

**HOMES' CONSULTATIVE COMMITTEE
MINUTES OF THE MEETING HELD ON
MONDAY 1 April 2019
KENSINGTON TOWN HALL AT 6.30 PM**

PRESENT

Resident

Ms Leila Amellal
Mr Hamid Amellal
Mr Edward Collet
Mr Peter Cornish
Mr E Chatroux
Mrs A Depois -Stalham
Mr Michael Gazley
Mrs S Guano
Mrs Joanna Hamilton
Miss Barbara Holden
Miss Gaenor Holland-Williams
Ms Lena Kelly
Ms Nada Kovacs
Ms A Lopez
Mr John Matheson
Miss Shelagh Murphy
Miss G Neckles
Ms Anessa Salihbegovic
Mr A Salim
Ms D Shahi
Ms H Tanimu
Dr Robert Thornbury
Mrs Mary-Louise Thornbury
Miss Agnes Tumilson
Ms Wendy Wilmot
Mr C Quinteiro

Councillors

Cllr Kim Taylor-Smith

Council Officers

Doug Goldring	Director of Housing Management
Amanda Johnson	Head of Housing Commissioning
Stav Kokkinou	head of Neighbourhood Management (South)
Keith Edwards	Consultant
Grazyna Wilk	Business Support
Saye Charles	Admin Support

1 INTRODUCTION

- 1.1 There were introductions from residents and RBKC officers.
- 1.2 Keith Edwards (KE) gave an overview of the meeting which was set up to enable consultation with residents who are not linked in to the wider resident engagement work.

2 MINUTES AND AIRISING

- 2.1 Item 5.8. Dr Robert Thornbury (Dr RT) advised that the team is happy to discuss the potential research with the Council and will circulate the contact details to Amanda Johnson (AJ).
- 2.2 An update on the action tracker was given.

3 FUTURE MANAGEMENT ARRANGEMENTS

- 3.1 AJ stated that Gaenor Holland-Williams (GHW) represented the HOMES group on the steering group, looking at the future management arrangements for your homes after the Council brought the services back in house last March.
- 3.2 Residents and the council appointed independent resident engagement consultants to work with them on the question around who should manage your homes in the future and how you wanted to be involved in these discussion and wider consultation in general.
- 3.3 There were around 20 people on the steering group and residents were directly involved with Traverse helping to oversee the contract. Regular updates come to the HOMES meeting and the Tenants' Consultative Committee (TCC), where Resident Associations and compacts are represented.
- 3.4 Residents worked with Traverse to deliver a series of engagement events. In total Traverse had contact with 224 residents.
- 3.5 AJ stated that the report and summary from the end of last year can be sent out to residents again.
- 3.6 The recommendation is that HOMES members take part in a Task and Finish Group along with RBKC and the TCC to develop a Resident Engagement Strategy.
- 3.7 It was agreed that HOMES should take part in a Task and Finish Group to Work with RBKC and with the TCC.
- 3.8 Doug Goldring (DG) stated that there was no appetite for a large scale transfer or a borough wide TMO.
- 3.9 DG also stated that there was support for the Council to continue to manage residents' homes for the current time and that residents can continue to talk to the Council about how their homes are managed.

- 3.10 The recommendation has been made to establish a specific Task and Finish Group to look at the development of a resident engagement strategy. The Council welcomes volunteers for this.
- 3.11 Cllr Kim Taylor-Smith (Cllr KTS) thanked people for attending and set out the Council's commitment to improving our housing and increasing the number of homes. Cllr KTS welcomed the fact that the TCC had wanted to stay with the Council and recognised that there is a lot to do.
- 3.12 Cllr KTS explained that £267M is being invested in the properties over the next seven years. He also acknowledged that there is a lot of work to do to improve services.
- 3.13 John Matheson (JM) queried when works will be done as some had started and then stopped. DG explained that the existing capital works contract was not working as it should. A new framework is being procured. Some jobs were put on hold as there was dissatisfaction with the contractors.
- 3.14 Eric Chatroux (EC) received an estimate for works in October 2017 and this was £13k. EC has now received a quote for £23K which has substantially increased. DG agreed to look into this individual query.
- 3.15 DG stated that we went out to tender for the works again and different costs have been submitted. DG confirmed we will only bill when work is complete and we have agreed the costs.
- 3.16 EC suggested that the homeowner should advise on the required works and not the contractor. DG advised that the costs are formulated from a schedule of rates and advised that he is happy to double check that works are required. KE suggested people could attend the Leaseholder Forum.
- 3.17 Wendy Wilmot (WW) raised concerns about her experience of increasing costs and excessive quotes. WW stated her concerns about transparency of billing.
- 3.18 DG stated the Council must distribute information on what has been spent on individual homes. DG acknowledged that historically, information has been poor and this is being addressed.
- 3.19 DG also acknowledged residents' concerns and stated that we will be putting resources into managing the capital works more effectively. Cllr KTS welcomed the procurement of a new framework and the use of SME businesses. The Council wants to look at how residents can spread costs.
- 3.20 Edward Collet (ECO) welcomed the change in approach and advised that there has been little communication on the health and safety issues at his property. ECO advised that a ladder had been removed by the caretaker and this impacted on the fire escape. ECO stated communication with residents has been poor.

