

CUSTOMER SERVICES

| Requirement | What to check | Assessment | Action to be taken | Met Partly Not | Risk | 1994 MMA | 2005 MMA |
|-----------------|---------------|--|--|----------------------|------|-------------|----------------|
| Tenant handbook | CS1 | Has the TMO got a handbook for tenants and leaseholders? | Yes | Met | H | 5/11 | 1/12.1 1/S2 |
| | CS2 | Does the handbook contain the information required? | Yes | Met | M | 5/11 | 1/12.1 1/S2 |
| | CS3 | Is the handbook up to date? | Yes – The new handbook has been distributed and uploaded on line | Met | L | 5/11 | 1/12.1 1/S2 |
| Satisfaction | CS4 | Has the TMO done a satisfaction survey or has it got feedback in any other way from its customers? | Yes – the TMO conducted a satisfaction survey completed in July 2017. The results were very good and managed increase completed returns by 10%. Caretaking satisfaction levels were lower than previous year due to having to use temps so hoping satisfaction levels will improve in this years survey as invested in new machines and staff. | Met | H | Chap 1 | |
| TMO office | CS5 | Is the office well sign-posted on the estate? | The office will be moving in December 2018 and will ensure signage is clear | Met | L | | |

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|----------------------|---|------------|--------------------|----------------------|------|-------------|-------------|
| | CS6 Are the office opening hours advertised outside the office? | Yes | | Met | L | | |
| Out of hours service | CS7 Does the telephone service give clear information on who to contact for out-of hours emergencies? Check results of out of hours monitoring by LBC. | Yes | | Met | H | | |

| LBC Performance | | | | | | | |
|-----------------|---------------|------------|--------------------|----------------------|------|-------------|-------------|
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| | | LBC | | Performance | | | | |
|-------------|---------------|---|--|----------------------|------|-------------|-------------|--|
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| LBC | LBC 1 | Is LBC meeting its responsibilities under the MA? | Francis advised there has been improvements reporting repairs since he has met with Dave Warren the Repairs Manager. | | H | | | |
| | LBC 2 | If NO, please provide evidence and quoting MA reference | | | H | | | |
| | LBC 3 | Do you have any queries with LBC's Performance report? | No | | | | | |
| | LBC 4 | Would you like any extra support from LBC? | Not at the moment. | | | | | |

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| ANNUAL PERFORAMANCE Review Meeting | | | | | |
|------------------------------------|--------|-----|------------|---------|----------------|
| Summary | | | | | |
| Risk | Number | Met | Partly Met | Not Met | Actions Agreed |
| High | 5 | 5 | 0 | 0 | |
| Medium | 1 | 1 | 0 | 0 | |
| Low | 3 | 3 | 0 | 0 | |

Date of meeting: 1st May 2018

Present at meeting:

Name

Kim Thompson
Francis Owusu-Sekyere
Carol Shea

Organisation

London Borough of Camden
Abbey Road TMC Ltd
Abbey Road TMC Ltd

Role

Tenant Empowerment Officer
Estate Manager
Housing Officer

Completed by: Kim Thompson



Signature.....

Dated2nd May 2017