

KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE

**TUESDAY, 13 SEPTEMBER 2022 AT 6.30 PM
REMOTE MEETING VIA ZOOM**

Enquiries to: Rebecca Taylor, Committee Services
E-Mail: Rebecca.Taylor@camden.gov.uk
Telephone: 020 7974 8177 (Text phone prefix 18001)
Fax No: 020 7974 5921

CHAIR

Derek Jarman (Kennistoun, Willingham, Rosemary & Margaret TA)

VICE CHAIRS

**Momota Khatoon, St Pancras Way Estate TRA
Jane McWilliams, Brookfield TRA**

A full list of voting DMC members and substitutes is set out at Item 2.

COUNCILLOR OBSERVERS

**Councillors Meric Apak (L), Camron Aref-Adib (L), Richard Cotton (L),
Sylvia McNamara (L), Andrew Parkinson (C), James Slater (L) and
Anna Wright (L)**

Please note that all DMCs should aim to complete their business within 3 hours from when the meeting starts, and DMC Chairs will seek to ensure that the agenda for the meeting is completed within this timeframe. However, if the meeting has not ended after 3 hours Council officers still in attendance will leave the meeting. The DMC may, if it wishes, continue its meeting informally without council officer attendance.

Issued on: Tuesday, 30 August 2022

KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE

13 SEPTEMBER 2022

AGENDA

1. REMOTE MEETING

That the Chair be allowed to hold the meeting remotely.

2. REGISTRATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS AND CO-OPTION OF TENANT REPRESENTATIVES

(Pages 7 - 10)

Appendix A lists those Tenants' and Residents' Associations (TRAs), which have satisfactorily completed the registration process at the date of despatch of this agenda. It gives details of the representatives of those Associations to be co-opted onto the DMC, in accordance with the constitution, together with the names of the substitutes.

Appendix B lists those TRAs whose registrations have lapsed. If a TRA wishes to register it must hold an Annual General Meeting (AGM), open to all members, once a year (with an independent observer in attendance). The minutes must be sent to the Tenant Participation Team together with a membership list and a completed registered form.

3. APOLOGIES

4. ANNOUNCEMENTS

5. DECLARATIONS OF INTEREST

6. NOTIFICATIONS OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT

7. MINUTES

(Pages 11 - 20)

To approve and sign the minutes of the meeting of the Kentish Town District Management Committee held on 14th June 2022.

- 8. KENTISH TOWN ACTION POINTS UPDATE** (Pages 21 - 36)
- The DMC is asked to note the progress of the action points arising from the previous meeting.
- 9. HOUSING SERVICES CONSOLIDATED REPORT** (Pages 37 - 94)
- Report of the Director of Housing Management and the Director of Property Services.
- The DMC is asked to discuss and comment on the sections of the consolidated report that are of particular interest to members during the meeting.
- The September consolidated Housing Services report was compiled following feedback from DMC members at recent meetings and arising from specific requests from DMC chairs during their April agenda setting with the Cabinet Member. It includes Housing Management & Property Services performance and other requested reports.
- 10. KENTISH TOWN DMC BUDGET REPORT** (Pages 95 - 96)
- Report of the Head of Tenancy Services.
- In line with the DMC funding guidelines, TRAs will be asked to provide an update to the meeting regarding the progress of agreed bids, including an update on the associated spend. TRAs are invited to circulate any relevant information in advance through the clerk.
- TRAs are encouraged to submit bids as soon as possible, so they can be properly assessed and prepared by officers, ready for submission to the DMC. TRAs are reminded that verbal bids cannot be accepted at DMC meetings as, in line with the guidelines, officers need to be able to assess bids before passing them to the DMC.
- For more information on DMC bids, please see our webpages: www.camden.gov.uk/dmcbids.
- 11. KENTISH TOWN INFORMATION REPORT** (Pages 97 - 98)
- 12. HOUSING OMBUDSMAN COMPLAINTS - DMC CHAIRS UPDATE** (Pages 99 - 100)
- To consider the paper from the DMC Chairs which provides an update regarding their proposals for the Housing Ombudsman handling Code 2022.

13. UPDATE FROM THE CABINET MEMBER FOR BETTER HOMES

(Pages 101 -
106)

Report of the Cabinet Member for Better Homes

To receive an update on housing issues in the Borough.

14. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

The date of the next meeting will be Tuesday, 29 November 2022 at 6.30 pm.

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Kentish Town Appendix A

The Reports show all currently registered Tenants' and Residents' Associations as at:

30th August 2022

An updated listing will be prepared for the actual DMC meeting, and presented on the evening, by either the Tenant Participation Service or by the Committee Services officer.

Association Name	DMC Member	DMC SUB	Last recognised AGM
Brookfield TRA	Costa Costa	Ms Jane McWilliams	02/11/2021
Camden Square TRAs	Ewa Cobel	John Cowley	07/09/2021
Carrol Close & Sanderson Close TRA	Sophie Rodger	Barbara Daniel	15/11/2021
Camden Association of Street Properties	Petra Dando	Andrew Pierce	27/05/2022
Highgate Newtown Street Properties	Shezan Renny		15/07/2021
Holly Lodge Residents Association	Mr Joshua Cedar Steve Barton	Ms Grace Livingstone	29/09/2021
Ingestre Road Tenants Association	Mr J Loughran	Mrs Helen Duff	03/09/2021
Kenbrook House TRA*	Abu Nasser	John Legg	08/09/2021
Kennistoun, Willingham, Rosemary & Margaret TA	Mr D Jarman	Mr John Webb	28/07/2021
Leighton Crescent TRA	Ms Jane Hickson	Miss Emma Chimonidou	27/08/2021
Lissenden Gardens Tenants Association	Ms Helen Jack	Sarah Wallis	24/03/2021
Maiden Lane Estate TRA	Mrs Pauline Stafford Ms Joanna Hill		03/08/2022
St Pancras Way Est TRA	Mrs Momota Khatun		14/07/2021
Peckwater Estate Tenants Association	Mrs June Dodds		09/09/2021
Raglan Estate TRA	Louis Loizou	Shah Daber	23/11/2021

**Rochester Road Estate
Residents Association**

Ms Sue Robertson

Ms Kashmira Lad

07/09/2021

Una House TRA

Hazel Saunders

18/11/2021

Whittington TRA

Runa Begum Miah

Victoria Jago

09/06/2022

Kentish Town Appendix B

The Reports show all currently registered Tenants' and Residents' Associations as at:

30th August 2022

B listed TRAs are those who have not had a recognised AGM within 15 months of their previous ones. In 2020 we gave them a year's grace because of the pandemic. After 18 months they drop off the list altogether (very rare)

Association Name	DMC Member	DMC SUB	Last recognised AGM
Durdans House TRA	Ms Christina Gordon	Mr Craig Duncan	21/11/2018
Highgate Road TRA	Miss Katherine Bourn		25/03/2019

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THE LONDON BOROUGH OF CAMDEN

At a meeting of the **KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE** held on **TUESDAY, 14TH JUNE, 2022** at 6.30 pm in the Remote meeting via Zoom

REGISTERED DMC MEMBERS PRESENT

Derek Jarman (Chair)	Kennistoun & Willingham TRA
Momota Khatun (Vice-Chair)	St Pancras Way Estate TRA
Jane McWilliams (Vice-Chair)	Brookfield Estate TRA
Steve Barton	Holly Lodge TRA
Costa Costa	Brookfield Estate TRA
John Cowley	Camden Square TRAs
Petra Dando	Camden Association of Street Properties
June Dodds	Peckwater Estate Tenants Association
Helen Duff	Ingestre Road Tenants Association
Jane Hickson	Leighton Crescent TRA
Helen Jack	Lissenden Gardens Tenants Association
Andrew Peirce (sub)	Camden Association of Street Properties
Hazel Saunders	Una House TRA
John Webb (sub)	Kennistoun & Willingham TRA

OTHER RESIDENTS PRESENT

Joanna Hill	Maiden Lane TRA
Pauline Stafford	Maiden Lane TRA

COUNCILLOR OBSERVERS PRESENT

Councillors Cameron Aref-Adib, Sylvia McNamara, James Slater, Anna Wright

OTHER COUNCILLORS PRESENT

Councillors Meric Apak, Cabinet Member Better Homes

OFFICERS PRESENT

Hugh Boatswain	Tenant Participation
Tara Cookson	Neighbourhood Manager
Ododo Dafe	Head of Housing Transformation
Michael Killeen	Head of Strategic Asset Management & Compliance
Stanton La Foucade	Tenant Participation
Wayne Head	Principal Caretaking Manager
Glendine Shepard	Director of Housing
Angela Spooner	Head of Landlord Services
Danny Waite	Head of Repairs and Operations

The minutes should be read in conjunction with the agenda for the meeting. They are subject to approval and signature at the next meeting of the Kentish Town District Management Committee and any corrections approved at that meeting will be recorded in those minutes.

MINUTES

1. REGISTRATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS AND CO-OPTION OF TENANT REPRESENTATIVES

The DMC considered the list of registered tenant and resident associations (TRAs) provided by the Tenant Participation Service listed at Appendix A to the agenda and those TRAs whose registration had lapsed, which were listed at Appendix B.

RESOLVED –

THAT the 'A' and 'B' lists be noted.

2. ELECTION OF CHAIR

Nominations were received for Derek Jarman and Petra Dando.

Petra Dando expressed gratitude for the nomination but did not wish to stand due to her commitments as Chair of the Camden Association of Street Properties Committee.

No other nominations were received.

Therefore, it was resolved

RESOLVED –

THAT Derek Jarman be elected Chair for the 2022/2023 Municipal Year.

3. REMOTE MEETINGS

RESOLVED –

THAT the Chair be authorised to hold the DMC meeting as a remote meeting.

4. ELECTION OF VICE-CHAIR

Nominations were received for Momota Khatun and Jane McWilliams. There were no further nominations.

Therefore, it was

RESOLVED –

THAT Momota Khatun and Jane McWilliams be elected Vice-Chairs for the 2022/23 Municipal Year.

5. APOLOGIES

Apologies for absence were received from Josh Cedar, Andrew Peirce and Sue Robertson and Sophie Rodger.

6. ANNOUNCEMENTS

There were no announcements.

7. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

There were no declarations of interest.

8. NOTIFICATIONS OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT

There were no notifications of any items of urgent business.

9. MINUTES

Consideration was given to the minutes of the previous meeting.

RESOLVED –

THAT the minutes of the meeting held on 8th March 2022 be approved as a correct record.

10. KENTISH TOWN PROGRESS REPORT - ACTION POINTS UPDATE

Consideration was given to the progress report actions points arising from the previous meeting.

The Chair requested that information be sought on the viability of installing solar panels on the flat roofed properties.

11. HOUSING SERVICES CONSOLIDATED REPORT

Consideration was given to a report of the Director of Housing Management and the Director of Property Management.

Capital Works Update

Angela Spooner, Head of Landlord Services, updated the meeting on Capital Works drawing particular attention to the works that were to be undertaken to make homes more efficient. This work was crucial, especially in the context of rising fuel costs.

Michael Killeen, Head of Strategic Asset Management & Compliance, reported that works to windows, heating system, and roofing was planned to go ahead. Procurement activities were underway, and in some cases, the tendering stage had been completed.

DMC Members were pleased that the retrofitting work was progressing and asked what retrofitting work was going to be undertaken on street properties, especially as the design of these properties in Kentish Town meant that they were expensive to heat and fuel poverty was high in the area.

The Head of Strategic Asset Management & Compliance advised that pilot programmes for street properties had been undertaken and the Council would soon be in a position to begin retrofitting works on Street Properties. A briefing note would be provided.

ACTION: Head of Strategic Asset Management & Compliance

Voids Improvement Programme Update

Angela Spooner, Head of Landlord Services, advised that there had been a reduction in voids and there had been 28% more lettings than there had been pre-Covid in 2019/20. There had also been improvements in sheltered schemes and long-term voids. Strong performance had meant that the £1million savings target had been achieved. There would be a continued focus on improvement in order to achieve further savings targets.

Responding to a question about sheltered schemes, the Head of Landlord Services advised that those moving into sheltered accommodation would be moving out of previous tenancies and some will be completely new tenants.

DMC Members discussed issues with the allocation system and were concerned that some tenants who needed to move into more suitable accommodation, due to overcrowding for example, chose not to as they were not able to move within their community and would be placed elsewhere in the Borough so chose to stay in unsuitable accommodation.

The Head of Landlord Services explained that allocation scheme is Borough Wide so did not allow distinctions with regard to areas and those people who most overcrowding points get priority. The scheme had to be adhered to and allocation outside the scheme would be illegal. The scheme would be reviewed but it was a lengthy process, and a consultation would be required.

DMC Members recalled that there was previously an inter-estate housing policy and when a review of the allocation scheme was undertaken this should be considered.

Housing Repairs Contact Centre

Danny Waite, Head of Repairs and Operations, introduced the section on the housing repairs contact centre and provided an update on online repair reporting and call handling, highlighting that there had been a 40 – 50% decrease in call volumes, so calls were able to be answered more quickly, as more people used webchat to report repairs.

Responding to a question about the performance of external contractors, the Head of Repairs and Operations advised that there had been varying degrees of success and management worked with contractors, in the same way they would permanent staff, to ensure that performance was satisfactory and managing the contractors to high standards, however, some areas had better performance than others.

In response to a further question, the Head of Strategic Asset Management & Compliance advised that procurement activities were being considered for contracts for electrical work, but it was difficult to get these contracts and there was a high cost associated.

The Chair requested a visit be arranged to the contact centre for DMC Members. The Head of Repairs and Operations advised that he would contact the Head of Property Customer Services and Engagement to see if this was possible. Tenant Participation would assist in facilitating a visit, as necessary.

ACTION: Head of Repairs and Operations / Tenant Participation

DMC Members expressed concern that lighting was left on unnecessarily during the day, including the football pitch lighting near the Peckwater Estate, which was wasting energy and not cost efficient. The Head of Strategic Asset Management & Compliance advised that dusk to dawn timers were used, as well as LED lighting and other cost saving and efficiency measures.

Responding to a question about accessibility on the website, the Head of Repairs and Operations explained that a set of standards needed to be conformed to ensure accessibility and there were criteria of what could be put on the website to ensure it remained accessible. Work was underway to ensure that deaf and hard of hearing people were able to access services and had their needs met. For example, deaf interpreters and video capability were being considered.

DMC Members were pleased that this work was being undertaken and advised that a BSL 999 app was due to be launched and felt that it would be beneficial to carry out a benchmarking activity to identify best practise at other Councils.

Caretaking Performance Update

Angela Spooner, Head of Landlord Services, introduced the section on caretaking.

Responding to a question about covering caretakers, Wayne Head, Principal Caretaking Manager explained that it would be possible to inform TRAs when a covering caretaker was working, however it was not a priority. The Principal Caretaking Manager reminded DMC Members that caretaking schedules were displayed in the block entrances, and TRAs could contact their caretaking manger with enquiries using the information listed here.

