

Mystery Shopping, then they should contact her on 0207-926-3836. There will be training provided for those who are interested in taking part in the Mystery Shopping. **JL** asked if training could not take place on a Saturday as she was unavailable.

- 4.2. **DU** asked if the TMOs would receive a copy of the finalised Self Assessment Document. He was assured that all TMOs will get a copy.

Action: TMOs to receive copy of Self Assessment Document. TMU to send to Chairs.

- 4.3. **MD** asked if the inspectors will use the TMOs experiences as a test of the service. **RN** said that we had not yet been informed of the names of all the inspectors and so we don't know which areas they will be focusing on. Some inspectors understand the role of TMOs better than others. **MB** pointed out that the inspectors need to be clear about the difference in the service provided by a TMO and the service as provided by LBL.
- 4.4. **RN** offered to brief TMO Chairs separately and to keep coming to these meetings and to TMO Managers Meeting as and when requested.

5. TALMO - Mark Browne.

- 5.1. **MB** tabled some explanatory papers and informed the meeting that he was there to answer questions concerning the TALMO and its progress.
- 5.2. **PL** asked how was the Capital Money to be allocated and who would control how it was spent. **MB** explained that the money would go to the TALMO Board and they would control it.
- 5.3. **PL** asked how many units will need to be brought up to the Decent Homes standard. **MB** said that this was currently based on the Road Map and the Stock Condition Survey, which has many inaccuracies in it, and so almost all of the properties within the TALMO are included. **MB** noted that the Road Map was drawn up prior to the TALMO proposal, Myatts Field's PFI and the Stockwell Park transfer, there needs to be a new Road Map. TALMO members have been promised that the Road Map will be revisited and that this will take place soon. **MB** urged non TALMO TMOs to work collectively to ensure that they were part of this process.
- 5.4. **DU** pointed out that Holland Town had opted out of the original process and wanted some assurance that they will be included in any revisiting exercise. He also asked where non TALMO TMOs stand in relation to LBL's plans for Decent Homes?
- 5.5. **PL** asked how work on the TALMO was currently resourced and **MB** explained that there was 1 manager and two officers and one part time admin assistant. This is financed by LBL Regeneration section.
- 5.6. **MB** pointed out that the key to the TALMO's success will be the formation of the board and who gets on the board. **AH** pointed out that board members will be on the board on the basis of representing the TALMO and not their individual TMO.

6. Performance Standards - Gerard Caulker.

- 6.1 GC** presented the Performance Standards for TMO's. These are presented and agreed annually and are a mixture of National and Lambeth targets. They should be taken back to the individual TMOs, discussed and adopted formally.
- 6.2 GC** pointed out that not all of the standards and targets concern Housing Management Performance, there are many around Governance issues.
- 6.3** Financial Returns, these should be submitted quarterly and the TMO section have a toolkit to assist any TMO having difficulties in this area. We need to see Annual Accounts and any attendant Management letter. The TMOs should have robust Financial Procedures and controls. These were highlighted by the last Price Waterhouse review.

Human Resources/Personnel matters. This is a real high risk area for TMOs and LBL is planning to organise a Training day on Staff management issues.

- 6.4. DU** raised the idea of Chairs being circulated with copies of the Performance Digest. This would enable TMO committees to have an independent check on the figures provided to them by staff. This was agreed. **GC** to arrange.

Action: Performance Digest to be circulated to TMO Chairs. TMU to facilitate.

- 6.5. GC** asked that the members present formally accept the standards. This was agreed.

7. New Modular Management Agreement.

The ODPM will be officially launching the new agreement on October 18th. **GC** pointed out that the process of re-negotiation would be a chance to revisit problem issues. LBL wanted to encourage all TMOs to go over to the new agreement.

MB raised the idea that TMOs could use this opportunity to investigate the taking on of Major Repairs Allowance.

8. Tenants Conference.

GC announced that the next Tenants Conference will be on the 19th November at Kings College in Waterloo. We have invited Yvette Cooper ,the new Housing Minister to speak, and Alan Benson from the GLA will speak about the London Plan. TMO invites were sent out today, and TMOs are urged to respond as quickly as possible. For the last conference there were more tenants who wanted to attend than places, so a quick response is needed to ensure your place.

9. Future Agenda Items.

TMO Members Forum Terms of Reference; Delegated Budgets, ASBOs and Nuisance. **GC** to get Anthony Millinship to attend next meeting.

Action: TMU to invite Anthony Millinship to next meeting.

Meeting Closed 9.15pm