- 3.21 D Shahi (DS) expressed concerns that repairs were not being completed and there is a need to replace single glazing windows. DS stated that staff have now left and it is not possible to contact people.
- 3.22 DG advised the Council completed a new Stock Condition Survey in 2018 and the Council has now agreed £267M to deliver the investment need of stock. To deliver the works the Council needs to procure a new framework and needs to prioritise works. A programme for works is on the website. <https://www.rbkc.gov.uk/housing-management/assets-and-regeneration/programme-planned-work>
- 3.23 Cllr KTS stated that the stock is old and needs a lot of investment. One resident raised concerns about the noise levels in her home, which is a conversion and there is no insulation.
- 3.24 DG referred the meeting back to the recommendation on future management arrangements and asked for people to contact us on Housingconsult@rbkc.gov.uk or call 020 7745 6686 to volunteer.
- 3.25 KE advised residents can get involved to ensure their concerns are heard.

4 ANTISOCIAL BEHAVIOUR

- 4.1 Stav Kokkinou (SK) referred residents to the draft ASB policy, which has been under review with a resident Task and Finish Group since August 2018. The group has met approximately seven times and a policy has been developed with residents.
- 4.2 SK wants to ensure that residents are happy with the Council's commitment. Residents had been concerned about response times and noise nuisance. Each ASB case is different and is advised in its independent right.
- 4.3 The new policy will go live in June 2019 and the Task and Finish Group will review in six months' time. The groups will look at anonymised case studies and performance data.
- 4.4 The Council wants to ensure that we are managing ASB effectively. New procedures and systems are being implemented to prevent and minimise ASB. One resident queried if more staff will be recruited. This query related to the Environmental Health Officer. SK advised residents should contact neighbourhood management and can also report to Environmental Health.
- 4.5 SK advised contact details for neighbourhood officers will be sent out. Cllr KTS advised that there are 33,000 noise complaints each year in the borough.
- 4.6 Dr RT advised that local issues are linked to regional and national issues i.e. knife issues and he would like to know how we will link in. Cllr KTS advised the Council launched a new Council Plan last week and recognises that the Council takes their issues very seriously.
- 4.7 SK confirmed Housing Management work with Police, Adult Social Care and other partnerships, working jointly on cases and this will be further developed.

- 4.8 GHW welcomed the policy and asked if the officers will be given a code of guidance i.e. in recognising vulnerability. SK advised that there will be a training plan for neighbourhood officers to ensure there is consistency.

5 DIGITAL CONNECTIVITY

- 5.1 DG advised that the Council needs to assist people in getting digital connections. Moves to increase access and improve broadband experience. A group looked at options with residents.
- 5.2 We are looking to have two providers to look at how we can install supply to the building, Hyperoptic and Community Fibre. Residents have asked for improved speeds.
- 5.3 The two companies have offered to provide their services within all our community rooms and support local people and employment. DG advised that the new cables are much smaller. The Council intend to work with the two companies to deliver this in our stock.
- 5.4 EC asked if it is possible to change supplier. DG confirmed that this is possible. DG stated we need to be satisfied that installation will be done effectively.
- 5.5 Shelagh Murphy (SM) raised concern about the number of lines going into properties and how they are exposed. DG confirmed that there are a number of redundant cables and when capital works are completed the cables should be taken down and the current once used should be tidied.
- 5.6 Joanna Hamilton (JOH) asked if this is optional. DG confirmed it is and not part of a service charge.
- 5.7 WW asked if it applies to conversions. DG stated it is mainly aimed at estates in the first instance.

6 PROCUREMENT

- 6.1 DG advised that the new Stock Condition Survey and reports on electrics and mechanical plant are informing the capital programme.
- 6.2 The procurement of the Framework Agreement will enable works to be delivered for the majority of the capital programme. DG advised we will still need to use some contractors but we want to develop the expertise internally. The aim is also to deliver the works directly.
- 6.3 The Framework is used to procure construction activity and packages of work need to be managed so that we can have a wider choice and not the usual contractors'. Smaller packages of work will support this. This will be subject to competitive tender.
- 6.4 The first section 20 notices will go out to leaseholders soon and there will be a will tender in the summer. The contracts will need levers that sanction the suppliers. We hope to complete procurement by December 2019. The Framework will be for four years. There will be individual tenders for specialist works.

