

## Press Release

22 January 2013

**For immediate release**

### **New KCTMO repairs company to give residents more say**

Residents of Kensington & Chelsea TMO will have much more say in how their repairs are managed after this month's decision by the Board to establish its own repairs company.

Chair of the resident-led Board, Fay Edwards, said: "It was a unanimous decision and it means KCTMO will be able to provide an excellent repairs service for residents."

"We have a clear idea of the high standards our residents expect from us and so we have decided to take direct control of our repairs delivery.

"We have been very thorough in our decision-making process and preparation. We are confident that with 45 dedicated staff, this company can be completely responsive to residents' needs," said Ms Edwards.

Chief Executive Robert Black announced that Peter Dunne from PDM Solutions Ltd will be the Interim Managing Director of the company, which is expected to be in place by August 2013.

"Peter will be working to ensure there are no disruptions to the service. We will continue to work in partnership with Willmott Dixon as we manage the transition to the new company.

"Willmott Dixon came on board last year at short notice to manage repairs temporarily while KCTMO considered its longer term options. The two organisations have been working together to improve service delivery since then.

"Residents will still report repairs to our Customer Contact Centre, and repairs will be delivered according to our established timeframes," said Mr Black.

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### Editors' Notes:

- Kensington and Chelsea Tenant Management Organisation (KCTMO) is a resident-led organisation responsible for the management of nearly 10,000 properties on behalf of the Royal Borough of Kensington and Chelsea
- The Kensington & Chelsea TMO Board voted unanimously at the Board Meeting on 8<sup>th</sup> January 2013 to set up a subsidiary company for KCTMO repairs delivery.