DMC Members were happy with the caretaking work that was carried out on their estates. For example, at Peckwater much of the work was completed early in the day and it was clear that the caretakers did a good job on the estates, and it was a shame there had been complaints about the quality of the work as it was felt these were not warranted.

The community square at the Ingestre Road Estate had recently been jetwashed and this had had a positive effect on the area, because the estate was looking cleaner people were taking much more care in the area and there had been less littering.

Estate Parking

Angela Spooner, Head of Landlord Services introduced the section on estate parking and advised that a report would be on the agenda at the next meeting providing DMC Members with details on the Borough wide Traffic Management Orders.

Grounds Maintenance and Tree Management

Angela Spooner, Head of Landlord Services introduced the section.

Concern was raised about self-seeding tree and the damage they could potentially cause to properties. The Head of Landlord Services advised that there was a process in place for trees that caused damage to properties and explained that the Council's Tree Policy outlined this.

The meeting discussed grounds maintenance work that had been carried out and were pleased with the standard of the work that had been completed. However, several Members still had work outstanding on their estates, such as hedges that needed cutting back, and some residents had undertaken some of the work themselves. DMC Members requested an update on the outstanding tasks.

Landlord Services Performance Update

Angela Spooner, Head of Landlord Services introduced the section, drawing particular attention to the rent arrears and universal credit updates.

The meeting was advised that information on rent increases would come to the meeting that was scheduled for December and would cover the current position and outline options.

With regard to gas and electricity, purchase of supplies had been at higher prices than originally modelled during the 2022/2023 budget setting, which would be included in charges. However, there were no plans to increase charges for the district heating system.

The meeting was concerned that residents who started claiming universal credit did not get their first payment for six weeks, which would be a detriment on their ability to pay rent and enquired whether this issue had been raised with Central Government. Councillor Apak, Cabinet Member for Better Homes agreed to discuss this with the Leader of the Council.

CCTV and Responsive Security Patrol

Angela Spooner, Head of Landlord Services introduced the section advising that work on the Regents Park CCTV installation was underway and that the Peckwater Estate assessment was scheduled to take place in July. The installation of CCTV on estates would attract a service charge which would be payable by tenants in the financial year after installation was complete.

Responding to a question, the Head of Landlord Services advised that work on the CCTV installation was progressing well despite a number of issues including equipment shortage.

Complaints and Feedback

Angela Spooner, Head of Landlord Services introduced the section, which outlined the Council's new approach to complaints and the updated Housing Ombudsman's Complaints Handling Code.

In response to a question about identifying common themes in complaints, the Head of Landlord Services advised that this work will be undertaken as part of performance reviews and similar complaints would be linked so services can see trends or systemic issues and learn from these.

Responding to a follow up question about complaints about neighbours the Head of Landlord Services advised that a restorative approach was preferred, and mediation was offered to neighbours in dispute, however it was acknowledged that this was sometimes difficult. There were instances where this approach had been a success and examples of such would be included in performance reviews.

Creation of Residents Panel

Angela Spooner, Head of Landlord Services introduced the section, which advised the DMC that a Housing Resident Panel would be created.

The Head of Landlord Services explained that whilst the panel would be independent to the work of DMCs, TRA reps were encouraged to get involved.

Tenant Participation would be undertaking work on recruiting to that panel and it was envisioned that residents would be invited to apply or register their interest and a formal recruitment process would follow.

DMC Members noted that there had previously been a residents panel but felt that it had been ineffective. There were examples of resident's forums that worked well in other Authorities. It would be beneficial to receive information on why the previous residents panel was not effective and look at examples of good practice elsewhere. DMC Members felt the panel would be a good mechanism to get representative feedback and would give residents the opportunity to help drive improvements to services.

12. HOUSING OMBUDSMAN COMPLAINTS HANDLING CODE - DMC CHAIRS PROPOSALS

The Chair introduced the paper and gave an overview of the proposals.

The paper was noted.

13. KENTISH TOWN DMC BUDGET

Consideration was given to a report of the Head of Landlord Services.

Tara Cookson introduced the report and outlined the bids received, also reminding DMC Members of the bid criteria and process.

The meeting was advised that the bid for bike hangars at Abingdon Close was withdrawn by Camden Square TRA, due to lack of support by the residents.

The bids from Raglan TRA and Castle Road TRA were not agreed as representatives from these TRAs were not in attendance at the meeting.

Therefore, it was

RESOLVED –

THAT the following bids requests be approved:

TRA	BID REQUEST	AMOUNT
Camden Square TRA	Part funding for 1 x secure bicycle hanger	£1,600.00
Camden Square TRA	Gerda security panels for LFB drop key access to all 5 entrances at Camelot House	£4,285.00
Camden Square TRA	Gerda security panels for LFB drop key access to all 4 entrances at Bernard Shaw Court	£3,428.00
Camden Square TRA	Gerda security panels for LFB drop key access to all 4 entrances at Foster Court	£3,428.00
Camden Square TRA	Camden Square festival	£2,750.00
Lissenden Gardens TRA	Street festival	£4,320.00
Lissenden Gardens	Tennis coaching, tournament, and replacement net	£2,015.20
Peckwater TRA	50 Fire resistant chairs for TA hall	£1,875.75
St. Pancras Way TRA	6-week summer holiday project for children of the estate to tackle ASB, healthy eating, support for learning and vaccine awareness. A football tournament is also included	£2,500.00

14. KENTISH TOWN INFORMATION REPORT

Consideration was given to a report of the Head of Landlord Services.

Tara Cookson, Neighbourhood Manager, introduced the report and gave an overview of local updates.

An update was sought on the progress of a payment to of a bid from Ingestre Road TRA, which had not yet been received. The Neighbourhood Manager advised that an update on this payment would be provided by the end of the week.

The meeting discussed the bin store area at Leighton Crescent, it was noted that work on this project was ongoing and there were some issues to work out to ensure that the bins would fit. However, the project had come in under budget so the funding would be used on additional projects on the estate.

The report was noted.

15. INFORMATION ITEM - NEW HOMES FOR SMALL SITES PROGRAMME - LAUNCHING ON-ESTATE ENGAGEMENT

The information was noted.

16. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was none.

The meeting ended at 8.55pm.

CHAIR

Contact Officer: Rebecca Taylor

Telephone No: 020 7974 8177

E-Mail: Rebecca.Taylor@camden.gov.uk

MINUTES END

ACTION POINTS ARISING FROM JUNE 2022 DMC MEETINGS

KENTISH TOWN DMC ACTIONS – 14 th June 2022			
Item	Action	Responsible Individual/Department	Comments
11	To provide a briefing note on the retrofitting works on street properties	Michael Killeen Head of Strategic Asset Management & Compliance	A report was taken to scrutiny committee in March 2022 with the latest information on pilot projects. We will next be bidding for “Wave 2” of the social housing decarbonisation fund. We will include a further update in the consolidated report for DMCs.
11	A visit to be arranged to the repairs contact centre for DMC Members	Danny Waite Head of Repairs and Operations	Loretta Chalkley will be liaising with Tom Broad to organise. A provisional date had been but has since had to be rearranged for a date in September.
CAMDEN TOWN DMC ACTIONS – 15 th June 2022			
1	<p>Action Points – Officer responses</p> <p>The DMC noted that officers were not undertaking or providing the Tenant Participation Teams with responses in good time. The DMC asked that officers ensure that action points were actioned accordingly, and responses were given in good time</p>	Director of Housing and the Director of Property Management	Officers always try to ensure that outstanding points are actioned in good time, and the vast majority are promptly responded to. However, some topics require more in-depth investigations and often involve other areas to provide a complete response that may not be finalised before the next round of DMC meetings. Officers will ensure they can provide a meaningful interim update and, of course, be available at the meetings to try and answer any questions on the same.

2	Caretaking Cover It was reported that a session would be open to all DMC representatives to discuss Caretaking cover issues with the Cabinet Member Better Homes and the appropriate Council officers.	Sharon Calvey Head of Estate Services	The meeting is currently being coordinated to support DMC representatives and the Cabinet Member subject to availability.
3	Code of Conduct The DMC asked that the Code of Conduct be considered again at a future meeting.	Stanton La Foucade Tenant Participation Coordinator	The TP team encourages feedback from TRA reps and other residents on areas of service improvement. The Tenant and Leaseholder Engagement Code of Conduct is no exception. However, the chair may wish to make this request via the cabinet member's agenda setting meeting.
4	Housing Services – Voids Improvement Programme Officers agreed to provide a breakdown of the held properties for the borough, reasons and the DMC area where they are located.	Laura Gillet Voids Programme Manager	<p style="text-align: center;">See table below</p>

HELD LBC VOIDS 341 total as of 10 July 2022

REASON	Overall	Camden Town	Hampstead	Kentish Town	Gospel Oak	Holborn
Awaiting CIP development (including Guardians)	233	161	68	0	4	0
Options appraisal for future use	34	2	12	1	18	1
Complex Repairs and Monitoring	17	3	1	7	4	2
Emergency Accommodation	7	2	0	1	3	1
Legal Disputes	14	4	2	1	3	4
Works Projects	36	6	22	6	1	1

<p>5</p>	<p>Housing Services – Housing Repairs</p> <p>The DMC asked that officers look into whether tenants and residents could be charged for not being in when an operative had been booked to attend to undertake a repair/works. The understood that this was a complex issue but wished the council to give it full consideration.</p>	<p>Director of Property Management</p>	<p>At this time, we are not minded to levy charges to residents for not being at their premises when we attend a repair. However, sometimes unavoidable issues on the day can mean that no one is at home when attending. At the time of the repair booking, we ask residents to let us know if plans change and they can no longer be available.</p> <p>If there is a pattern where repeated appointments are missed due to the resident not being there, then we will work with the Neighbourhood Housing Officer to agree on what appropriate action will need to be taken.</p>
<p>6</p>	<p>Housing Repairs – Bayham Street</p> <p>Officers would contact the Bayham Street TRA directly in relation to the security gates issue</p>	<p>Danny Waite Head of Repairs & Operations</p>	<p>John Stow contacted Richard Caylor from Bayham Street TRA to find out what the issues were. A job was raised for MDP to investigate and repair the gate and John also asked Andrew Wilson from his team to look at and arrange the repair of the lighting.</p>
<p>7.</p>	<p>Housing Repairs – Lifts</p> <p>Officers would consider making improvements to the lifts works information follow to tenants and residents, so that it was timely, effective and was not resource intensive.</p>	<p>Michael Killeen Head of Strategic Asset Management & Compliance</p>	<p>We are currently reviewing the information we issue in the case of lifts being out of service. The current arrangements have helped to reduce repeat enquiries and have hopefully helped to keep residents informed. We will capture resident views on this however and see what we can do better.</p>
<p>8.</p>	<p>CCTV and Responsive Security Patrol</p> <p>Officers were to contact Regents Park TRA directly in relation to the scaffolding issue.</p>		<p>This will be followed up by the Head of Security and the relevant teams.</p>

	<p>Officers were to contact Mayford TRA directly in relation to the contractor's issue.</p>		
<p>9.</p>	<p>CCTV Officers agreed to supply the DMC with a list of the Responsive Security Patrol functions, what and individual officer could do, and whether they could be accredited to undertake further action.</p>	<p>Graeme Dyson Head of Security</p>	<p>The RSP is designed as a way of providing immediate relief to residents suffering low level Anti-Social Behaviour problems. They deal with issues that the Police struggle to attend due to resources but are not designed to deal with crime. Examples of calls that the RSP respond to are rough sleepers in residential blocks, drug users, youth nuisance and ASB on an estate causing noise. Examples of calls that they don't deal with are crimes in progress, noise coming from residential properties and parking issues.</p> <p>The RSP work by dealing with these situations at the time, moving people away from the estate and providing evidence to council departments and the Police for any follow up action. They do not have any powers of arrest or detention and cannot issue Fixed Penalty tickets or fines. They rely on being able to request people to leave and call the Police if required for backup or if people refuse to co-operate.</p> <p>There is a scheme called CSAS (Community Safety Accreditation Scheme) that allows devolved powers to accredited wardens to issue fixed penalty tickets for a number of minor offences. This scheme is more aimed at</p>

			<p>town centre type wardens and the offences include drinking in designated areas, truancy and littering amongst others. Most of them are not issues that the RSP deal with.</p> <p>No one in the council currently has this accreditation and it is a long complicated process to go through. All staff would have to be vetted by the Police and pass a lengthy, standardised training package, as would their managers. This would require a re-negotiation of the current contract terms and pay scales for any staff.</p>
10.	<p>Water Leak action Officers were looking into developing a new approach to tackling water leaks effective Council homes. This would look at improving all parts of the process from the highlighting of the issue to the tacking of appropriate effective action (including post emergency follow up works). As part of this process the Council would be considering how it would gain access to leaseholder properties to undertake emergency works. The outcome of this work would be reported back to the DMCs when it was available.</p>	<p>Danny Waite Head of Repairs & Operations</p>	<p>It is anticipated the launch of the new leak hub, incorporating plumbing and roofing issues, will be October 2022</p>
11.	<p>Tree Management Officers would provide information on who provides the Council's tree management services (in-house or a contractor).</p>	<p>Oliver Jones Head of Green Space</p>	<p>As set out in in the consolidated report (p 74 of full pack) "The Tree section, formed of highly trained officers, are responsible for inspection and contract monitoring of our contractor, City Suburban Tree Surgeons"</p>

<p>12</p>	<p>Welfare Support provision The DMC asked that they be provided with reassurance that the HRA wasn't solely funding the Council's general welfare support provision.</p>	<p>Angela Spooner Head of Landlord Services</p>	<p>The Camden Plan emphasises the strong links between housing and health and well-being. Our neighbourhood housing teams are often the service residents in the Council's stock approach when they need help or support, or when they think a neighbour does. It is established good practice for housing providers to place strong emphasis on work to help tenants maintain their tenancies, especially if they are vulnerable, and there can sometime be a fine line / cross over between the tenancy sustainment work a housing officer might do and the work of a support worker or social worker. The most effective way to resolve a complex tenancy management issue can often be through using the same approach as colleagues in children's services or Adult Social Care (for example through building a relationship and supportive dialogue).</p> <p>Debate about the role of a housing officer is as old as council housing. It is however without doubt that there are clear expectations that some element of support work sits firmly within the role and that this can make good business sense. The Regulator of Social Housing for instance makes it clear (in the Neighbourhood and Community Standard) that housing providers are expected to provide support to victims</p>
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and witnesses of anti-social behaviour. The Ministry of Justice Pre-Action Protocol for Possession Claims by Social Landlords requires us to try and work supportively to resolve rent issues, including providing help with benefit claims when we can, before we resort to enforcement action in the courts.

One of the ways the Council meets this requirement is through the specialist benefit and debt advisors in our welfare rights team. Most housing providers have these teams because the income they generate for tenants and the Housing Revenue Account tends to be greater than the cost of providing the service. As demonstrated in the data shared with June DMC, Camden Welfare Rights Team generated just under £1.25 million in HRA income in 2021-22 with total income generated of just under £2.25 million helping to make tenants better off and to fund housing services.

