

### Outstanding and Completed Action Points - Supplemental Paper

No	Date Raised	Action	Responsibility	Original Due Date	Current Due Date	Progress
30	01/09/2025 (Minute 4c, para 2)	<b>2026/27 Budget:</b> There was some discussion on the whether the Reporting Committee should be responsible for the 2026/27 budget. It was noted that this had been agreed in November 2024, with the Reporting Committee timetable presented to the RCC in the relevant report. It was agreed that this matter should be discussed at the next Reporting Committee meeting, with any queries brought to the next RCC meeting.	D Sanders (Via RepCom)	03-Nov-25	Proposed Closed	29/10: At its meeting on 10 September 2025, the Reporting Committee agreed that the best way forward was to review the 2026/27 budget jointly with the Service Charge Working Party. Proposed Closed
31	01/09/2025 (Minute 5, para 5)	<b>Independent procurement review:</b> A Member was concerned as to the scope of the planned independent review of the procurement exercise and suggested that Chigwell should be approached as part of this review. The Director agreed that finding out what had gone wrong was important and noted that the terms of reference of the review would be brought to the Major Works Programme Board before being finalised	D Sanders (via MWPB)	30-Nov-25	30-Nov-25	29/10: The Director has reached out to Chigwell Director and is awaiting a response.
32	01/09/2025 (Minute 5, para 5)	<b>Experience:</b> The Member also asked about the experience of the officers who would be managing the in-house team. The Director [...] advised that fellow officers within the BEO were well experienced in the industry. He agreed to provide details in the next report.	D Sanders	03-Nov-25	Proposed Closed	29/10: The RCC's role is to provide resident feedback and input on service standards, performance outcomes, and community impact, rather than to review or discuss the employment details of specific staff members.  The Director has confirmed that the officers within the BEO are experienced and appropriately qualified to deliver the service. General assurance on staffing capability can be provided through future performance reviews of the service, but individual employment details cannot be shared for confidentiality and governance reasons. Proposed Closed.

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33	01/09/2025 (Minute 5, para 6)	<b>Second bidder:</b> A Member asked if there was any option to consider the second bidder and if there was any risk of a challenge from other bidders involved in the procurement process. The Director advised that he had asked his legal and procurement colleagues about this and would provide the Committee with further clarity on the options and the risk of a challenge.	D Sanders	03-Nov-25	Proposed Closed	29/10: We can confirm legal and procurement colleagues have advised we should not be challenged on process from second bidders following the in-house course of action as it is a fundamentally different proposal not a direct award. Proposed Closed
34	01/09/2025 (Minute 5, para 7)	<b>Private, non-service charge work:</b> In response to a question from a Member the Director [...] agreed that there needed to be a clear distinction between leasehold and freehold matters, and clarity as to whether the team would be able to undertake private, non-service charge, work. This would be investigated in the further work to refine the implementation plans.	D Sanders (via MWPB)	31-Mar-26	31-Mar-26	29/10: This investigation is ongoing.
35	01/09/2025 (Minute 5, para 12)	<b>Specialist work and equipment:</b> The Director confirmed that the specialist works and risk contingency had been informed by data available, but would be analysed in more detail in a future iteration. [...] He also agreed to give further consideration as to what equipment the BEO could have in store and what should be hired when needed.	D Sanders (via MWPB)	31-Mar-26	31-Mar-26	29/10: We will provide more detail in phase 2 plans.
36	01/09/2025 (Minute 5, para 13)	<b>Risk register:</b> The Deputy Chair raised some points regarding additions to the risk register, together with mitigations, including those that had already been discussed. She noted that HR had not provided appropriate, helpful or consistent support in previous BEO reorganisations. Also, the risk register should reflect that the BEO had not had particularly good experiences when implementing IT projects, the potential for loss of corporate knowledge and the risk of loss of staff or the inability to attract staff of the appropriate calibre due to the City Corporation remuneration structure.	D Sanders (via MWPB)	30-Nov-25	30-Nov-25	29/10: This has been noted and will form part of our risk register noting improvements have been made within the internal HR function.

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37	01/09/2025 (Minute 5, para 19)	<b>Bunyan Court car park:</b> A Member raised concerns about the Bunyan Court car park welfare area, which added to routine traffic through common areas of the blocks served by the car park. The transport of materials, tools and equipment to the rest of the estate may cause damage. The Committee was advised that officers had discussed the workshop at Bunyan Court but this would need to be reviewed further.	D Sanders (via MWPB)	31-Mar-26	31-Mar-26	29/10: This review is ongoing.
38	01/09/2025 (Minute 7, para 2)	<b>Service charge leaseholder updates:</b> The Director advised that some comments had been received from residents in relation to the figures listed in the report. [...] He asked for residents to provide comments to RCC representatives by Friday 12 September.	D Sanders	03-Nov-25	Proposed Closed	29/10: Responses were received are superseded by our report in the agenda pack. Proposed Closed
39	01/09/2025 (Minute 7, para 4)	<b>SCWP review:</b> A Member noted that the Service Charge Working Party (SCWP) had not had the opportunity to review the report or the 2025/26 figures. She recommended that the SCWP should review the report before it was circulated to residents. The Director agreed to this review.	D Sanders (via SCWP)	03-Nov-25	03-Nov-25	29/10: This meeting is scheduled for early November.
40	01/09/2025 (Minute 7, para 6)	<b>Service charge audit:</b> In respect of the service charge audit, a Member asked when the process would be concluded. The Director advised that the audit would be conducted on an annual basis and the appointment of an auditor was on the agenda for the next SCWP meeting. Once completed, the results of the audit would be shared.	D Sanders (via RepCom / SCWP)	31-Mar-26	31-Mar-26	29/10: Terms of reference were agreed with the SCWP and will be presented at the next RCC.
41	01/09/2025 (Minute 7, para 7)	<b>Organisational chart:</b> A Member asked to receive an organisation chart and the Director confirmed that this was on the agenda for the next Reporting Committee meeting and would be provided to the Committee in due course.	D Sanders (via RepCom)	03-Nov-25	Proposed Closed	29/10: At its meeting on 15 October 2025, the Reporting Committee considered the organisation chart and proposed amendments. The organisation chart has been provided as a supplemental document. Proposed Closed
42	01/09/2025 (Minute 8, para 6)	<b>Terrace lifts report:</b> A Member asked for the Terrace Lifts report to be included in the action tracker, given that it had not yet been provided to the RCC.	D Sanders (via MWPB)	03-Nov-25	28-Feb-26	29/10: This will be provided in February with an oral update from the Director in November.

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43	01/09/2025 (Minute 10, para 3)	<b>MWPB reports:</b> The Planned Preventative Maintenance Programme, Contracts Matrix and Capital Expenditure Plan had been submitted to the MWPB for consideration at their next meeting and these documents would be available at the next RCC meeting.	D Sanders (via MWPB)	03-Nov-25	Proposed Closed	29/10: At its meeting on 1 October 2025, the Major Works Programme Board considered these documents and proposed amendments. These documents are in the pack and an updated version will be available at the meeting on the screen. Proposed Closed