

Bi-Annual Performance Review

Abbey Road Tenant Managed Co-operative Limited

Monitoring Inspection for 1st and 2nd quarters 2014-15

April – June 2014

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 28th October 2014 and went through the completed 1st and 2nd quarter Monitoring Returns describing Abbey Road Housing Co-op's performance for the 1st and 2nd quarters 2014-15. We also went through the recommendations outlined in Abbey Road's 5 Year Review to establish which ones have been implemented and still outstanding.

The previous monitoring inspection was held on 3rd June and the report was sent to the Vice-Chair, Lorrain Issac on 5th June 2014 for distributing to the full committee.

Summary of Performance

I was very impressed with the changes to their caretaking and repair services the Estate Manager and Management Committee have put in place since April 2014. They restructured the caretaking team by replacing one of the residential caretakers with a caretaker/handyman, increased their weekly hours from 35 to 37.5 providing an extra 5 hours of caretaking services on Saturdays and they employed a part-time cleaner working three days a week one being Sunday therefore residents now receive a caretaking services 7 days a week. The restructure has also improved their repair service as the Caretaker/Handyman spends approximately one third of his working week on repairs which has flexibility to allow for emergencies and lives locally so can attend and deal with out-of-hours emergencies within 20 minutes. He is very skilled so can carry out the majority of repairs therefore reducing the organisation's cost on contractors and is also training the residential caretaker to carry out some minor repairs. All the repairs have been completed within target and majority of these are being completed before target therefore providing great value for money.

I am pleased to report the TMO have met all the targets in their bi-annual monitoring and have implemented all but 2 recommendations outlined in the 5 Year Review report. Francis has sourced a government training course on Equalities and Diversity for staff members and three committee members which is free and kindly agreed to forward the information onto other TMOs.

Their AGM was held within target on 17th September and was well attended, 15 members were elected onto the committee and the annual continuation vote was carried unanimously. Their Annual Report was distributed to residents and presented at the AGM. It was informative, outlined achievements and objectives for coming years plus a comparison of satisfaction levels between the TMO and the Council which showed the TMO's levels were higher than those of the council.

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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 – except for the finance information for quarter 2 which Francis provided on the day		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	1 x Members Enquiry during 1 st quarter. and 1 x Local Resolution during 2 nd quarter. Both were responded to within target.		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?	No – the Local Resolution response was in-depth clear and advises the complainant why their complaint was not upheld.		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	
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 improved service further since April as the previous residential caretaker was let go and they have employed a caretaker/handyman and a part-time cleaner providing 7 day a week caretaking service.		L	7/1	8/1	
	P7	If worse than Camden's, Is the TMO proposing to improve its performance?	N/A		H	7/1	8/1	
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 continues to obtain 100% of their repairs completed within target and the majority are still being completed before target and right 1 st time as the TMO is now storing supplies on site which saves having to order parts.		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	
	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 has always performed really well on these repairs but have managed to improve further since employing a local handyman as they previously completed the 20 day repairs within an average of 13.12 days but last two quarters have reduced this to 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 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		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	
	P13	Is the viewing and letting process being followed?	Yes – 5 voids were let during the 2 nd quarter 3 were let within target 2 were 3 days over – 1 was due to the TMOs new server being installed and there was a delay before the TMO could access the Council's tenancy agreement. The other was late because the Council couldn't find the details of the new tenant and delays on verification.		Met	H		
Grounds maintenance	P14	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
	P19	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	
Notices	P20 Did LBC serve any notices on the TMO in the previous six months? Give brief details	No		Met	H			

Bi-Annual Monitoring and Development Meeting			GOVERNANCE					
Requirement	What to check	Assessment	Action	Met Partly Not	Risk	1994 MMA	2005 MMA	
AGM	G1 Was an AGM held within the time limit in the TMO's rules?	Yes – the AGM was held on 17 th September which is within the six month period after the end of year		Met	H			
	G2 Was the AGM properly advertised to all TMO members and sufficient notice given?	Yes		Met	H			
	G3 Were elections held according to the TMO's rules?	Yes		Met	H			
	G4 Was a decision to continue the TMO taken at the AGM?	Yes – this was carried unanimously		Met	M		1/17	

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Bi- Annual FINANCE Review Meeting								
Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA	
Financial reports to committee	F1	Has the committee received a fully completed financial information report each quarter?	Yes		Met	H	4/5.3	5/5.3b
	F2	Have you received these at least once a quarter?	Yes		Met	H	6/5.3	7/6.3 8/3.1
	F3	Do the reports give sufficient information for the committee to manage the TMO's finances?	Yes	The Estate Manager produces quarterly reports for the MC and attaches the latest finance report from the book-keeper. His reports outlines the reasons why certain budgets heads are under or over spent and forecasts whether the amounts in the budget heads will be enough to cover the annual expenditure.	Met	M		
	F4	Is spend within budget?	Yes		Met	H	1/19.2	1/20.2
	F5	Are financial decisions recorded in the minutes of its meetings?	Yes		Met	H		

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Bi- Annual FINANCE Review Meeting									
Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA		
Leasehold service charges	F6	Did the TMO provide estimated service charges on time and in the correct format?	Yes		Met	M	3/7.2	4/1.2	4/3.2
	F7	Did the TMO provide actual service charges on time and in the correct format?	Yes		Met	M	3/7.2	4/1.2	4/3.2
Annual accounts	F8	Have the accounts been audited in time?	Yes		Met	H	4/5.3	5/5.3c	
	F9	Are current assets greater than current liabilities (Is the liquidity ratio greater than 1)?	Yes		Met	H			
	F10	Do the accounts show the surplus funds?	Yes		Met	M			
Reserves	F11	Do the accounts show the reserve funds?	Yes		Met	M	4/9.1d	5/8/1	5/10.1d
	F12	Has the TMO's auditor certified the reserve fund is adequate?	Yes		Met	M	4/8.2	5/8.1	
Auditor's management letter	F13	Has the letter been provided in time?	Yes		Met	M	4/5.3d	5/5.3d	

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Requirement	What to check	Assessment	Action to be taken	Met Partly Not	Risk	1994 MMA	2005 MMA		
	F14	Has the TMO fulfilled the Auditors recommendations?	Yes – The Auditors did not provide a Management letter as they had no recommendations to make to the TMO	Met	H				
	F15	Has the committee considered these recommendations? Check minutes	Not applicable	Met	M				

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BI-ANNUAL PERFORAMANCE Review Meeting

Summary

Risk	Number	Met	Partly Met	Not Met	Actions Agreed
High	20	20	0	0	
Medium	11	11	0	0	
Low	3	3	0	0	

Date of meeting: 28th October 2014

Present at meeting:

Name

Kim Thompson

Francis Owusu-Sekyere

Organisation

L B Camden

Abbey Road TMC Ltd

Role

Tenant Empowerment Officer

Estate Manager

Completed by: Kim Thompson



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Signature	Date29 th October 2014.....
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