Partnership and multi-agency working is at the heart of the way that Camden's Landlord Services work. Neighbourhood Housing Officers develop strong links with other neighbourhood based and Camden services. The relationships they have with tenants can help tenants to access wider services and help service providers engage with tenants.

			<p>In other words part of the remit of our HRA funded teams is taking a proactive approach to linking residents in our stock to the services that may benefit them which are funded by the Council's General Fund or the Government. This is one of the ways in which housing services provide value for money.</p> <p>The Housing Revenue Account funds some services for tenants with a support element to their role but it does not fund the Council's general welfare support provision provided across housing tenures.</p>
13	<p>Budget report Officers agreed to recirculate an update version</p>	<p>Antony Holmes Neighbourhood Housing Manager</p>	<p>A revised budget report was circulated to DMC reps by the NHM on 28th June.</p>
HOLBORN DMC ACTIONS – 21st 2022			
10	Action Points Update		
	<p>Satellites on Flaxman Court would be removed and representatives kept updated.</p>	<p>Julian Duke Electrical manager</p>	<p>Julian Duke of the M&E team will contact Flaxman TRA for more details about the satellite dishes that need to be removed then arrange for SCCI to remove.</p>
	<p>Discussions to be held with Flaxman Court TRA representatives on their need for facilities.</p>	<p>Dermott Mullan Landlord Services Manager</p>	<p>Arrangements made to discuss with Julia Pascal, Chair of Flaxman Court and DMC Vice Chair.</p>
11	Housing Services Report		

	<p>The project manager for Bourne Estate Phase 3 to contact the Langdon House TRA representative about door replacements.</p>		<p>The Project Manager (John Burton) will get in touch with the TRA to discuss the project.</p>
	<p>Officers to provide a written response to suggestions that the retrofitting programme target those at risk of fuel poverty, including those whose properties have a known insulation problem.</p>	<p>Susanne Afra Head of Capital Works</p>	<p>As part of our pledge to be net zero we have developed a 'road map' which batches our 33k dwellings into priority order, the first batch is a small pool of pilot projects. Following these pilots, we will begin working on our Batch 1 Properties which are our least energy efficient blocks that have a EPC rating of E and F (average taken from individual dwelling EPC rating) and then work our way up to the most energy efficient.</p> <p>Separately, we will run an ad hoc works programme where measures such as insulation / windows / draught proofing can be installed for residents who are struggling with their energy costs or become identified as being fuel poor.</p> <p>Having these 2 work streams (one which tackles our most energy inefficient blocks, and the other which supports residents who are struggling) allows us to help those who are most at risk, or currently fuel poor towards the early phases of our programme.</p>
	<p>The Senior Tenant Participation Officer would contact the Langdon House TRA representative about a replacement monitor.</p>	<p>Hugh Boatswain Senior Tenant Participation Officer</p>	<p>The TRA rep was provided with equipment as required by the IT team.</p>

	Officers asked for details of poor soundproofing of flats at Flaxman Court so that the issue could be examined.	<p style="text-align: center;">Dermott Mullan Landlord Services Manager</p>	Arrangements made to discuss with Julia Pascal, Chair of Flaxman Court and DMC Vice Chair.
	The suggestion that more staff be employed to work on voids to prevent losing revenue from rents to be raised with the voids team for comment.		We are considering all options for a more effective streamlined voids process. This will take into account the impact on the Housing Revenue Account - with the aim to save money. This includes where resources are used and what the priorities for individual teams work plans are. This item will remain on the forward plan.
	The Landlord Services Manager to discuss the Bourne Estate TRA representative's experiences of moving into a property with her.		This action was completed on 24 th June 2022
	Officers to discuss issues about adequate repairs not having been carried out before residents moved into flats with the representative of Flaxman Court TRA.	<p style="text-align: center;">Danny Waite Head of Repairs & Operations</p>	A repairs service supervisor made contact with Julia Pascal from Flaxman Court TRA following up on this action but she advised that it was already being dealt with.
	The Laystall Court representative to provide an update on flooding in an elderly resident's flat to the Head of Property Customer Services and Engagement for him to investigate further.	<p style="text-align: center;">Scot Reid Head of Property Customer Services and Engagement</p>	No further details have been received on this yet, and despite a check of all recent reports for Laystall Court, we cannot immediately identify the tenant in question. If the issue is still outstanding, then please contact us right away.
	The Head of Property Customer Services and Engagement to seek further information on the issue with a blocked sink repair at Langdon House from the Head of Landlord		Although over 99% of calls are recorded, this call has not been found. Unblocking sinks and drains is the tenant's responsibility, even

	Services and listen to the call to the Contact Centre.		if they are enhanced. However, if there is a stack issue, we usually attend to this. Any Camden resident over 65, or those who are disabled or vulnerable, may want to use the council's wish plus repairs service to help unblock sinks. Please get in touch with Kazeem Ojuko, Wish Plus Officer, on 0207 974 3012
	The broken lift at Riverside would be investigated, the call to the Contact Centre listened to, and a report back provided.		The Riverside lift is due to be replaced within the next six months or so; however, there are ongoing issues here with several calls received about this. The lift contract manager, Sam Hulbert, is working closely with the lift contractors to find ways to minimise faults in the meantime.
	Officers to immediately respond with rehousing for a case of domestic and child sexual abuse if further detail could be provided.	Dermott Mullan Landlord Services Manager	This was immediately action and signed off as completed
	Officers agreed to meet with the Flaxman Court TRA representative to discuss standards and a monitoring process for caretaking activities.	Dilip Shah Principal Caretaking Manager	Officers will meet Flaxman Court TRA on 4th August to discuss the caretaking standard.
	Officers to discuss the workload issues at Riverside with the caretaker and their manager.		Officers will meet Birkenhead TRA on 16th September to discuss workload issues.

	Officers to investigate where Holborn was on the prioritised scheduled for CCTV installation and report back.	Graeme Dyson Head of Security	Graeme Dyson will provide an update for Holborn DMC.
13.	Holborn DMC Budget		
	Officers offered to arrange visits for Riverside TRA to blocks similar to it.	Dermott Mullan Landlord Services Manager	The neighbourhood manager Olivier is making arrangements to visits blocks on Cromer Street as well as Medway Court, Brunswick and Flaxman Court
14.	New Homes for Small Sites Programme		
	Further detail to be provided on the engagement of community or self-build developments in the delivery programme.	Clodagh McCallig Senior Development Manager	<p>Through the delivery of the New Homes for Small Sites programme we are looking at the potential to release sites which could be delivered by others such as a Community Led Housing group or a local self-builder.</p> <p>A Community Led Housing group could work with Camden to build their own homes which directly meet the needs of their community. Community Led Housing is where people play a leading and lasting role in developing and managing homes. Camden are currently piloting a Community Led Housing project at 31 Daleham Gardens, where we are proposing to sell land to a Community Land Trust to deliver affordable homes. You can read more about this innovative project here, and you learn more about this type of development at Community Led Housing London.</p>

			<p>Some of the sites being identified as part of this programme are also very small sites that may only support the building of one or two homes. Following consultation with local residents, Camden could potentially sell a very small site to a local self-builder who could build an individual home for their family. The proceeds from such a sale would go towards paying for the buying of affordable homes and community facilities for Camden residents. Self-build and custom housebuilders choose the design and layout of their home that can be innovative in both its design and construction. Camden has a register of people who want to build their own home. This is the Self-Build and Custom Housebuilding Register, and you can read more about it here.</p> <p>Your feedback</p> <p>As part of the initial engagement programme Call for Ideas Camden is asking residents to nominate sites and identity their interest in a site and if they wish to take it forward themselves as part of a community group or self-build. Following the completion of this engagement programme Camden will assess the suitability of any sites and delivery methods identified.</p>
15.	Local Issues		

	<p>Officers to investigate whether the meadows at Gamages had been added to the grounds maintenance contract.</p>	<p style="text-align: center;">Dermott Mullan Landlord Services Manager</p>	<p>Update from Darrell Abercrombie, Green Space Operations Manager:</p> <p>The new meadow is covered under establishment through the GM contract and will be managed as a meadow on the GM contract.</p> <p>The meadow has grown well and looked good. I understand that there is a strip by the wall that has not established but the team are exploring ways to address this.</p>
HAMPSTEAD DMC ACTIONS – 23rd 2022			
12	<p>Consolidated Housing Report Meeting to be arranged with residents for them to highlight dangerous trees near Burnham.</p>	<p style="text-align: center;">Oliver Jones Head of Green Spaces</p>	<p>Meetings have been organised on 2 separate occasions but have needed to be deferred, most recently due to the Red Weather Warning.</p>
	<p>Discussion to take place with HS2 on their traffic management plan and the impact of traffic on residents</p>	<p style="text-align: center;">Mark Norman HS2 Support Worker</p>	<p>Local Traffic Management Plans (LTMP) and Lorry route plan can be found under planning ref: 2019/4700/HS2 on the Camden Planning Search.</p> <p>Principal transport planner at Camden has feedback that worse-case scenario impact on community is discussed within HS2's environmental impact statement and physically planned within the LTMP where the impact on Adelaide road is modest (compared to minor/major). If residents experience any issues with traffic they can contact HS2 directly to complain; or the</p>

			Camden Community Liaison Team (HS2 Impacts) for support CLT@camden.gov.uk / 0207 974 6982

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DMC Round September 2022
 Director of Housing &
 Director of Property Services
 Supporting Communities

Title: Housing Services Report

Discussion Report

Report summary:

This report brings together an update on Housing and Property service areas of performance since the June DMC round. In addition to the performance updates, that now includes complaints there is also information on the Council’s Small Site Programme, information about Parking Enforcement and an update on the proposed Housing Residents Performance Panel that DMCs are invited to comment on.

Recommendation: The DMCs are asked to feedback and make recommendations on the contents of the consolidated report.

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HOUSING REVENUE ACCOUNT (HRA) FINANCE UPDATE

Context

1. This update is about the Council's future budget and rent strategy (covering heating and service charges); impact on tenants facing fuel poverty and proposals for mitigating increasing costs.
2. Every year, the Council must set a balanced HRA budget, which is taken to January Cabinet following discussions with DMCs in December and at a joint meeting in January. The Council's budget/rent strategy aims to balance (1) the financial position of Council tenants and (2) the financial position of the HRA, not only in year but also over the medium term, within the limitations of the rent standard.
3. It is too early to provide details on the size of the cost pressures and proposed rent/service charge increases. This is because September CPI is not released until mid-October and officers need time to review the in-year forecast along with the latest expenditure information from budget holders for 2023/24. This paper provides the latest context and approach being taken by officers to the budget setting for 2023/24 and a further update will be brought to December DMC round.
4. The cost of living crisis combined with rising costs of gas and electricity are impacting low-income households and by winter, it could push more citizens into fuel poverty. Appendix 1 of this report includes information on where Camden tenants and leaseholders can seek financial support now.

HRA cost pressures, savings and reserves

5. The cost pressures for the HRA continue to grow as inflation on contracts, in particularly for gas and electricity is rising sharply and regulation changes notably from the Building Safety Act (which received Royal assent on 28 April 2022) requires the Council to pay for the changes with no additional funding offered to offset the pressure.
6. An update was provided on the HRA as part of the Council's wider financial reporting in July. This included an assessment on the scale of the funding gap anticipated in the next three years. [Councils Financial Position July 2022](#)
7. The Council is working hard to find efficiencies to help offset some of these pressures - a three year HRA savings programme for a total of £8m is being developed (2023/24-2025/26), and is expected to be presented at December Cabinet along with General Fund (GF) savings options.
8. The HRA budget is predominantly funded from rents/service charges and therefore in a high inflation environment, there are only really two options to make the budget balance - cut budgets and/or increase rents/service charges.
9. The Council has a strategy to rebuild the HRA reserve over the medium term to provide financial resilience and manage risk. However, the 2021/22 outturn position was an overspend of £1.4m and similarly early 2022/23 forecasts also predict an overspend for which the service is working on solutions to try and offset by the end of the financial year,

because any overspend would be taken from the HRA reserve. Work has begun to review cost impacts to 2023/24 budgets and detail will be shared in December.

Rents

10. The current rent standard (2020/21- 2024/25) allows social landlords to increase rents up to a maximum of CPI +1% (based on Sept CPI released in October). Over the past 3 years, CPI has been fairly low and at times lower than the actual cost inflation impacts (1.7%, 0.5% and 3.1%) but currently CPI is over 10% and is expected to rise further. Most London Councils, including Camden, have been raising rents by the maximum CPI + 1% in order to cover HRA cost pressures after four years of rent reductions from 2016/17 - 2019/20. However, social landlords can set rents below the maximum so long as it is a viable option to fund the budget and manage risk. Further detail will be shared in December in the rent charge proposals.
11. From 2025/26, it is unclear what the rent standard will be. For planning purposes, it is assumed that it will be capped at CPI. However, it is possible that there could once again be a mandated rent reduction or a freeze, which causes funding issues to the HRA as it would have to absorb inflation and new regulatory costs most likely by making further cuts to service budgets. This is an area of future risk that the council has to take into account when making decisions on rents and is why it is so important to continue to contribute to the HRA reserve.

Service Charges

12. Tenants pay fixed service charges for caretaking, grounds maintenance, CCTV, mobile security, concierge, maintenance of mechanical and electrical equipment in communal areas and block and estate lighting, if they receive that service.
13. The charges can be adjusted in line with the cost of the service, for example if inflation exceeded the levels set at previous budget setting. Due to escalating inflation on electricity costs, it is likely that estate lighting service charge income may need to be reviewed during 2023/24 budget setting depending on the cost forecasts received in autumn. Further detail will be shared in December on tenant service charge proposals.
14. Leaseholders service charges are billed based on actuals, within the terms of their leases - the estimated billed costs are actualised and later adjusted.

Heating Charges

15. The gas and electricity prices have been rising significantly and although the Council has some mitigation from its procurement strategy (via LASER - which enables forward purchasing) it is likely that the budgeted heating charges for tenants within the heating pool will not cover the actual costs.
16. The timing and size of the impact of these changes on Camden residents' energy bills will vary depending on their energy supplier and what contract is in place. Residents with domestic energy suppliers, such as British Gas, may have protection from the OFGEM energy price cap or have a fixed-term tariff contract.

17. The heating pool is a ring-fenced self-financing account within the HRA. There are c.11,000 tenanted and c. 4,000 leasehold properties receiving district-heating services and/or gas supplies from the Council. For leaseholders, billing during 2022/23 will be based on estimates and then adjusted for actuals in September 2022 (for 2021/22) and September 2023 (for 2022/23). For tenants on heating charges, billing during 2022/23 will be based on charges agreed at January Cabinet. It had been agreed to limit the heating charge increase to 15% for 2022/23 and apply all of the remaining HRA heating pool surplus to offset the actual in year pressure.
18. As the prices are very volatile, the Council are awaiting forecasts in Autumn from LASER to help inform proposals for 2023/24 heating pool charges.

