

Press Release

22 January 2013

For immediate release

New KCTMO Internal Service Provider to give residents more say on repairs

KCTMO will set up a subsidiary company to deliver its repairs service after unanimous approval by the resident-led Board this month.

Chief Executive Robert Black said: "This is a critical decision for the company and we have been through a very thorough process to reach this point. I am delighted that our Board has agreed."

Sacha Jevans, who lead the project for the organisation said: "Our main objective in setting up this company is to provide an excellent service for residents and one that can be more responsive to their needs."

"We have had very varied service from the contractors we have used for repairs delivery in the last 10 years.

"As we are ultimately responsible to our residents for the quality of service they receive, we felt we needed to take direct control of the delivery.

"We certainly don't take this decision lightly. We have worked internally for some time to assess our options and develop a thorough business case for the repairs company.

"Peter Dunne of PDM Solutions Ltd has worked with us on the project and he will take on the role of Interim Managing Director whilst the company is established. He has a strong background in repairs service delivery and understands our needs and those of our residents," she said.

The new company is expected to be in place by August 2013 and the current partnership with Willmott Dixon will continue until the new company is in place.

"Willmott Dixon came on board last year at short notice to temporarily manage repairs and has been instrumental in helping us improve our service whilst we have considered our longer term options."

"Our main concern is that there is no disruption to our residents as we set up our new company and we are confident that with Willmott Dixon's ongoing support, the transition will be very straightforward," said Ms Jevans.

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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 8th January 2013 to set up a subsidiary company for KCTMO repairs delivery.
- Willmott Dixon was engaged in June 2012 to deliver the KCTMO repairs service whilst a longer term decision was considered by the KCTMO Board. They were contracted at short notice to manage repairs temporarily and the two organisations have been working in partnership since then to improve service delivery.