- 6.5 DG stated that there has been a deficit of expertise in overseeing major works and the Council needs this in place to hold suppliers to account. DG explained delivery is the hard part and we are developing a team that will include Clerk of Works and Quantity Surveyors.
- 6.6 There will be key performance indicators to assess how we are doing. There will be earlier consultation with the leaseholders. There will be an element of retention in the contracts. The Procurement Task and Finish Group are looking at tenders already and meet monthly. The next meeting is on 17 April 2019.
- 6.7 Leadership has agreed the procurement strategy for a further 20 contracts and this is likely to increase. There are now five procurement officers.
- 6.8 Anessa Salihbegovic (AS) asked if the tenders for the fire doors has been completed. DG stated the evaluation is taking place and the contract will start in May 2019.
- 6.9 EC expressed concern that leaseholders have not been involved in agreeing works prior to serving S20 notices. DG advised residents can get involved in the procurement Task and Finish Group. EC feels his concerns have not been addressed.
- 6.10 DG advised that it was not always possible to reach agreement with leaseholders and we need to look at transparency and have regard to legislation. DG welcomed feedback and is happy to look into the details of the experiences.
- 6.11 Clarification was asked on who is responsible for checking works. DG advised a third party, Bailey Garner, has been checking works and we want to bring this is house.
- 6.12 Hamid Amellal (HA) raised concerns about the repair of a leak and the checking of works. DG advised that this can be looked at on an individual basis.

7 RESIDENT ENGAGEMENT WORKSHOPS

- 7.1 Two workshops have been held to look at how resident engagement is progressing. KE gave feedback on the key messages. Things need to be joined up so residents know their voices are being heard. Residents want to see links strengthened with Councillors.
- 7.2 Diversity is an issue and we need to make sure Forums reflect the community. Residents want to help shape agendas, look at training and improving communication. Residents have ideas about organising community events, finding out what people think from informal events.
- 7.3 Residents are keen to know what is being delivered. This acknowledges resident dissatisfaction and the Council needs to let you know what impact is being made. Residents can input through the Task and Finish Group.
- 7.4 GHW advised that the Housing Consult email can be used so that people can feedback their views.

- 7.5 A resident raised concern that windows have not been changed since 1979. DG advised that this is being addressed under the Capital Programme.
- 7.6 DG confirmed that leaseholders are responsible for front doors and advised that there had been problems with the performance of fire doors and this has slowed down procurement. A resident suggested replacing the entry door system.
- 7.7 DG confirmed not all doors will need to be changed and it depends on the citing of the doors.

8 FORWARD PLAN

- 8.1 The Homes group does not meet as often as the TCC and there was a case for more people attending the TCC from this group. DG advised on what is in the forward plan.
- 8.2 Workforce development/ training and Procurement are on the agenda for TCC in April. Also, Estates Management and Compensation are on the agenda for April and will be going to Leadership/Key decision in May 2019. TCC Terms of Reference will be in April. Heating charges is provisionally on the agenda for June TCC and the Annual Report will be at the July TCC.
- 8.3 DG advised that there is a Disability Forum and confirmed the senior citizen group is still in place. SM asked if this could be made open to a wider group.
- 8.4 A resident from Notting Barn raised concerns about mice infestation. DG stated the Council's Pest Control Service oversees this and DG confirmed that mice are a problem and it may not be possible to eradicate all mice. DG stated we should be proofing holes.
- 8.5 KE referred people to housingconsult@rbkc.gov.uk if they want to raise any issues.

9. AOB

- 9.1 JM raised concerns about cleaners not being available and smoking. DG advised that caretaking ended and this is being reviewed as part of the estate services review. OCS are contracted until 2021 and we are reviewing the contract. DG suggested this is brought to the next meeting.

10. ESTATE IMPROVEMENT FUND

- 10.1 Blocks of 20 plus properties and there is £67 per home. In smaller blocks there is a pot of money against which people can bid. This is for communal areas only/ information can be sent out again.
- 10.2 One resident stated she has asked for help with the gardens and had been told help was not available. DG will look into this.
- 10.3 Dr RT expressed thanks and support and asked for an update on key worker allocations. Cllr KTS said the keyworker policy is being looked at.

10.4 Cllr KTS expressed thanks for people attending and referred to the Star Survey Results that are published in the next Housing Matters Article. Cllr KTS stated there is a lot more work to do and we do this in a transparent and open way. Cllr KTS asked people to contact them with any issues.

3.14	Eric Chatroux (EC) received an estimate for works in October 2017 and this was £13k. EC has now received a quote for £23K which has substantially increased. DG agreed to look into this individual query.	Directly raised with the resident.
9.1	JM raised concerns about cleaners not being available and smoking. DG advised that caretaking ended and this is being reviewed as part of the estate services review. OCS are contracted until 2021 and we are reviewing the contract. DG suggested this is brought to the next meeting.	This will be picked up under the estate service review work.
10.2	One resident stated she has asked for help with the gardens and had been told help was not available. DG will look into this.	Soil has now been delivered and assistance offered.