Investment in Energy Efficiency

19. The Council remains committed to invest in its stock, including for energy efficiency in response to the climate emergency as well in recognition of the impact of fuel costs to its residents. This strategy is met via the Council's Community Investment Programme (CIP) estate regeneration - building new and more energy efficient social homes, such as the Passivhaus designed blocks at Agar Grove. The Council is also developing a retrofit strategy to cover its existing homes - in the meantime, a number of energy efficiency pilots are underway, making use of available government grant funding.
20. The pilot projects we are delivering are focussed on our least energy efficient properties (Band D, E and F) and include:
 - The deep retrofit of 10 street properties with the aim of getting close to net zero.
 - A small block of 58 homes in the Belsize ward which has solid walls and electric heating that needs to be updated.
 - A small estate (26 homes) in Holborn that needs a new communal heating system and works to improve thermal performance.
 - An 'Energiesprong' deep retrofit prototype covering a small block of 11 homes on the Regents Park estate
 - Amending the scope of 16 street properties in the Better Homes programme so that they include retrofit works such as solid wall insulation and secondary glazing. We also secured grant funding to apply retrofit measures to 12 void properties.
 - Funding to provide internal wall insulation at solid wall homes (voids and occupied properties) in the Somers Town area through the Mayor of London's Future Neighbourhoods programme. This is progressing well and we will be submitting a further bid to extend the programme.
21. Work is also underway with industry experts and investors to evaluate new funding models for retrofit. This will look at how a large-scale programme can be funded through a range of measures such as available grants, funding from the Council's capital programme, investment from institutions such as pension funds etc. It is early days and there are a number of organisations examining this type of approach, we will keep DMCs informed of progress.

Support for Camden's residents

22. At July 2022 Camden Cabinet, a report was presented on the **cost of living crisis** impacts to Camden citizens- [14 Cost of Living Crisis Fund report.pdf \(camden.gov.uk\)](#). It was agreed to set up a Cabinet-led response group on the Cost of Living Crisis and the criteria for applications to the £2m Cost of Living Fund (of which £250,000 is HRA funded resettlement grant) was agreed: [Cost of Living Fund Policy](#)
23. Earlier this year, in response to rising cost of living, the government set out a number of measures:
 - Every household in the UK is to get an energy bill discount of £400.
 - Those on the lowest incomes - around eight million people supported through welfare system - will receive one-off cost of living payment of £650 in two lump sums.
 - Pensioners who receive winter fuel payment will receive a one-off payment of £300.
 - Six million people who receive disability allowance will get a payment of £150.
24. If any further government interventions are announced over the next few months, this will be shared with DMCs at the next available opportunity.
25. Camden's HRA funds a **neighbourhood housing officer (NHO)** team. NHOs are a front-line source of support to Camden's tenants and leaseholders and can help with signposting to relevant teams and services. You can use this link to find your NHO: [Your Neighbourhood Housing Officer - Camden Council](#)
26. Appendix 1 sets out the range of support available in more detail.

Next steps

27. The budget setting process takes several months - it looks at the in-year budgets as well as medium term impacts. There is a detailed review of the budgets looking at inflation, new cost pressures and savings. Then any eligible charges are reviewed (including rent, service charges and heat charges) and the impacts modelled. The Council has a duty to consider the financial viability of the proposals on the HRA over the medium term, impact on services to residents as well as considering the affordability of any increases to its tenants.
28. An update will be brought to DMCs in December with details of the 2023/24 budget and funding options including any proposed increases to rent, service charges and heating pool charges.

Report Ends

APPENDIX 1- HELP FOR RESIDENTS

Who from?

- **Neighbourhood housing officers** (NHOS) manage rent accounts and are trained in money conversations, basic benefits and sources of help. Can agree payment plans and provide advice and help. Tenants and leaseholders can identify their NHO here [Your Neighbourhood Housing Officer – Camden Council](#)
- **Leaseholder team:** Leaseholders experiencing difficulties paying service charge or major works invoices should email leaseholderservices@camden.gov.uk or by using the Camden Account.
- **Welfare Rights Team** (WRT) 5 benefits advisors and 2 debt advisors. NHOs (and other officers) can refer to the team for specialist input / casework and advocacy. Duty system supports NHOs to support tenants.
- **Camden Advice Network:** incl Citizens Advice, Age UK, Mary Ward Legal Centre and Camden Community Law Centre. Contact details are here: [Advice on money, benefits and debt – Camden Council](#)
- **Contact Camden:** welfare support team can signpost callers to sources of advice and help 020 7974 4444 option 9.
- **The Green Camden Helpline** helps with energy efficiency measures, reducing energy bills and sources of support with bills
- **The Council's website** has improved information about advice and support: [What benefits and support are available? – Camden Council](#)
- **Citizens Advice, Shelter, Money Advice Service or StepChange** websites etc
- **Good Work Camden** for employment support. We work closely with GWC to integrate money and employment support for tenants
- **Find Food Support in Camden** website – helps residents identify food banks and other support near them. NHOs and other services can issue food bank vouchers
- **Key workers**, support workers, social workers and care coordinators can be a link to other services and advocate for tenants. ASC and Children's services have their own specialist advisors and tenants may prefer to speak to whoever knows them best.
- **WISH Plus** (warmth, income, safety and health) is part of the care navigation and social prescribing service with Age UK. If anyone wants help identifying services, WISH can help to access around 30 services from one referral / assessment. Tenants can refer themselves on the Council's website or by phone.
- **Services for TMO tenants** (tenant managed organisations). The Council manages rent accounts for TMOs in a small rent team with strong links to support services. TMO tenants may also be supported by the Councils floating support service.
- **Help with drug or alcohol problems** landlord services can link tenants who are spending money on addictions to services that can help
- **Mental health and wellbeing** housing staff can refer tenants who are suffering from anxiety, stress or depression due to money worries for specialist support. Our in-house psychology team (the PICT¹ team) supports staff with these conversations.
- **Charities** our guidance hub for staff includes details of charities to approach for help

¹ PICT = Psychologically informed consultation and training

What help is there?

- **Payment plans** for rent arrears tailored around the individual including:
- **Managed payments²** direct from the DWP to the Council from Universal Credit (UC)
- Heating and hot water charges can be paid from benefit for housing benefit claimants but not for UC claimants
- **Discretionary Housing Payments (DHPs)**
- For tenants on HB or UC for housing costs who still need help to pay rent (e.g. because of a shortfall in benefit due to the bedroom tax or benefit cap). Apply on the Council's website or via Contact Camden.
- **Council Tax Support** reduces council tax for people on low incomes. Anyone not working or who earns less than £86.80pw pays nothing. Apply on our website.
- **Council tax discounts and exemptions**
- some tenants may be eligible for money off their council tax, or an exemption, because of their situation rather than their income
- **Thames Water WaterHelp scheme** (previously WaterSure Plus) or WaterSure schemes can reduce water bills by up to 50%. Contact Thames Water to apply.
- **Cost of Living Fund** crisis payments for people with an urgent need for a one-off payment for urgent need e.g. for food or a utility bill. It is discretionary and there is only a finite amount available to use.
- **Resettlement Grant** This is via referral by NHOs to assist with purchase of essential items such as beds/ovens etc for tenants in need who meet the eligibility criteria. It is discretionary and there is only a finite amount available to use.
- **Energy bills support scheme (EBSS)**- Under the EBSS, households will start receiving £400 off their energy bills from October 2022, with the discount made in six instalments to help families throughout the winter period. Further information from Department for Business, Energy & Industry Strategy is expected in Autumn 2022. [£400 energy bills discount to support households this winter – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/energy-bills-discount-to-support-households-this-winter)
- **Winter Fuel Allowance** [Winter Fuel Payment: How much you'll get – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/winter-fuel-payment-how-much-youll-get)
- **Cost of Living benefit payments**- [Cost of Living Payment – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/cost-of-living-payment)
- **Help with scams and financial abuse** – all housing staff have safeguarding training reminding them to be alert to the possibility of financial and domestic abuse when working with tenants in arrears and, when applicable, to raise a safeguarding alert with social services. You can raise a safeguarding alert about a vulnerable adult on 020 7974 4000 (option1) or at adultsocialcare@camden.gov.uk.

There is information about raising a safeguarding alert for children or people with children here [Children's safeguarding and social work – Camden Council](#)

Note: If tenants are in rent arrears or need help with money we usually guide them to their NHO but there are other sources of help if their NHO is out and about or on leave. Contact Camden (020 7974 4444 option 9) can signpost to help, and / or pass a message on to the NHO, and WISH+ can also be contacted directly on the website or by phone.

²<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing->

There is more information on our staff guidance hub here: [Financial help & accessing support | Housing \(camden.gov.uk\)](#) (just click on the top left hand tile on any page to go back).

VOIDS IMPROVEMENT PROGRAMME UPDATE

1 Current position on performance

- 1.1 Table A outlines the current void numbers for the borough with a focus on the Active Void numbers per district. Currently the Council has a combination of Active void properties that are empty and being prepared for immediate occupation as well as Held properties that currently cannot be relet with a new secure tenancy.

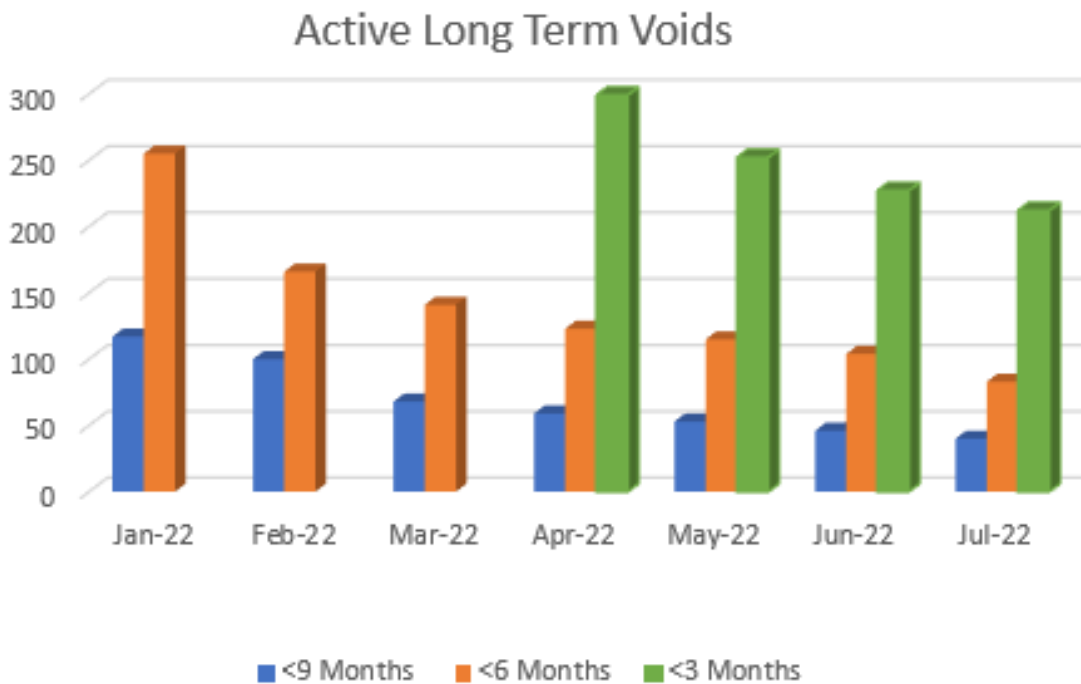
Appendix A outlines each districts ward breakdown. Included is bedroom breakdown data per district as well as the % voids based on district stock amount.

Table A – As at 30 Apr 2022					
Table A – As at 31 July 2022 Location	Held Properties				Held Properties
	Active Voids Total	% %	Change v Jan 22 data Change V Apr 22 data	No. included Sheltered No. included Sheltered	Total Total
London Borough Camden	475	Stock*	Down 0.13%	46	347
London Borough Camden	458	2.04%	Down 0.07%	47	351
Camden Town District	77	0.34%	Down 0.08%	3	179
Gospel Oak District	137	0.61%	NA	29	34
Hampstead District	95	0.42%	Up 0.07%	9	111
Holborn District	75	0.33%	Down 0.05%	2	11
Kentish Town District	74	0.33%	Down 0.15%	4	16

*based on entire Council stock of 22,497 properties not including leaseholders

- 1.2 As at the 31 July 2022 Camden Council has 458 general needs and sheltered active void properties that are in the repairs or letting process to be relet. This is 2.11% of Camden stock. This is a decrease of 34% from 612 active voids to be relet in April 2021.

- 1.3 The focus for the voids programme to reduce the number of active long term void properties continues with an 86% reduction in the number of active properties over 9 months old since April 21.
- 1.4 As over 6 months active voids have reduced by 67% since monitoring started in January 22, the programme is now pushing to reduce over 3 months active voids which is already seeing a success with a reduction of 30% since April 22 (outlined in the graph below).



- 1.5 Alongside the approach to reduce long term voids the programme has been focusing on letting new voids quicker. The early lettings pilot is trialling starting the lettings process earlier to enable a property to be allocated to the right tenant while repairs are being completed. Lettings within 3 months of becoming void have increased from 6% of total lets in Q4 21/22 to 10% Q1 22/23. The aim is for all active voids to be let in 3 months or less. However, the pilot needs to extend to enable the whole system to respond quicker to new voids and a focused case management structure is required to deliver this.
- 1.6 During September an interim Neighbourhood Housing Officer void focused team is being set up as a 6-month trial. The role of the team will be to work very closely with Repairs and Allocations colleagues to manage the process from when a property becomes empty to when it is re-let. The team will work to further reduce void times, ensuring that the resident experience is at the centre of their approach.
- 1.7 The focused team will support on the delivery of all Improvement Programme initiatives. These include extending the early lettings process and working with residents at the start and end of their tenancies to improve their moving experience and the condition of properties when void. The impact of the interim teams' approach on performance will be reviewed after 6 months.

