

# Abbey Road Tenant Managed Co-operative Ltd

## Bi-Annual Performance Review 3<sup>rd</sup> and 4<sup>th</sup> Quarters – 2017-18

### 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 and the Tenant Empowerment Officer, Kim Thompson met on 1<sup>st</sup> May 2018 and went through the completed 3<sup>rd</sup> and 4<sup>th</sup> quarter Monitoring Returns describing Abbey Road Housing Co-op's performance over the last six months, annual reviews on Governance, Finance and Customer service and 5 Year review updates. The previous 1<sup>st</sup> and 2<sup>nd</sup> quarter monitoring inspection was held on 24<sup>th</sup> October 2017 and the report was sent to the Chair, Lorraine Isaac on 20<sup>th</sup> November 2017 for distributing to the full committee for their consideration.

### Summary of Performance

Francis reported the TMO's repairs have been costly this year due to the difficulties they have had in recruiting a new Handyman following their previous employee leaving them without notice. They conducted a recruitment exercise in June on the Indeed website. They received 15 applications, 4 were short-listed. Their successful candidate was due to commence work on 8<sup>th</sup> July but he never turned up. The TMO offered the post to 2<sup>nd</sup> successful candidate but they left after their 1<sup>st</sup> day, Francis believed the person felt intimidated by the tower blocks. They offered the post to the 3<sup>rd</sup> candidate Remi who worked for the TMO for 3 months but didn't pass probation as he did not have plumbing skills. Francis has managed to organise an arrangement with a sub-contractor of Wates who is providing the TMO with a self-employed handyman for 12 hours per week.

The TMO also had some difficulties with caretaking staff but they have managed to recruit a new caretaker through the Indeed website and have invested in two new scrubbing machines suited to tower blocks and the cleaning standards have improved to a very high standard.

The TMO continues to receive high levels of satisfaction from their residents in their annual satisfaction surveys. The last one conducted in July 2017 shows they managed to increase the number of completed surveys by 10% to 33% of these 97% said they were satisfied overall on the services they receive from the TMO.

The TMO has been liaising with the council on the necessary fire safety works as the council have decided to do enhanced works to include installing fire alarms and filling the holes between properties left behind by better homes work, which will also help resolve the serious mice infestation in both towers.

I am pleased to report that all of the requirements in the bi-annual, annual and 5 year reviews continue to be met. Francis advised he is planning to review their current policies and procedures to check they reflect any changes in legislation and regulations and is going to begin with the new Data Protection regulations commencing on 25<sup>th</sup> May 2018.

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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 quarters were received before the deadline.		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 complaints were received during the 3 <sup>rd</sup> and 4 <sup>th</sup> quarters		Met	L	7/1 8/1
	P4	Have any escalated to stage 2 or beyond?	No		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
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's performance is better than the council. They have managed to resolve their caretaking staffing levels and invested in two new scrubbing machines which has bought the standards up to a high level.		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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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 on all urgent repairs and 97% were completed right 1 <sup>st</sup> time.		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?	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
Voids Targets 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 – There were 3 major voids re-let during 3 <sup>rd</sup> and 4 <sup>th</sup> quarters. None were let within target of 6 days but this was not the fault of the TMO		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.		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	11	0	0	
Medium	2	2	0	0	
Low	3	3	0	0	

**Date of meeting:** 1<sup>st</sup> May 2018

**Present at meeting:**

<b>Name</b>	<b>Organisation</b>	<b>Role</b>
Kim Thompson	L B Camden	Tenant Empowerment Officer
Francis Owusu-Sekyere	Abbey Road TMC Ltd	Estate Manager

**Completed by:** Kim Thompson



**Signature** ..... **Date** .....2<sup>nd</sup> May 2018.....