number of membership sign-ups was excellent for the period when compared to the same period in the previous financial year.
 - Rent collection was below the target as a result of the ongoing issues with the Agresso financial system.
- 7.2 Paula Fance questioned the performance figures for the capital programme as there was no data in the report to provide assurance to the Board about its completion. Yvonne Birch explained that there have been delays in rolling out the works contracts because of the LVT case earlier in the year.
- 7.3 Kush Kanodia queried why the percentage target for answering calls within 30 seconds was low at 62%. Sacha Jevans explained that performance had improved in October and she was really pleased about this because the team was more stable with the recruitment of permanent staff, and sickness had reduced with low turnover. Sacha Jevans further stated that the in-house trainer had made a real difference to the quality of calls because

new employees were required to spend two weeks on training before proceeding to take calls. The CRM system would improve the contact centre once launched because the team would have information at hand to help residents. Robert Black also commented that the focus had been on improving the quality of calls and the balance was quantity versus length of call.

- 7.4 It was agreed to spend an hour before the next meeting of the Operations Committee to consider CRM and the customer contact centre. It was agreed that Olivia Hutchison would be invited to the meeting.
- 7.5 The Board **RESOLVED** to note the contents of the report.

MATTERS ARISING

NO.	MEETING DATE	MINUTE NUMBER	ACTION	BY WHOM	BY WHEN	UPDATE
1.	26/11/15	7.2	Provide further information on the impact of the future Housing sector changes, on the capital programme	Executive Team	TBC	
2.	26/11/15	7.3	Present to the Operations Committee on CRM and the Contact Centre	Yvonne Birch	January 2016	