Appendix A

Camden Town District Active Void Breakdown

As at 31 July 2022					
Location	Active Voids				Held Properties
	Total	% Stock*	<i>Change Apr 22 data</i>	<i>No. included Sheltered</i>	Total
London Borough Camden	458	N/A	N/A	47	351
Camden Town District	77	1.75%	Down 0.5%	3	179
<i>Regents Park Ward</i>	40	0.91%	Down 0.35%	2	85
<i>St Pancras & Somerstown Ward</i>	37	0.84%	Down 0.15%	1	94

**based on Camden Town District stock of 4398 properties not including leaseholders*

Hampstead District Active Void
Ward Breakdown

As at 31 July 2022

Location	Active Voids				Held Properties
	Total	% Stock*	Change V Apr 22 data	No. included Sheltered	Total
London Borough Camden	458	N/A	N/A	47	351
Hampstead District	95	1.74%	Up 0.21%	9	111
<i>Belsize Ward</i>	7	0.14%	NA	0	19
<i>Fortune Green Ward</i>	15	0.31%	Up 0.05%	2	0
<i>Frognaal & Fitzjohn Ward</i>	3	0.06%	Up 0.02%	0	0
<i>Kilburn Ward</i>	39	0.80%	Down 0.1%	4	92
<i>Swiss Cottage Ward</i>	14	0.29%	Up 0.07%	0	0
<i>West Hampstead Ward</i>	17	0.35%	Up 0.17%	3	0

**based on Hampstead District stock of 4893 properties not including leaseholders*

Holborn District Active Void Ward Breakdown

As at 31 July 2022					
Location	Active Voids				Held Properties
	Total	% Stock*	<i>Change V Apr 22 data</i>	<i>No. included Sheltered</i>	Total
London Borough Camden	458	N/A	N/A	47	351
Holborn District	75	2.21%	Down 0.01%	2	11
<i>Bloomsbury Ward</i>	30	0.88%	Up 0.11%	0	4
<i>Holborn & Covent Garden Ward</i>	25	0.74%	Up 0.03%	0	4
<i>Kings Cross Ward</i>	20	0.59%	Down 0.15%	2	3

**based on Holborn District stock of 3392 properties not including leaseholders*

Gospel Oak District Active Void Ward Breakdown

As at 31 July 2022

Location	Active Voids				Held Properties
	Total	% Stock*	Change V Apr 22 data	No. included Sheltered	Total
London Borough Camden	458	N/A	N/A	47	351
Gospel Oak District	137	2.53%	Up 0.15%	29	34
Camden Town & Primrose Hill Ward	19	0.35%	Down 0.11%	0	3
Gospel Oak Ward	54	1.00%	Up 0.04%	11	10
Haverstock Ward	51	0.94%	Up 0.18%	7	19
Hampstead Town Ward	13	0.24%	Up 0.04%	11	2

*based on Gospel Oak District stock of 5425 properties not including leaseholders

Kentish Town District Active Void
Ward Breakdown

As at 31 July 2022

Location	Active Voids				Held Properties
	Total	% Stock*	Change V Apr 22 data	No. included Sheltered	Total
London Borough Camden	458	N/A	N/A	47	351
Kentish Town District	74	1.71%	Down 0.25%	4	16
Cantelowes Ward	19	0.44%	Down 0.09%	0	6
Highgate Ward	28	0.65%	Down 0.11%	2	6
Kentish Town Ward	27	0.62%	Down 0.05%	2	4

**based on Kentish Town District stock of 4339 properties not including leaseholders*

Bedroom size breakdown for Active Voids per district

Location	Active	Studio	1 bed	2 bed	3 bed	4 bed	5 bed	6 bed	7 bed	8 bed
All	458	60	220	110	54	13	1	0	0	0
Camden Town	77	10	35	24	7	1	0	0	0	0
Gospel Oak	137	20	61	34	17	5	0	0	0	0
Hampstead	95	14	47	16	14	3	1	0	0	0
Holborn	75	9	42	21	3	0	0	0	0	0
Kentish Town	74	7	35	15	13	4	0	0	0	0

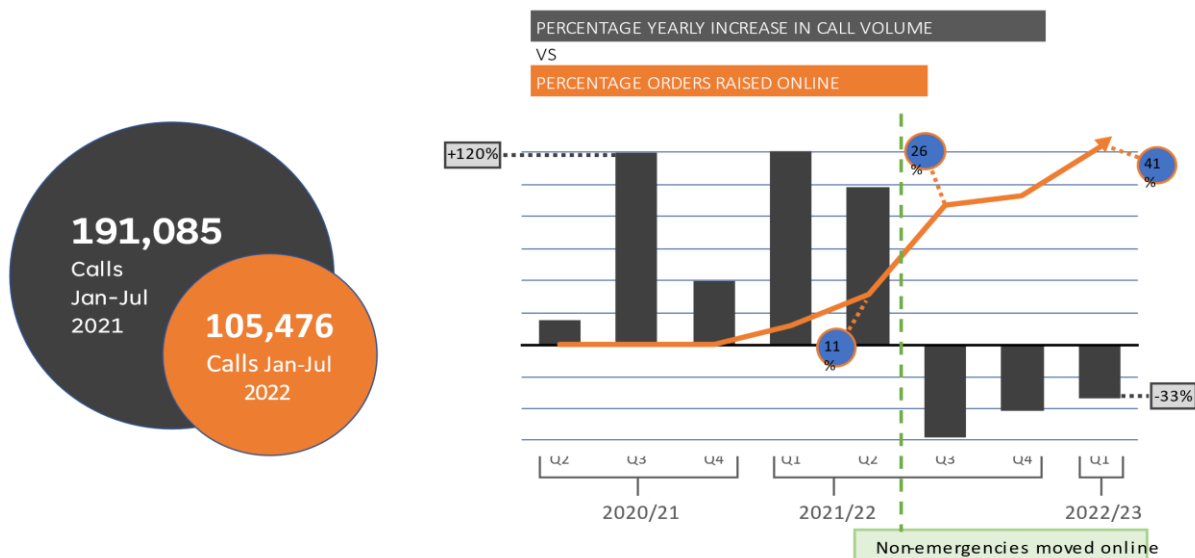
Report Ends

HOUSING REPAIRS & CONTACT CENTRE UPDATE

1. Reporting of Repairs

- 1.1 The graph below shows the dramatic shift that has taken place in how residents report their repairs through the Housing Repairs Contact Centre (HRCC).
- 1.2 Throughout 2021/22, we have made significant improvements to offer various new customer engagement options. We updated our on-line Camden account facility, making it easier to report non-emergency repairs. Also, in a first for Camden, we have introduced a live webchat service where you can ask for help on any repair type request and, recently, the very popular SMS (text message) reporting service. Both live webchat and SMS reporting include translation as part of the service for over 100 languages. Later this year, we are planning to launch WhatsApp reporting and live video calling.
- 1.3 Although repairs demand remains steady, we are now at a stage where call volumes have dropped on average by 45% from the previous year, and 41% of all new repair requests are placed by using other methods than by telephone. In addition, promoting different options available for those who can report this way frees up the telephone lines for those who wish to report an emergency or need additional support. Resident satisfaction levels with online options are at 93%.
- 1.4 The bars on the graph below show the percentage change in call volumes and the line on the graph shows the increase in orders raised online, through webchat or SMS.

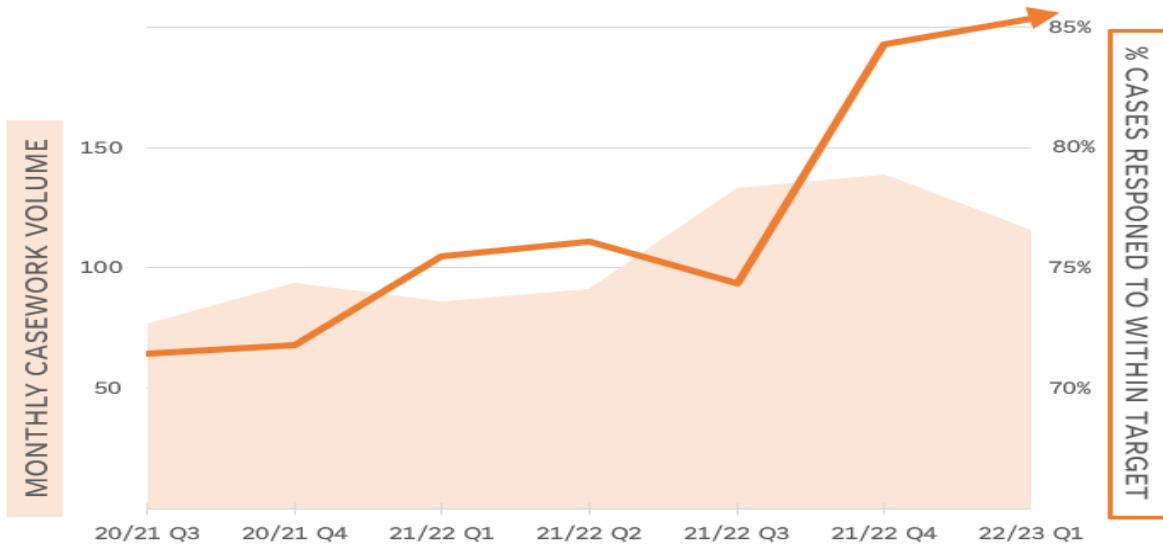
HRCC – channel shift



- 1.5 When it comes to case management and complaints, a dedicated case management team continues to improve with response times at the highest level recorded to date. In particular, we saw the anticipated peak in Councillor enquiries in the run up to the May elections and the team met this challenge with 85% of all cases being responded to in the target time during the first quarter of 2022/23.

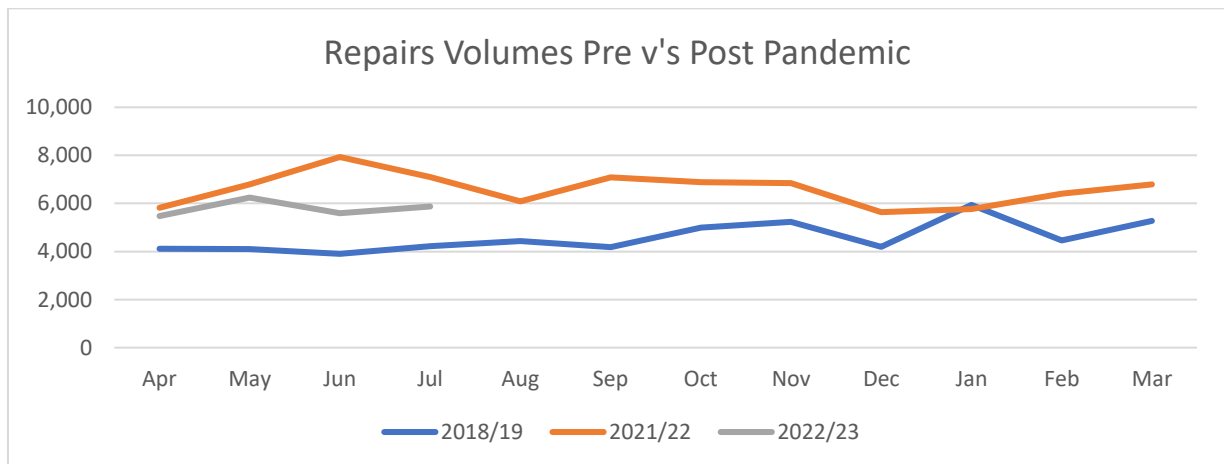
1.6 The Council is broadening the scope of the case management team and it now also covers caretaking and CCTV with plans to work across all areas of housing in the future.

Case management response times

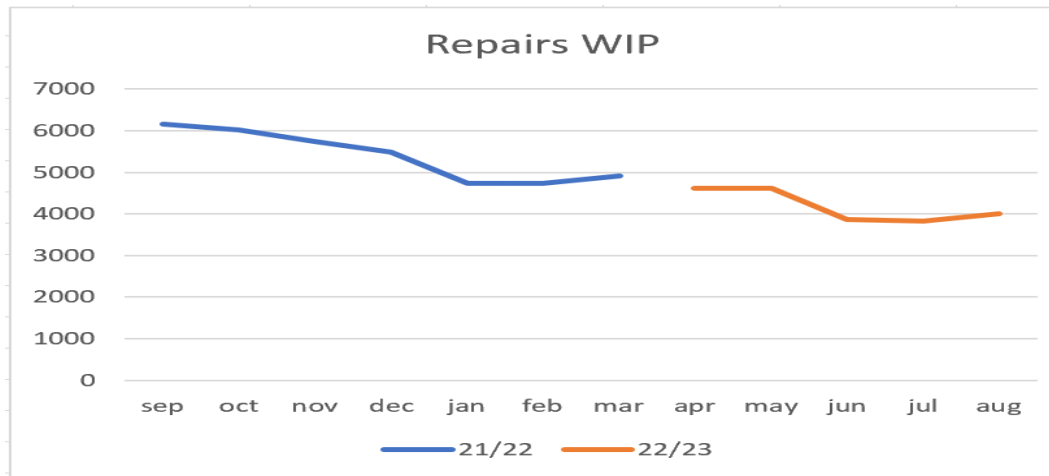


2. Carrying out repairs

2.1 The repairs service saw a 43% increase in repairs when comparing 2018/19 – the last year before Covid – to 2021/22, with an 100% increase in the months following the lifting of lockdown restrictions. This is shown in the graph below. The first quarter of 22/23 shows that volumes are starting to reduce, however we are still above pre-pandemic levels.



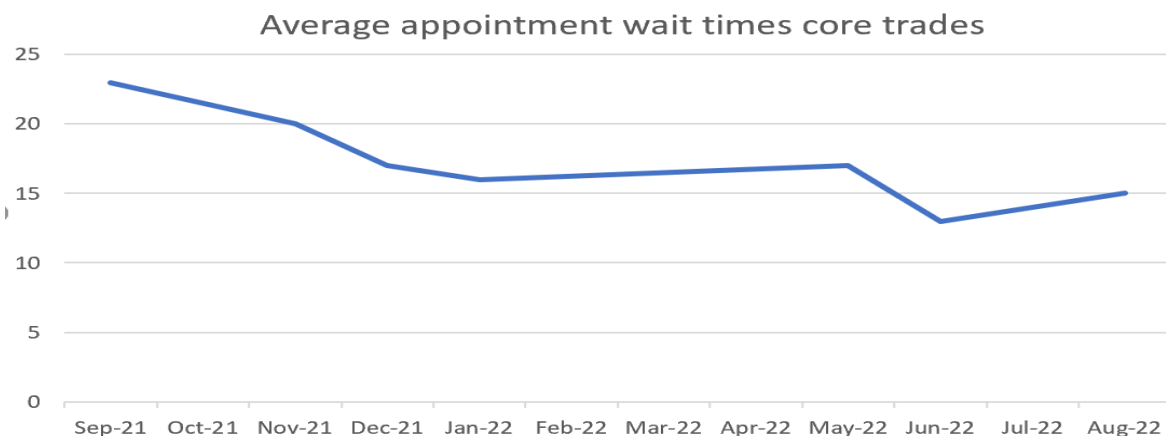
2.2 The repairs service has however reduced the backlog of repairs that came through when restrictions were eased. We measure this through our work in progress or 'WIP' figures. The graph below shows that the number of live jobs being managed has reduced from over 6,000 to just over 4,000. Of these 4,000 jobs, 75% are being progressed and the remaining 1,000 are due to commence. This is comparable to pre-pandemic conditions and to place these figures in context we receive between 700 and 1,300 repair orders each week.



- 2.3 The repairs service continues to deliver a high percentage of appointments within the priority timescales and diary wait times have continued to reduce (our priority timescales being emergency works – 24 hours, essential works – 20 days and non-essential works 35 days or 125 days depending on the type of work).
- 2.4 The table below shows that just over three quarters of repairs are completed on the first day of attendance and those taking longer generally relate to work such as plastering, glazing and floor laying.

	2021/22			2022/23		
	Jan	Feb	Mar	Apr	May	Jun
Appointments met within priority timescales	98%	97%	99%	99%	98%	98%
Repair completed on the first day of attendance	75%	77%	76%	77%	76%	77%

- 2.3 There are still some types of work (or trades) that have longer wait times than we would like, such as carpentry, floor-laying and welding and we are continuing our work to secure the right level of resources either directly or through our supply chain. This is shown in the graph below.



