

**TENANTS' AND LEASEHOLDERS'  
CONSULTATIVE FORUM (EXTRAORDINARY)****9 JANUARY 2008**

Chairman: \* Councillor Mrs Camilla Bath

Councillors: \* Don Billson  
\* Bob Currie

\* Phillip O'Dell

\* Denotes Member present

[Note: Councillor Susan Hall also attended this meeting to speak on the item indicated at Minute 108 below].

**Tenants' and Leaseholders' Representatives**

Representatives from the following Associations were in attendance:

Brookside Close Tenants' and Residents' Association  
Eastcote Lane Tenants' and Residents' Association  
Weald Tenants' and Residents' Association

In total 6 Tenants/Representatives attended.

**PART I - RECOMMENDATIONS - NIL****PART II - MINUTES**103. **Attendance by Reserve Members:****RESOLVED:** To note that there were no Reserve Members in attendance at this meeting.104. **Declarations of Interest:****RESOLVED:** To note that the following interests were declared:

- (i) Agenda Item 6 – Kier Contract – Performance Issues on the Brookside Close, Eastcote Lane and Weald estates  
Councillor Bob Currie declared a personal interest in that he attended monthly meetings of Brookside Close Tenants' and Residents' Association and Eastcote Lane Tenants' and Residents' Association. Accordingly, he would remain in the room when this item was discussed.

105. **Arrangement of Agenda:****RESOLVED:** That (1) in accordance with the Local Government (Access to Information) Act 1985, the following report be admitted to the meeting by virtue of the special circumstances and grounds for urgency stated below:

<u>Item</u>	<u>Special Circumstances / Gounds for Urgency</u>
6. Kier Contract – Performance issues on the Brookside Close, Eastcote Lane and Weald estates.	The answers to the questions which Tenants' and Residents' Associations raised in advance of the meeting were tabled as they were not available when the agenda was distributed. Members were asked to consider the information as a matter of urgency in order to have an informed discussion.

(2) all items be considered with the press and public present.

106. **Minutes:****RESOLVED:** That the minutes of the meeting held on 29 October 2007 be deferred until the next ordinary meeting of the Forum.

107. **Deputations:**

**RESOLVED:** To note that no deputations were received at this meeting under the provisions of Advisory Panel and Consultative Forum Procedure Rule 15 (Part 4E of the Constitution).

108. **Kier Contract - Performance issues on the Brookside Close, Eastcote Lane and Weald estates:**

It was noted that the extraordinary meeting of the Forum had been called further to a request under paragraph 5 of the Forum's Terms of Reference to discuss the Performance Issues regarding the Kier contract on Brookside Close, Eastcote Lane and Weald estates.

At the request of the Chairman, all attendees introduced themselves.

A representative from Kier stated that he understood that there had been problems with the service provided to residents by Kier. The representative stated that Kier valued input from representatives of Tenants' and Residents' Associations. He noted that a dedicated Director and an improvement management team would be put in place in order to ensure the effective delivery of the Decent Homes Programme and to deliver an effective response maintenance service. The representative reported that he had met a number of residents and that Kier understood that the company needed to 'listen and learn' from residents.

Tenants' and Residents' Associations had been asked in advance of the meeting to submit questions regarding the performance of Kier on Brookside Close, Eastcote Lane and Weald estates. The answers to the questions were tabled at the meeting.

In response to questions raised by Members of the Forum, the representatives from Kier confirmed that:

- both long-term and short-term staff were employed to deliver the Decent Homes Scheme;
- continuity of work and management was required;
- communication both between Tenants and Kier and within Kier needed to be improved;
- full health and safety training was given to all staff employed by Kier as part of formal induction;
- there was a dedicated warehouse in Hayes to provide the appropriate materials for the delivery of the Decent Homes Works;
- complaints were logged, dealt with and monitored by Kier. This included complaints from residents who did not have access to an active Tenant' and Resident' Association;
- the Council were working closely with Kier to make improvements;
- properties would be visited twice a day by Resident Liaison Officers (RLOs), as part of quality control measures. RLOs would be easily contactable;
- Kier would ensure that ordered materials and the dimensions of components were correct.

The Portfolio Holder for Environment Services apologised to all those present at the meeting for Kier's performance in relation to the delivery of the Decent Homes Works. She confirmed that a change of management had taken place and that issues were being addressed. In response to a question by a Tenant, the Portfolio Holder confirmed that the new employees hired were 'deeply rooted Kier people.'

An officer stated that the service that tenants had received was not of an acceptable standard and that service delivery would be improved. In response to a question by a Member, the officer also confirmed that there would be no more 'cold calling' of residents.

A Member expressed concern about the performance of Kier. Another Member acknowledged the apology given at the meeting and noted that action was being taken by both Kier and the Council to manage performance.

The Chairman thanked all for attending the meeting.

**RESOLVED:** That (1) the above be noted;

(2) the Chairman and Vice-Chairman of the Forum, the Portfolio Holder for Environment Services and the Divisional Director (Housing) be kept informed by the management of Kier regarding the progress in the delivery of the Decent Homes Scheme.

(Note: The meeting having commenced at 6.31 pm, closed at 7.33 pm)

(Signed) COUNCILLOR CAMILLA BATH  
Chairman