

TMO's COUNCILLOR BRIEFING

Redcliffe Ward: special edition for new councillors
July 2014

Introduction

Congratulations on your election as a Kensington and Chelsea councillor. We have produced this special edition of *Councillor Briefing* to tell you about us. You will have campaigned on the doorsteps of many of the homes which we manage on behalf of the Council, so you may be familiar with some aspects of our work.

Our history

We date from 1 April 1996, when we were formed as a result of a sixteen year initiative by residents to create a tenant management organisation that would manage the Council's housing stock.

The first Tenants' Consultative Committee (TCC) meeting was held in 1980; the committee was formed by 21 tenant organisations from around the borough. In 1992 they took advantage of a government initiative encouraging the creation of TMOs and tenant management co-operatives. The following year the TCC voted to exercise the right to set up and manage the Tenants' Steering Group. A Council working party overwhelmingly recommended that a TMO be set up for the whole borough.

A 1994 ballot of tenants and leaseholders asked whether they supported the idea of a boroughwide TMO; of the 74% who voted, 93% said yes. The TMO was incorporated in 1995 as the first boroughwide tenant management organisation in Great Britain.

Finally, in March 1996 a management agreement was signed and the TMO was formed on 1 April.

Management agreement

The management of the Council's housing stock is delegated to the TMO through the Modular Management Agreement. The activities undertaken through this delegated authority are monitored by the Council's Housing Department on an ongoing basis through a performance management framework. The framework looks at the activity and achievements of the TMO through a suite of performance indicators and programme of audits; there is also a higher level overview of projects and initiatives to meet both organisations' corporate priorities, government policy and residents' wishes.

Current activities

Parking

In March 2014 the TMO Board approved a new draft estate parking policy, which means that we can standardise parking management arrangements and provide a transparent and consistent service to all residents. This is in response to recent legislation banning the clamping and towing of cars on private land. We'll be consulting residents on the details in September and the Council will be carrying out a statutory consultation in November and December; the new policy will come into effect next year.

Assets and regeneration

This has been a very significant year for asset investment and a substantial amount of work has been done with RBKC. In 2013/14 we finished the initial financial assessment of stock. We have developed an investment standard and asset management strategy to see how much we will invest and where to prioritise.

The 2014/15 Capital Programme comprises of several major programmes to improve homes and estates. It's funded by the Housing Revenue Account and – at £20m – is one of the biggest ever.

The main projects are:

- £10m Grenfell Tower regeneration
- £2.6m roof and other external elements renewal
- £3m internal renewals
- £640k communal heating improvements
- £600k domestic electrical improvements.

We're also continuing with our programme of regular communal electrical testing and replacement works, estate lighting renewal and planned boiler replacement.

The asset management strategy will continue to develop in close consultation with RBKC. We're currently developing a long-term programme, covering the next five years, and we intend to publish this in September. This aims to show to residents when we plan to carry out key elements of work to their blocks; it will include the replacement of kitchens, bathrooms, windows, doors, lifts, communal heating and other central plant.

The extent of the Capital Programme is expected to grow over the next four years. RBKC has made an additional £25m available. We're therefore procuring a framework of contractors, whom we will appoint to deliver particular aspects. This long-term arrangement will provide better value for money and enable us develop strong partnerships with them.

We will also be focussing on energy efficiency and developing an energy strategy. This will set out what we'll do to improve the energy efficiency of the Council's stock and how we can help residents save money on their bills.

Repairs Direct

Repairs Direct became operational in September 2013. As a subsidiary company of KCTMO it undertakes all the repairs, void property works, aids and adaptations and some elements of capital repairs previously undertaken by external contractors.

Considerable investment has gone into the new organisation, in terms of new vehicles, ICT equipment and systems, in order to ensure quality repairs are carried out and customer satisfaction levels are improved. There are 31 operatives, who are supported by a number of specialist sub-contractors (mainly for scaffolding, roofing and asbestos work).

At the end of 2013 customer satisfaction was 94%.

Test of opinion

Kensington & Chelsea TMO received a resounding endorsement last September, when 86% residents who voted in the test of opinion said that they wanted us to carry on managing their homes on behalf of the Council.

There was a record participation eligible in the vote, with 3,420 people taking part i.e. 32% of all residents. This is 122% higher than the last one in 2006, when 1,535 took part.

Residents were also asked about their overall satisfaction with the service we provide. 75% said they were happy with the service; this contrasts with only 66% in the 2008 STATUS survey. It's our highest ever score.

We are required to carry out the test of opinion every five years as part of the Modular Management Agreement which we have with the Council. The poll was managed and supervised on our behalf by UK Engage. We also poll members at each annual general meeting.