3. Conclusion

- 3.1 The service has reacted incredibly well to the pressures of the pandemic and continues to work hard to meet an increased volume of repairs when compared to pre-pandemic levels. There has been further work undertaken to improve the services offered including the continued improvement to damp and mould casework across the borough. The further increase in repairs reporting methods and the additional translation options available to residents has continued to create a more accessible service for our residents.
- 3.2 There are factors however that make service delivery more challenging at present and these include the availability of skilled tradespeople, inflation on material prices and the ability of supply chain contractors to maintain their tendered rates. These factors are all being monitored closely as we work to deliver the service within available budgets.

Report Ends

Capital Works Update

1. Introduction

- 1.1 The Better Homes programme has delivered a number of major projects across the borough recently including the works at Levita, Bourne Estate, Lissenden Gardens and Gamages. The team have also delivered a number of fire safety projects including the large-scale project at Holly Lodge and at various Sheltered housing properties. Mechanical and Electrical projects being delivered by the team include the work at the St Silas and Weedington Road Estates and the works to remove temporary boilers at various locations.
- 1.2 Outlined below is an overview of the projects that will be delivered by the Capital Works team along with their status as either; scoping (scope of works being finalised before tender), procurement (in the tender process) or in progress (on site). These have been split by DMC area where appropriate.

2 Holborn

- 2.1 There are a number of major projects being delivered in the Holborn area which are summarised below.

Tybalds

- 2.2 A large investment programme including works of approx. £6m have commenced with the contractor setting up site in the interim under Blemundsbury. To date the scaffolding has been erected at 3 of the blocks with the roofs to these 3 having been replaced. Work is now commencing on the walkways and façade of the buildings in order to strike the scaffold in the next few months. Once the first 3 blocks works are substantially complete the next 3 will commence. The works will happen in 3 phases:
 - Blemundsbury, Windmill, and Falcon
 - Boswell House, Richbell, and Springwater
 - Chancellors Court, Babington Court, and Devonshire Court
- 2.3 The overall scope involves roof replacement, redecoration of previously decorated areas, Façade repairs, window repairs and replacement to Boswell House and fire safety works.

Bourne Phase 3

- 2.4 Phase 3 will see the 5 remaining Grade II listed blocks on the Estate have new double-glazed windows, communal entrance works, together with repairs to roofs, concrete and stonework, brickwork and communal areas – including redecoration of all previously painted areas. This project will also include the installation of fire doors across the estate. The project is at scoping stage with a view to going to tender later this year.

Derby Lodge

2.5 We are reviewing the windows as to the extent of works working closely with planning and heritage to find the right solution for everyone. We will be re-covering the roof and carrying out external repairs to the fabric of the building where required. Boiler upgrade works have recently been completed to the blocks. The Better Homes Externals have been tendered and will commence late Summer 2022.

2.6 Projects included in the forward programme are as follows:

Block Address	Estate	Status
Bourne Estate Phase 3	Bourne Estate	Scoping
Derby Lodge	Derby Lodge	Tendered – S20 consultation
Tybalds	Tybalds	In progress
2-4 Calthorpe street	2-4 Calthorpe Street	Procurement
Powis House	Powis House	Scoping

3 Camden Town

3.1 Larger schemes reaching site this Summer include the works at Monica Shaw Court and various blocks on the Regents Park Estate.

Monica Shaw Court

3.2 The works proposed are to 1-29, 30-37, 38-47 & 48-75; the works varies from block to block however in general they will all have previously decorated surfaces decorated, fire safety works, repairs to the roof and ease and adjustments to windows and doors.

3.3 Projects included in the forward programme are as follows:

Block Address	Estate	Status
1-45 Wellesley house (cons)	Churchway Estate	Procurement
1-31 Churchway (odd)	Churchway Estate	Procurement
1-32 The Chenies (cons)	Goldington St Estate	Tendered
1-5 Platt street (odd)	Penryn Street Estate 1	Procurement
11-17 Platt street (odd)	Penryn Street Estate 2	Procurement
26-29 Medburn street (cons)	Penryn Street Estate 2	Procurement
2-84 Coopers Lane (even)	Coopers Lane Estate	Procurement
30-37(cons)/48-75 (cons) Monica Shaw Court	Monica Shaw Court	Tendered
1-29 (cons) Monica Shaw Court	Monica Shaw Court	Tendered
38-47(cons) Monica Shaw Court	Monica Shaw Court	Tendered
33 Crowndale Road (flats a-b)	33 Crowndale Road	Procurement
Brockham house 1-17 (cons)/ Rainham	Bayham Place Estate	Tendered
53-86 Munster Square (cons)	Regents Park Estate 1	Procurement
1-67 Troutbeck (cons)	Regents Park Estate 1	Procurement
1-70 The Combe (cons)	Regents Park Estate 1	Procurement
1-60 Mackworth House (cons)	Regents Park Estate 5	Procurement
1-24 Calgarth (cons)	Amphill Square Estate	Tendered

92 Arlington road (flats a-b)	92 Arlington Rd	Procurement
96 Arlington road (flats a-b)	96 Arlington Rd	Procurement

4. **Gospel Oak**

- 4.1 There are a number of key projects that are going to be delivered by the team this summer onwards. These include the investment at St Silas and Maitland Park Estates.

St Silas

- 4.2 The current heating and hot water project is due to complete this Autumn. The Better Homes project being tendered is for Southfleet which will largely comprise of new roofs and walkway coverings. The Better Homes works will commence once the heating and hot water project is complete estimated to be in the autumn of this year. The team are also reviewing if any works are required to other blocks on the estate and once this is confirmed then these blocks will be incorporated into one scheme with Southfleet.

Maitland Park

- 4.3 Better Homes works including window repairs and renewals and roof repairs will be carried out on selected blocks on the Maitland Park Estate (Maple, Alder, Hornbeam, Rowan and 190-205 Maitland Park Road). These will not commence until after the regeneration works complete in Autumn 2022. We have recently consulted with residents on the scope of the works and will shortly be proceeding to tender.

- 4.4 Projects included in the forward programme are as follows:

Block Address	Estate	Status
1-160 Southfleet (cons)	St Silas Street Estate 2	Procurement
1-27 Rowan house (cons)	Maitland Park Estate 1	Scoping being finalised
1-14 Maple house (cons)	Maitland Park Estate 2	Scoping – tender shortly
190-197 Maitland Park Road (Cons)	Maitland Park Estate 3	Scoping – tender shortly
198-205 Maitland Park Road (Cons)	Maitland Park Estate 3	Scoping – tender shortly
1-32 Hornbeam house (cons)	Maitland Park Estate 4	Scoping – tender shortly
1-43 Alder house (cons)	Maitland Park Estate 4	Scoping – tender shortly
117-164 Kiln place (cons)	Kiln Place Estate	Tendered going through Leasehold consultation
28 Quadrant grove	28 Quadrant Grove	Procurement

5 **Hampstead**

- 5.1 We have projects at the Alexandra and Ainsworth estate including Better Homes works at Stevenson, Greenaway and Edgeworth House, and also the work at Rowley Way to complete the design for the window and heating works – on this we have two pilot flats that will showcase the proposed designs. The viewings of the pilot flats have taken place

by residents and we are progressing with the final scoping of the project to enable us to tender the project during the autumn of 2022 and aiming to start on site soon after.

5.2 Projects being mobilised at present include:

Block Address	Estate	Status
1-20 Stevenson House (cons)	Alexandra & Ainsworth Estate	Tendered – leasehold consultation
1-24 Greenaway House (cons)	Alexandra & Ainsworth Estate	Tendered – leasehold consultation
1-36 Edgeworth House (cons)	Alexandra & Ainsworth Estate	Tendered – leasehold consultation
10a-15b Ainsworth Way (Cons)	Alexandra & Ainsworth Estate	Scoping
113-119 Rowley Way	Alexandra & Ainsworth Estate	Scoping
16a-21b Ainsworth Way (Cons)	Alexandra & Ainsworth Estate	Scoping
1a-9b Ainsworth Way (Cons)	Alexandra & Ainsworth Estate	Scoping
23-47 Rowley Way	Alexandra & Ainsworth Estate	Scoping
50- 76 Rowley Way	Alexandra & Ainsworth Estate	Scoping
51-75 Rowley Way	Alexandra & Ainsworth Estate	Scoping
5-48 Rowley Way	Alexandra & Ainsworth Estate	Scoping
78-104 Rowley Way	Alexandra & Ainsworth Estate	Scoping
79-103 Rowley Way	Alexandra & Ainsworth Estate	Scoping
1-30 New Priory Court (cons)	Estate 1-30 New Priory Court	Procurement
23 Gascony Avenue (flats a-c)	Estate 23 Gascony Avenue	Procurement
23 Winchester Road & flats (a-c)	Estate 23 Winchester Road and flats	Procurement

6 Kentish Town

6.1 There are a number of projects being mobilised, some of which have been carried forward from the previous year when a small number of schemes were held back due to Covid.

Kenbrook

6.2 Work has now been completed on the design of the fire safety works which was quite complex. The scheme is proceeding to tender now with a view to works commencing in early Summer.

Lissenden Gardens

6.3 The works at Lissenden Mansions were completed in March 2022. The external works to Clevedon, Parliament Hill Mansions and Chester Court have been tendered with a view to commencing on site in the autumn.

268 Kentish Town Road

6.4 Heating works have been carried out and we are commissioning work to replace the roof, install new windows and carry out various external works, communal area and general fire safety works.

6.5 Projects included in the forward programme are as follows:

Block Address	Estate	Status
268 Kentish Town Road	Kentish Town Road	Tendered
Clevedon, Parliament and Chester	Lissenden Gardens	Tendered
Kenbrook Phase 2	Kenbrook House	Procurement
242-244 Royal College Street	Royal College Street	Tendered
25 Caversham road (flats a-d)	25 Caversham Road	Procurement
2 Winscombe street	2 Winscombe Street	Procurement
3 Winscombe street (flats a-b)	3 Winscombe Street	Procurement
4 Winscombe street	4 Winscombe Street	Procurement
7 Winscombe street (flats a-b)	7 Winscombe Street	Procurement
14 Winscombe street	14 Winscombe Street	Procurement
15 Winscombe street (flats a-b)	15 Winscombe Street	Procurement
53 Oseney crescent (flats a-d)	53 Oseney Crescent	Procurement
17 Bartholomew road (flats a-d)	17 Bartholomew Road	Procurement
1-95 Camelot house (cons)	1-95 Camelot House	Tendered – sec 20 consultation
15 Doynton street (flats a-b)	15 Doynton Street	Procurement
19 Doynton street (flats a-b)	19 Doynton Street	Procurement
25 Doynton street (flats a-b)	25 Doynton Street	Procurement
33 Doynton street (flats a-b)	33 Doynton Street	Procurement
35 Doynton street (flats a-b)	35 Doynton Street	Procurement
33 Leighton road	33 Leighton Road	Procurement
60 Woodsome road (flats a-b)	60 Woodsome Road	Procurement

7 Retrofitting housing stock and delivering against the aims of the Camden Climate Action Plan

7.1 We are working up the programme and delivery options while learning how other local authorities have delivered similar projects. Demonstrator projects and pilot work consists of the following:

- Retrofit of 27 street properties (two separate grant allocations)
- Deep retrofit of 5-7 Belsize Grove, which comprises 58 homes
- Energy efficiency works at Brookes Court, which comprises 32 homes
- Internal wall insulation to 50 homes with solid walls included as part of the Somers Town Future Neighbourhoods project
- Discussions with “Energiesprong” (meaning “Energy Leap”) on a demonstrator project to carry out deep retrofit of a small block as a prototype project using their technology and repayment model (comfort charge). We are currently engaging with residents on site regarding the proposals.
- Preparing data / property list for next round of external grant funding. The focus will be to target all EPC E & F rated blocks and bring them to a minimum of EPC C rating.

Note: Deep retrofitting is a process where you look at a property’s overall energy efficiency and use a combination of measures to improve it. The aim is to ensure the property is operating in the most efficient way possible, using the least amount of energy.

7.2 We are now working on our proposals for the SHDF round 2 bid which will aim to secure more external funding for energy efficiency projects across the borough.

8 Mechanical and Electrical Programme

8.1 We have a range of projects underway to improve the efficiency and reliability of our communal heating networks. These include:

Maiden Lane

8.2 We are currently focussing on identifying low carbon technologies to support the traditional plant. This project is due to proceed to tender this Winter with a start on site early 2023 and the works will benefit the whole estate.

Weedington

8.3 The works are currently in progress, this project will focus on the replacement of the total life-expired and failing heating and hot water distribution network pipework plus the heat emitters and controls within the dwellings.

Mayford

8.4 The proposal is for the replacement of the radiators, pipework and the hot water systems within the dwellings. This project is due to proceed to tender this Autumn.

Holly Lodge

8.5 Phase 1 of the works will focus on the immediate requirement to remove the temporary boiler. The proposal is for the replacement of the boiler plant room and sub-plants rooms for a more energy efficient system as it’s nearing the end of its useful life.

St Silas

8.6 The works are currently in progress to renew the central district heating system serving the estate and installing individual boilers in 83 homes. This will provide all the residents with a more efficient heating system. Works are expected to be completed this Autumn.

8.7 Projects included in the forward programme are as follows:

Block Address	Estate	District	Scope	Status
Mayford	Mayford Estate	Camden Town	District heating	Design stage – soon to go to procurement
Belmont 13-29	Belmont Street	Gospel Oak	District heating plant room upgrade	Changes to scope of works with the principal contractor works due to start early 2023
New Harmood	New Harmood Estate	Gospel Oak	District heating plant room upgrade	S20 consultations completed works due to start Winter 2022

Southampton Road 22-38	Southampton Road	Gospel Oak	District heating plant room upgrade	S20 consultations in progress works due to start Winter 2022
St Silas	St Silas Estate	Gospel Oak	District heating	Works on site due to complete Autumn 2022
Weedington	Weedington Estate	Gospel Oak	District heating	Works on site due to complete January 2024
Rowley Way	Alexandra & Ainsworth Estate	Hampstead	District heating and windows	Pilot flats completed, resident viewings took place in July, next steps are to tender the works with a view to starting on site Spring 2023
Spedan Close 1-42	Branch Hill Estate	Hampstead	District heating plant room upgrade	Works due to start early 2023
Sycamore Court 1-32	Kilburn Vale Estate	Hampstead	District heating plant room upgrade	Works completed
Great Ormond Street 9-17	Great Ormond Street	Holborn	District heating plant room upgrade	S20 consultations completed works due to start Winter 2023
Maiden Lane	Maiden Lane Estate	Holborn	District heating	Design stage
Tonbridge House 24-74	Tonbridge House	Holborn	District heating plant room upgrade	Works in progress
Lift packet 7	Cromer and Birkenhead, 13 lifts	Holborn	Lift Refurbishment	Works in progress
Camden Road (217 – 255)	Camden Road	Kentish Town	District heating plant room upgrade	Work in progress
Holly Lodge	Holly Lodge Estate	Kentish Town	District heating	Design stage
1-23 Elsfield	Elsfield	Kentish Town	Bulk Gas Works	Design stage
Heat Metering phase 3	Multiple Estates	Multiple	Installation of heat meters	Heat meter installs in pilot flats programmed to start Aug 2022
Lift packet 6	7 blocks and 13 lifts	Multiple	Lift Refurbishment	Works in progress

9 Fire Safety Programme

9.1 There are a wide range of fire safety projects already on site and in progress. The team have been planning for the next phase of works which includes the development of 18 packages (list available below) of work. These packages are to address Fire Risk Assessment actions for various properties across the borough and will include work such as installation of fire alarms, signage and fire doors.

