

Performance Sub-Committee Meeting
Wednesday 21st February 2024, 5:30pm.

Attendees:

John Lynch (JL)	JMB Vice-Chair, Director of Crosby, Lockyer and Hamilton TRA
Peter Skelton (PS)	Director, Lawson TRA
Jean Davies (JD)	Resident, Bermondsey St
David Oakley (DO)	Resident, Bermondsey St
Andrew Furtek (AF)	JMB CEO
Igor Novokreshchenov (IN)	Resident Engagement and Board Support Officer

Apologies: Christine Parsons / Clive Shaw / Nick Pandey.

Minute-taker: Igor Novokreshchenov.

1	Chair's welcome Chair opened the meeting and took apologies.	
2.	Agree minutes of the last meeting N/A.	
3	Matters arising N/A.	
4	Performance Report – Quarter 3 (by Andrew Furtek)	
4.1	<p>1. Summary</p> <p>AF informed the attendees that he is working at the ways to improve the quality of the reports. Going forward, the JMB will be looking to set Key Performance Indicator (KPI) targets for key services for the coming financial year, to be approved by the Board at the March meeting. AF asked his team to set up challenging but deliverable targets.</p> <p>Currently, the JMB compares its performance to that of Southwark Council. AF seeks to change it, starting from April 2024, by joining a benchmarking organisation where performance indicators are compared with those of similar-sized London-based organisations (up to 5000 houses) operating within the same field.</p> <p>In particular, AF would be seeking to join Housemark which caters to housing organisations that manage more than a 1000 homes (another organisation, Acuity Benchmarking, caters to housing organisations that manage fewer than a 1000) – and of which Southwark is already a member.</p> <p>2. Building Safety</p>	<p>Action: AF to prepare and present to the JMB Board Meeting in March KPI targets for approval.</p>

<p>JL asked what a “PIB box” is. AF explained that the acronym stands for “Personal Information Box” in a high rise block, containing floor plan and other relevant information for the Fire Brigade to be aware of to facilitate a speedy evacuation in case of emergency.</p> <p>JMB staff are currently working on completing the Personal Emergency Evacuation Plans (PEEPs) for all vulnerable residents, which upon completion will be stored in the PIBs.</p> <p>Fire Risk Assessments (FRAs) are up-to-date.</p> <p>JMB is working with Southwark to complete Building Safety Case Reports for the high-rise blocks. Type 4 Risk Assessments – timeline for completion is being discussed with the council.</p> <p>A programme for installing LD2 Fire Alarms and completing electrical inspection in all the high-rises has been put together: Simla and Burwash already done, works in Symington, Nashe and Peveril to commence shortly.</p> <p>Secured by Design have been approached to look at the security situation in Symington house.</p> <p>3. Southwark-generated Fire Risk Assessments.</p> <p>JD asked why Mendham house is not on the list while Archdale House is: the two are neighbouring blocks with very similar issues. AF explained that an assessment of Mendham by the Southwark has not revealed any issues, consequently excluding it from the list.</p> <p>4. Mandatory gas checks</p> <p>AF expects the JMB to be 100% compliant in that regard – which it currently isn’t as there are 4 homes that do not have a valid gas safety certificate (LGSR) because the JMB staff are not permitted entry by the residents of those homes. The JMB is looking at taking a legal action to gain access, with the costs recharged to the residents involved. The target is that the JMB is 100% compliant by the 31 March 2024. To support this the JMB has brought forward all servicing planned for March to February.</p> <p>JD asked if leaseholders are being checked in the same manner. AF explained that as per the current legislation the JMB has no right to either enter or demand entry to a leaseholder’s home. Leaseholders are not legally obligated to provide the up-to-date gas safety certificate to their landlords.</p> <p>5. Voids</p> <p>Average JMB void turnaround is 223 days which is below expected turnaround but has improved in the last quarter. AF asked staff to focus on re-letting all outstanding voids before the start of the new financial year. Starting from April 2024, AF will be</p>	
--	--

	<p>looking at having a void turnaround within 20-30 days, which will be a KPI target monitored by the Sub-Committee. Good communication with the council on this is a priority. Instead of expected three nominations for a void, the JMB currently has only one at a time. AF is looking at options to change this to having three council nominations, which will significantly shorten the voids turnaround time.</p> <p>PS asked how many voids are outstanding. AF replied that he does not have exact figure but his estimate is 12.</p>	
5	<p>Terms of Reference Review</p> <p>As per the Board decision last year not to extend the right of attendance to non-residents, the committee agrees to have the "Membership" section of the ToR edited accordingly.</p>	
6	<p>Any Other Business</p> <p>N/A</p>	

Next meeting: Wednesday 7th August, 5:30pm.