Key facts

- 2,717 non-members said yes to the TMO continuing to manage their homes
- 664 non-member voters were home owners – another record
- the number of TMO members voting was 648% higher than at the 2010 AGM
- membership support for both KCTMO managing their homes, and its overall support, is 12 percentage points higher than for non-members
- 90% of tenants and 69% of home owners said they wanted the TMO to continue managing their homes
- overall satisfaction has increased by 19 percentage points since 2008
- KCTMO has over 5,000 members.

Home and neighbourhood questions

Yes

No

Do you want KCTMO to continue managing your home?

86%

14%

Are you satisfied with overall quality of your home?

77%

23%

Are you satisfied with your neighbourhood as a place to live?

86%

14%

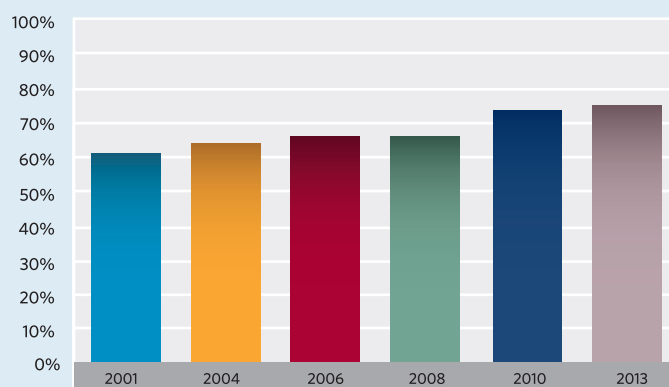
Satisfaction question

Taking everything into account, are you satisfied with the service provided by KCTMO?

75%

25%

Residents' overall satisfaction



Participation levels

- 3,420 residents participated
- 30% turnout
- 122% higher turnout than 2006
- 50% non-member tenant turnout (2,200)
- 24% non-member home owner turnout (517)
- 41% overall non-member turnout.

Overall this is a fantastic result for KCTMO: the vote was the biggest turnout in our history and there are very high levels of satisfaction with our services. It reflects the impact of the changes we have made since 2008 – these have resulted in improved performance and greater engagement plus overall participation. The results reflect the outcome of the five year review carried out by RBKC in 2013. We will be able to use the findings to shape our services in order to address lower satisfaction levels and certain perceptions in some wards.

*Courtfield Ward has been removed from all data to avoid distorting the results – only one voter turned out in that ward of the three residents who were eligible to vote.

Delivering excellent
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resident-led management
1996 - 2014