A summary of key projects is provided below:

Cromer Estate

Funded works to the three tallest blocks

9.2 Our bid for government funding for the replacement of façades on some of our taller residential buildings through the Building Safety Fund has been successful. The works to the three tallest blocks on the estate are on site and are progressing against the agreed programme.

Next steps for the remaining blocks

9.3 We are looking into other options to replace the façade at the shorter blocks and we will continue to monitor the Government's review of the Building Safety Fund and any changes that may apply to blocks between 11 and 18 meters tall. While we find a solution to replace the façade, we have been carrying out general fire safety works which includes the installation of fire alarms and working with residents to ensure that communal areas and balconies are kept clear.

Boroughwide fire safety work packages

9.4 We have a wide range of projects coming up in 2022/23 and 2023/24 and these are summarised below. We have split the work out into disciplines and property types where we need to have a particular focus, e.g. work to listed buildings.

No	Packet	Summary of works	Status
1	FRA Packet 001	Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the South of the borough	Works on site – due to be completed by February 2023
2	FRA Packet 002	Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the North of the borough	Works on site – due to be completed by February 2023
3	FRA Packet 003 -	Renewal of 457 flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms to over 1800 homes in the South of the Borough	Works being tendered
4	FRA Packet 004 -	Renewal of 329 flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms to over 1,600 homes in the North of the Borough	Works being tendered
5	FRA Packet 05 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 219 blocks within Camden Town area.	Tender by September
6	FRA Packet 06 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 291 blocks within Gospel Oak area.	Tender by September

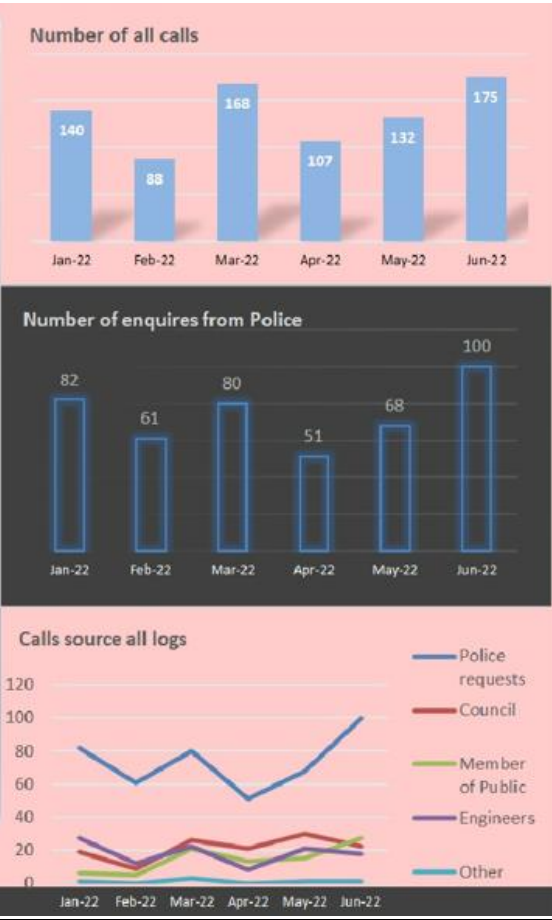
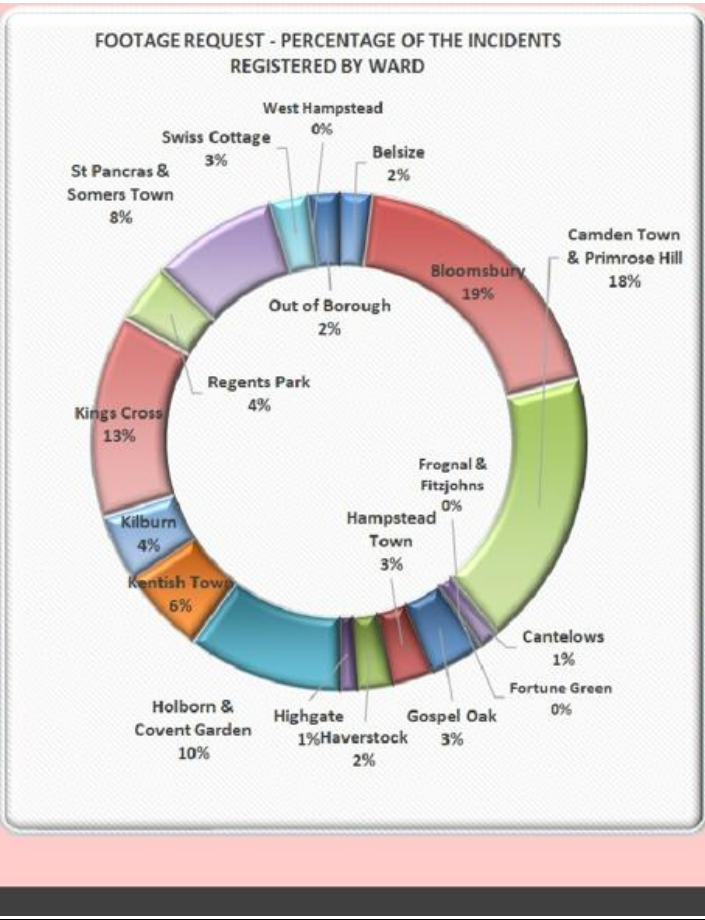
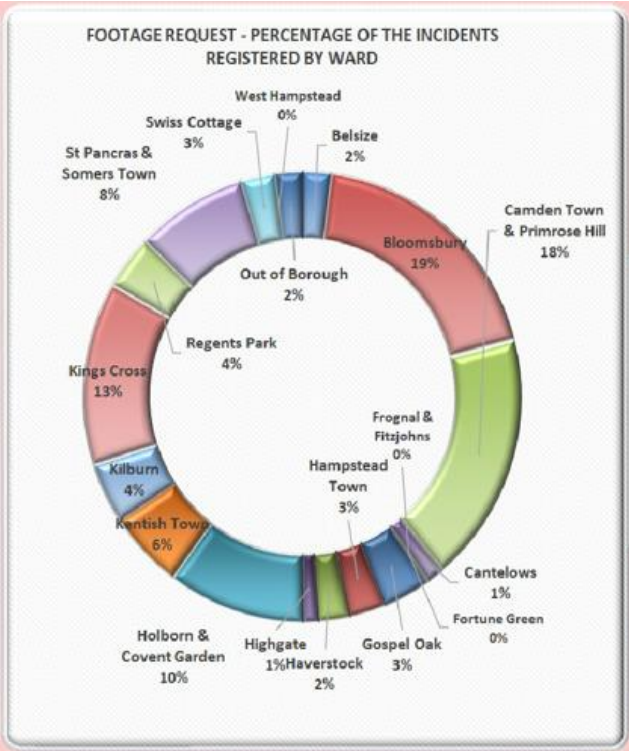
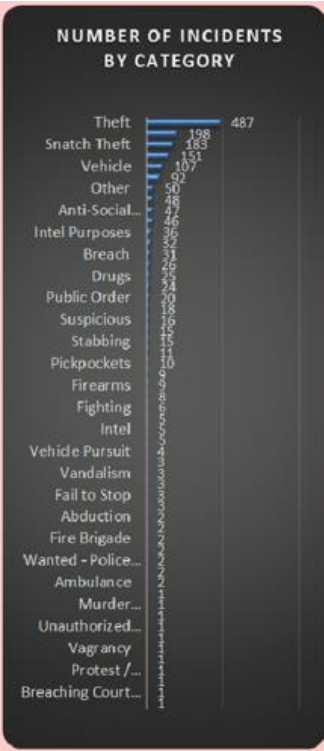
7	FRA Packet 07 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 509 blocks within Kentish Town area.	Tender by September
8	FRA Packet 08	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 509 blocks within Hampstead / Kilburn area	Tender by September
9	FRA Packet 09	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 119 blocks within Holborn area.	Tender by September
10	FRA Packet 010	Emergency lighting upgrading works to 300 purpose-built blocks in the South of the borough.	Scoping / Design stage
11	FRA Packet 011	Emergency lighting upgrading works to 384 purpose-built blocks in the North of the borough.	Scoping / Design stage
12	FRA Packet 12 – Bacton Tower	Fire risk assessment works to Bacton Tower	Scoping / Design stage
13	FRA Packet 13 – Grade 2 Listed Purpose-Built Blocks	Emergency lighting upgrade, communal and individual alarms, flat entrance doors, communal doors and other fire risk assessment works to 62 purpose-built Grade II Listed blocks in the borough.	Scoping / Design stage
14	FRA Packet 14 – Grade 2 Street Properties	Emergency lighting upgrade, communal and individual alarms, flat entrance doors, communal doors and other fire risk assessment works to 790 Grade II listed street properties in the borough.	Scoping / Design stage
15	FRA Packet 15 – Bin Chutes to be reviewed	Fire safety improvement works to bin chutes across the borough	To be reviewed
16	FRA Packet 16 – Roof Void Compartmentation / Separation to be reviewed	Fire safety improvement works to roof, and compartmentation works to various purpose-built blocks in the borough	To be reviewed
17	FRA Packet 17	Installation of hard-wired smoke and carbon monoxide alarms to over 2600 homes in the South of the borough	Tender by September
18	FRA Packet 18	Installation of hard-wired smoke and carbon monoxide alarms to over 2500 homes in the North of the borough	Tender by September

