

Abbey Road Tenant Managed Co-operative Ltd

Bi-Annual Performance Review 3rd and 4th Quarters

Monitoring Inspection for 3rd and 4th quarters 2013-14

Introduction

Abbey Road Housing Co-Op is the Managing Agents, working on behalf of Camden Council in the provision of Housing Management Services to residents on Abbey Road Estate.

Francis Owusu-Sekyere – Estate Manager, Carol O'Shea - Administrator, and the Tenant Empowerment Officer, Kim Thompson met on 3rd June 2014 and went through the completed 3rd and 4th quarter Monitoring Returns describing Abbey Road Housing Co-op's performance over the six months. We also went through the Annual Reviews on Governance, Finance and Customer Services.

The previous monitoring inspection was held on 22nd October 2013 and the report was sent to the Vice-Chair, Lorraine Issac on 25th October 2013 for distributing to the full committee for consideration.

Summary of Performance

The TMO is continuing to provide good housing services to the residents particularly on repairs as the majority are completed prior to the target times, which is something the TMO should be relaying to their residents. The caretaking and cleaning has improved as they have recently employed a new Caretaker/Handyman and a part-time cleaner which will afford the company more flexibility with the service and help provide cover during annual leave and sick leave periods. The residential Caretaker and Caretaker/Handyman cover the Out-of-Hours service as they take turns each week to hold the emergency mobile phone and attend the emergency to establish if it is a TMO or Council responsibility and then contact either the Council or the appropriate TMO contractor to deal with the emergency if it is beyond their skills.

I am pleased to report that most of the Actions outlined in the Annual Review reports have now been implemented however there are still a number outstanding on the Governance report, which need the Management Committee to address such as completing the self-assessment Skills Analysis form and drawing up a Training Plan for committee members.

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Bi-Annual Review Meeting				PERFORMANCE			
Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA
Performance information report	P1	Did Housing Support receive monitoring returns from the TMO each quarter on time?	Yes – Both quarter were received on time.	Met	H	6/5.3	7/6.3 8/3.1
	P2	Have the returns been completed satisfactorily?	Yes	Met	M	6/5.3	7/6.3 8/3.1
Complaints Response Target 20 days	P3	Check how many Local Resolutions has the TMO had in the six month period	0	Met	L	7/1	8/1
	P4	Have any escalated to stage 2 or beyond?	N/a	Met	M	7/1	8/1
	P5	Is there any evidence that the TMO has not dealt with any complaint properly?	N/a	Met	H	7/1	8/1

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Bi-Annual Review Meeting				PERFORMANCE			
Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA
Caretaking	P6	Compare the performance of the TMO and the Council for the previous six months. How does the TMO's performance compare with Camden?	The TMO has recently employed a Caretaker/Handyman and part-time Cleaner who will complete their probationary period in October. Francis is happy with their progress so far and this staffing structure will provide more a more flexible Caretaking, Cleaning and minor repair service and help in covering annual leave and sick leave.	Met	L	7/1	8/1
	P7	If worse than Camden's, Is the TMO proposing to improve its performance?	N/A	Met	H	7/1	8/1

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Bi-Annual Review Meeting				PERFORMANCE			
Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA
Responsive repairs – Urgent repairs Target 24 hours 3 days 5 days	P8	Check the 6 month figure for the average time of urgent repairs completed within time limits. How does the TMO's performance compare with the Council?	The TMO managed to obtain 100% completed within or before target. The Out-of-Hours repairs are not currently recorded onto the Omni system and are kept separately in a repair book. Francis agreed to add these up manually and include them into the quarterly returns.	Met	H	7/1	8/1
	P9	If worse than Camden's, what is the TMO proposing to do to improve?	N/A	Met	H		
Responsive repairs – Average time to complete non-urgent repairs Target 20 days	P10	Check the figure for the average time of non - urgent repairs completed within time limits. How does the TMO's performance compare with LBC?	The TMO also performs really well on these repairs - all were completed within target of 20 days and the majority were completed within an average of 7 days	Met	H		
	P11	If worse than LBC's, what is the TMO proposing to do to improve?	N/A	Met	H	7/1	8/1

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Bi-Annual Review Meeting			PERFORMANCE					
Requirement	What to check		Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA
Voids Targets Minor = 31 days from keys rec'd to new tenancy date Major = 6 days from work completed to new tenancy date	P12	Has the TMO dealt with voids within a reasonable time taking into account the work required?	Yes – One of the two voids re-let was out of target due to the resident not speaking English and they had difficulty in contacting the resident's sister who was acting as their interpreter. KT advised Francis that he needs to complete a form when they have had to extend the tenancy start date and send this into the council.	To pull off the relevant form from Essentials and ensure staff are aware of the need to complete and return the form to the Council. Action Agreed YES/NO Responsible Officer Target Date.....	Partly Met	H	7/1	8/1
	P13	Is the viewing and letting process being followed?	Yes		Met	H		

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Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA
Grounds maintenance	P15	Compare the performance of the TMO and the Council for the previous six months. How does the TMO's performance compare with Camden?	The TMOs performance compares better to the council. There have been discussions around possible improvements on the planting but it was agreed to hold off this until the regeneration has been completed.	Met	L	7/1	8/1
	P16	If worse than Camden's, Is the TMO proposing to improve its performance?	N/A	Met	H	7/1	8/1
Notices	P17	Did LBC serve any notices on the TMO in the previous six months? Give brief details	No	Met	H		

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BI-ANNUAL PERFORMAMANCE Review Meeting

Summary

Risk	Number	Met	Partly Met	Not Met	Actions Agreed
High	11	10	1	0	
Medium	2	2	0	0	
Low	3	3	0	0	

Date of meeting: 3rd June 2014

Present at meeting:

Name

Kim Thompson
Francis Owusu-Sekyere
Carol O'Shea

Organisation

L B Camden
Abbey Road TMC Ltd
Abbey Road TMC Ltd

Role

Tenant Empowerment Officer
Estate Manager
Housing Officer

Completed by: Kim Thompson



Signature **Date** 3rd June 2014.....