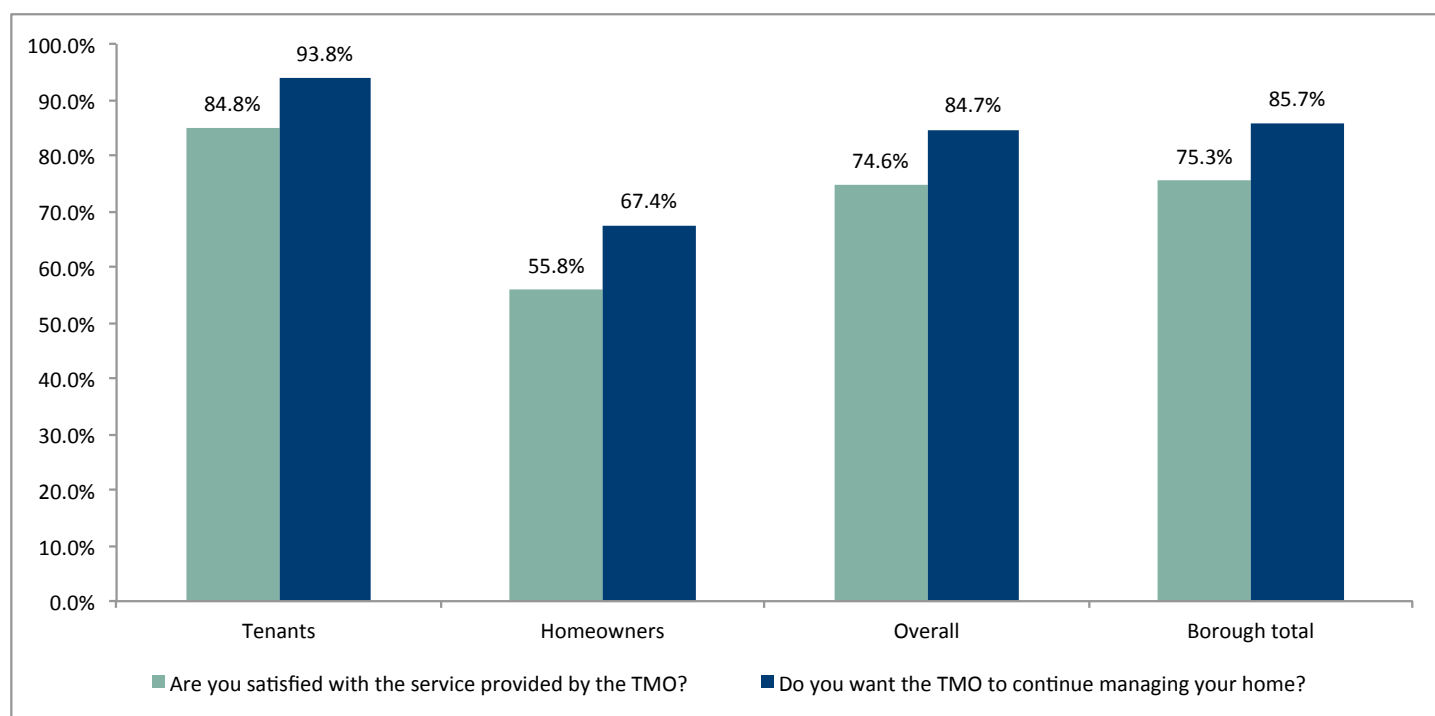
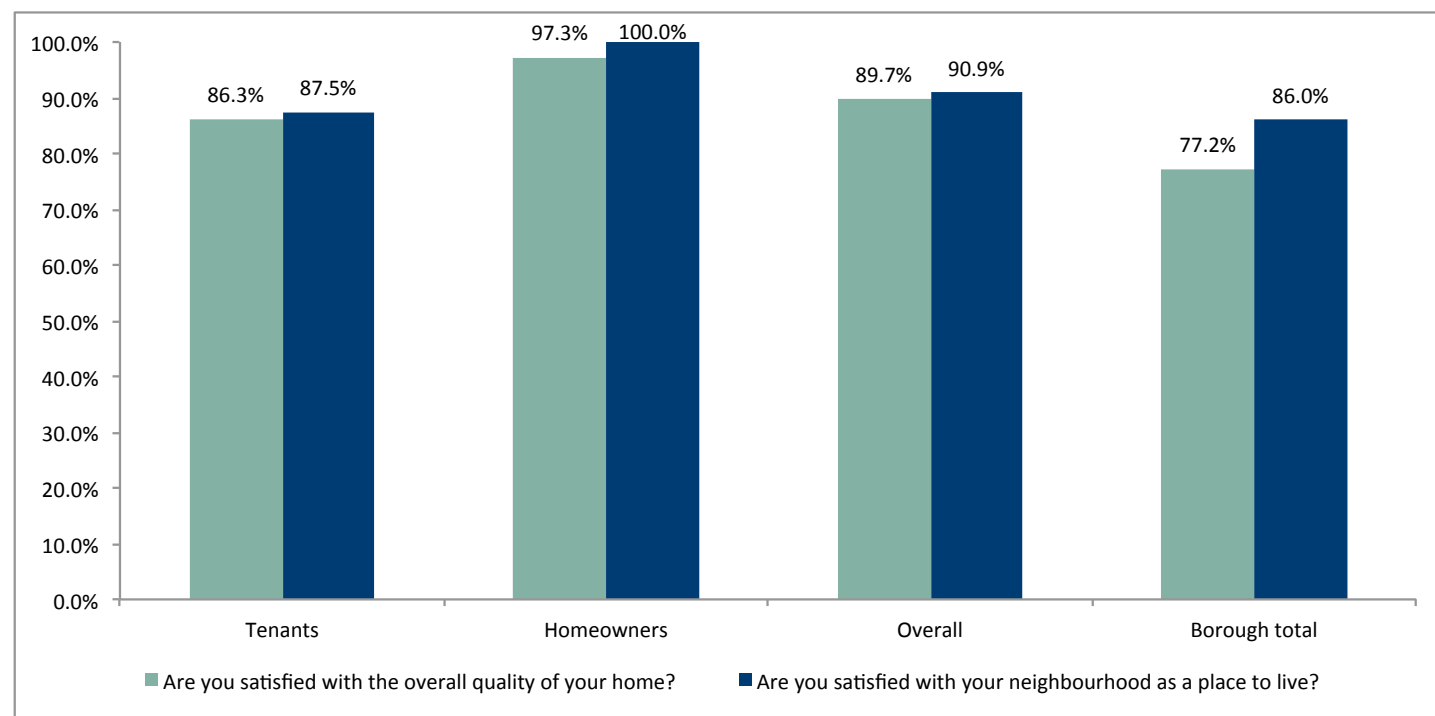


Redcliffe Ward: statistics at a glance

Eligible tenants: 218	Eligible home owners: 198	Total eligible electorate: 416
Voting tenants: 82	Voting home owners: 43	Total voting: 125

Ward voting summary

The turnout in Redcliffe was 30.0%, a total of 46 voters of the 151 eligible. This was 0.6% below the boroughwide TMO turnout of 30.6%. The range between the lowest turnout (24.7%) and the highest turnout (35.3%) in the Royal Borough was 10.6 percentage points. In Redcliffe 82 (37.6%) eligible tenants voted and 43 (21.7%) eligible homeowners voted. This ranks Redcliffe eleventh in the 17 wards which have council stock.



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