Report Ends

Community Safety & Responsive Security Patrol Performance Update

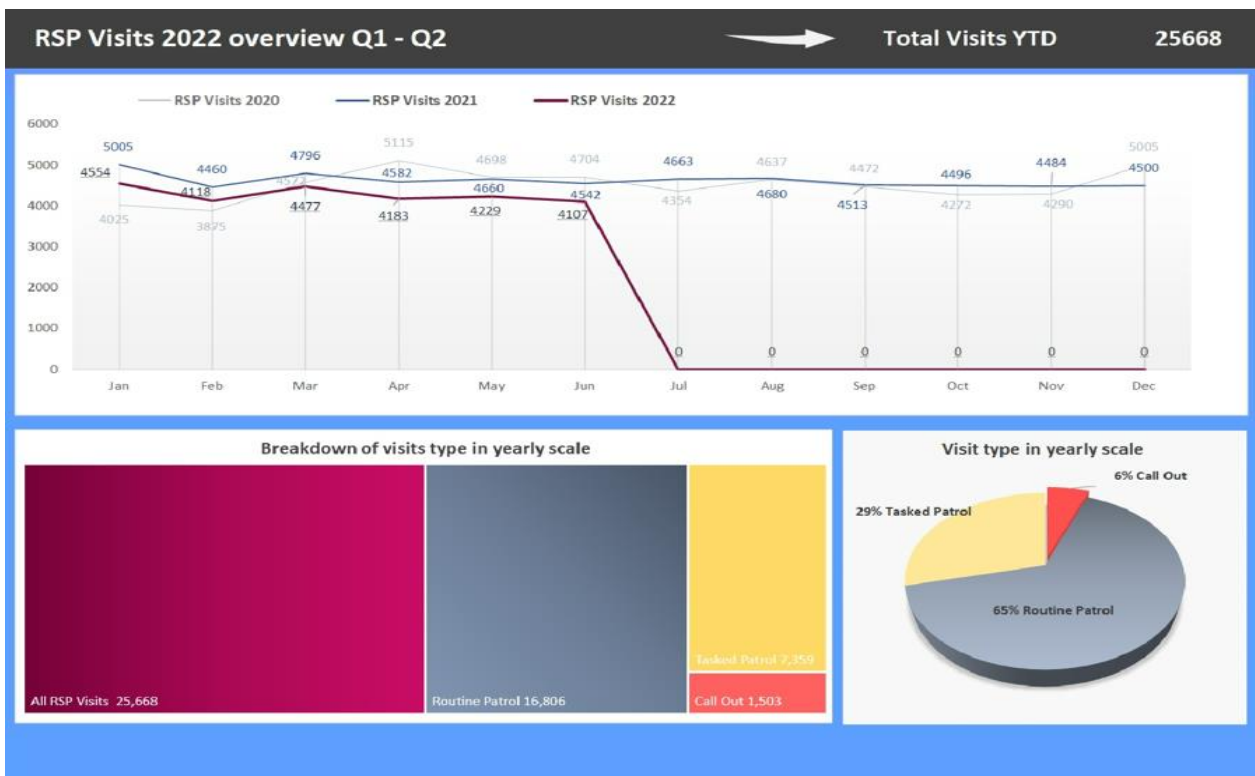
1 CCTV

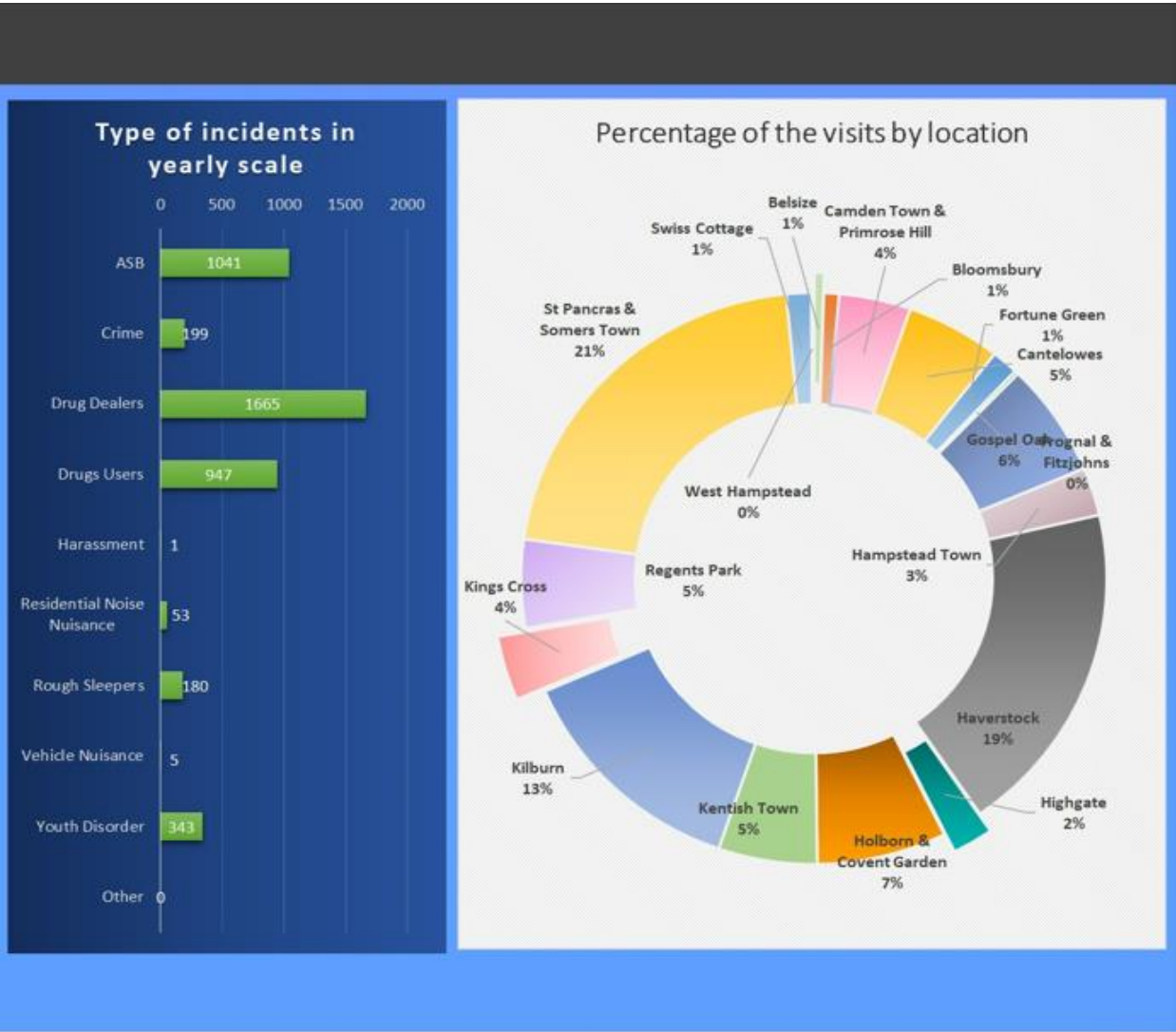
- 1.1 Work has continued on the new housing CCTV installation project over the last three months.
- 1.2 Phase 1 of the works on Regents Park Estate is now complete and is in testing. Phase 2 is due to start in August. Further resident consultation walkarounds have happened across the borough and approximately 35% of the top 50 estates will have now been visited and surveyed awaiting the installation team. Thank you to those residents that have taken the time on some very hot days to walk and talk us through their estates. Moving forward we have been asked to line up our visits with the community safety / housing visits being arranged so we will organise our schedule to theirs.
- 1.3 As you may have seen on the news, there are still severe worldwide shortages of computer chips, we are seeing longer delays obtaining some of the necessary hardware but we are continuing to install and investigate suitable alternatives that are of the same quality.
- 1.4 Visits have started to the new CCTV control room, we are booking in as many interested people as possible so spaces are limited. Each DMC / TRA can send 2 people along at the moment. If you are interested in visiting then please email the Control Room Operations Manager direct at tawanda.majasi@camden.gov.uk and he will make the arrangements.
- 1.5 Just to remind everyone, residents will only be charged a higher rate of CCTV service charges from the next April **after** their estate is upgraded to the new CCTV system. The majority of residents will not see an increase above inflation in 2022 and the increased service charge will be applied in 2023 or 2024. You will be notified in advance.
- 1.6 We are very much committed to keeping the existing cameras running right up to the time that they are replaced to the best of our ability. We have dedicated engineers working in Camden five days a week making repairs and carrying out maintenance who are separate to the new upgrade project team.
- 1.7 Below are some graphs from the CCTV dashboard that we are working on. You can see the types of incidents we get requests for, where in the borough the requests relate to and the number of incidents into the control room being dealt with.



2 Responsive Security Patrol

- 2.1 The Council's five vehicle Responsive Security Patrol (RSP) is available for residents to call out 12 hours a day, 7 days a week, from 4pm to 4am. The main purpose is to act as a deterrent and to detect and disrupt ASB on housing land. The RSP can be called out for any type of ASB and residents can call them out without sharing their personal details. Last year they carried out nearly 55,500 patrols – another year on year increase and so far half way through this year they have carried out nearly 26,000 patrols.
- 2.2 As well as responding to resident's call outs, the RSP carry out targeted vehicle and foot patrols at the request of Community Safety, Housing Managers and the Police. They may also carry out welfare or tenancy checks and form part of the Council's emergency response. They can be contacted on 020 7974 4444 asking for the Responsive Security Patrol or at RSP@camden.gov.uk
- 2.3 All RSP cars are fitted with GPS trackers that show in real-time where the vehicles are and keep a record of all the car's movements. The cars have in car CCTV fitted that records automatically and the RSP officers are equipped with body worn CCTV cameras that captures both audio and video. If there is a complaint about a patrol then all of this data is downloaded and compared to the patrol logs they submit. Management also carry out a "dip sampling" process where they select patrols at random and check all of this for accuracy.
- 2.4 Below are some charts from the RSP dashboard showing number of visits per month, the types of incidents they deal with and a breakdown of where they patrol. This dashboard is still a work in progress and the percentage of tasked patrols against routine patrols is not currently accurate but is being worked on.

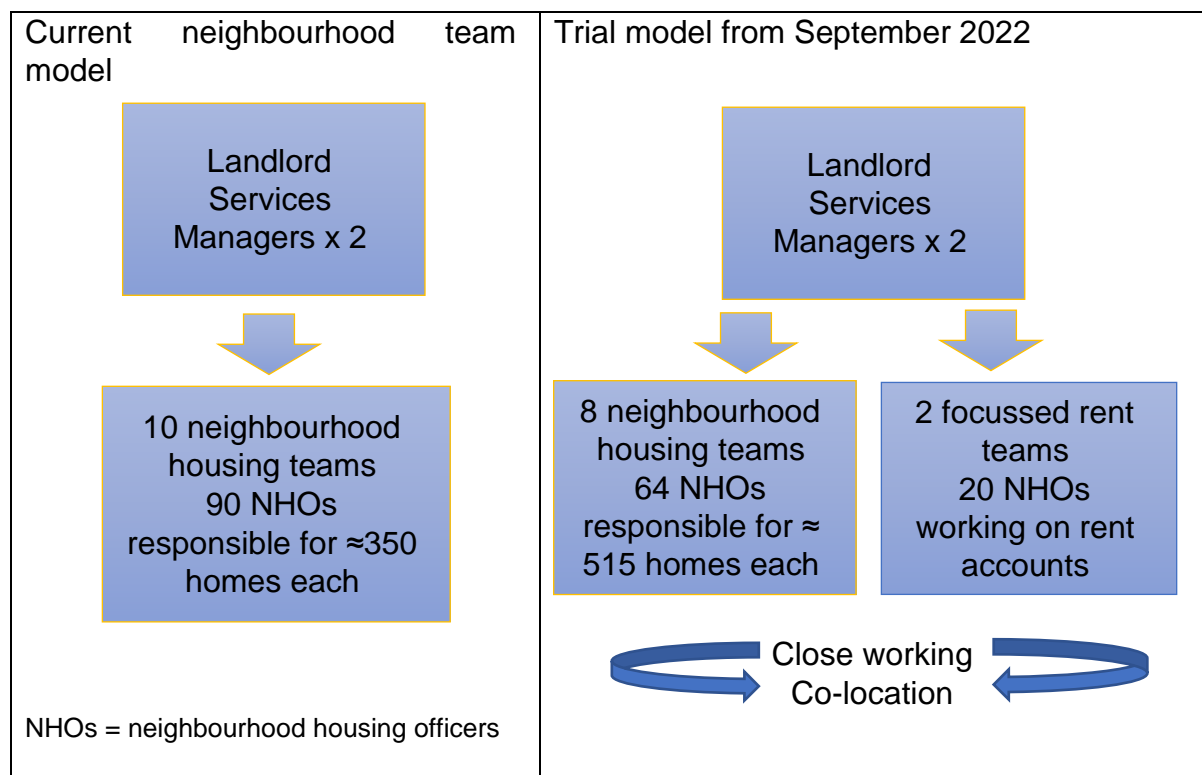




Report Ends

Landlord Services Performance Update

Landlord Services are setting up three new teams in September. For a trial period of six months twenty neighbourhood officers will work in a focussed way on rent accounts and six will focus on voids (see above). The staff working on rents will form two teams, each with a manager. These managers will report to the two Landlord Service Mangers responsible for neighbourhood housing teams in the North and South of the Borough.



Why are we making these changes?

- To make up for lost ground from the Covid pandemic and to respond to the cost of living crisis
- To respond to increasing arrears and to let empty homes more quickly
- To use our resources in the best way to improve performance
- To provide neighbourhood housing teams with more capacity for neighbourhood based work including a tenant visiting programme

Our priorities for the rest of 2022 and 2023

Alongside our pilots that will test the impact of focussed rent and voids roles on performance, landlord services will prioritise a programme in which neighbourhood housing officers (NHOs) will set out to visit every tenant. A visiting programme of this scale has not been carried out before in Camden. The purpose is to:

- Respond to feedback from Tenants and Residents Associations that they value seeing their NHO out as a physical presence in the community
- To inspect every council home to identify issues that increase risk to the occupiers or their neighbours

- To engage with our tenants individually to see if there is any help the Council, or our partners, can provide.
- To carry out a tenancy audit to ensure the people living in our homes are the tenants the property was let to

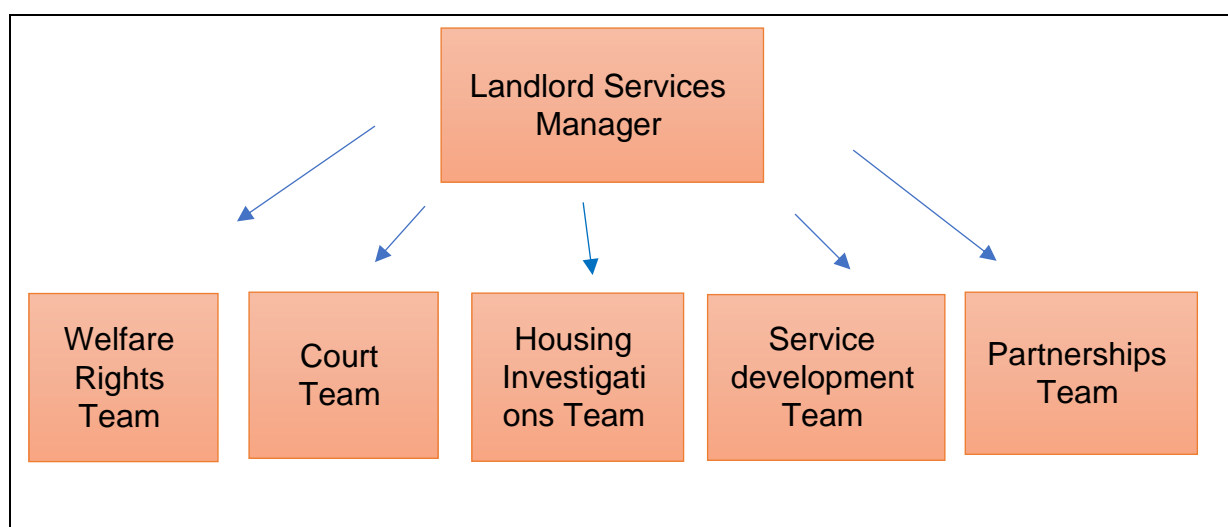
Housing Investigations Team

The Housing Investigations team (HIT) investigate illegal subletting, non-occupation of council tenancies, undeclared ownership of other properties and housing fraud, including fraudulent right to buy, succession and housing applications. HIT officers have a professional certificate in investigation skills or the equivalent. There is strong collaborative working and intelligence sharing with neighbourhood teams.

The table below provides data from 1st April 2021 to 31st March 2022 with figures for the previous three years:

	2021-2022	2020-2021	2019-2020	2018-2019
Properties recovered	57	49	73	102
Via referral type:				
Succession and assignment	31	38	32	49
Right to Buy	7	-	6	5
Subletting	3	4	18	29
Non occupation/abandonment	13	3	9	17
Fraudulent housing applications	-	-	1	1
Other unauthorised occupancy	3	4	7	1
Prosecutions	-	-	1	2
Unlawful profit recovered	-	-	£75,594.00	£70,322.30

HIT is part of the Landlord Services Support Group which also includes the team below:



Rent Data

Rent arrears continue to increase and so does the number of tenants owing more than seven weeks rent. This is demonstrated by the data below which illustrates why Landlord Services are trialling a different way of working with our two new rent focussed teams.

	4 Apr 2021	8 Aug 2021	17 Oct 2021	4 Apr 2022	8 Aug 2022
Rent arrears	£10,387,511	£10,880,666	£11,245,442	£12,346,862	£13,660,759
% Collection rate	98.10	98.4	98.44	97.92	97.28
Owe 7 weeks+	2677	2774	2771	3010	3164
Tenants on UC	4412	4708	4857	5164	5526
Arrears owed by tenants on UC and % of total arrears	£4,099,443 39%	£5,081,848 47%	£5,265,385 47%	£6,515,001 53%	£6,966,238 51%
<i>*figures include sheltered housing as well as other council homes</i>					

Report Ends

CARETAKING PERFORMANCE UPDATE

1. Introduction

- 1.1. The following is an assessment of performance for the first quarter of 2022/23, ending June 2022, for the Estates Management service. Among many other tasks, the core function of the Caretaking service is to deliver quality cleaning and identify safety concerns on our estates. Caretakers also perform a vital safeguarding and social function by looking out for some of Camden's most vulnerable residents as they go about their daily work, helping to tackle social isolation and loneliness.
- 1.2. Service performance is measured in three ways: Quality of cleaning is graded monthly (we aim for A and B grades as a marker of success, classifying C and D grades as requiring improvement), and Percentage of inspections carried out (we aim for 100% of inspections completed on a monthly basis). We also closely monitor instances of anti-social behaviour, allowing us to assess those estates which may need additional resource to maintain good grades.
- 1.3. A recently concluded recruitment drive to fill vacant Caretaker roles has been successfully completed, with a number Camden residents applying for roles. Several new caretakers have already started work, and we will continue to welcome new Caretakers as they join over the coming weeks.

2. Performance

Working with residents

- 2.1. Managers in the service work closely with TRAs and other resident groups to identify local needs and meet new challenges on estates.
- 2.2. In quarter 4 our Caretaker Managers and Principal Caretaking Managers have attended meetings and walkabouts in each district area, which have led directly to a better understanding of resident priorities and fostered closer working partnerships.
- 2.3. Examples include:
 - We extend out thanks to all those TRA's who have helped our service facilitate Race Equality roadshows in estate TRA halls. This work is of vital importance to continue challenging ourselves and ensuring our service remains inclusive and diverse.
 - At Mansfield Road, the TRA met with the Caretaking Manager and identified that quarry tile flooring required additional non-standard cleaning. Working with the Caretaking Support and Response Team, a deep clean was carried out and the flooring was restored to a very high standard.
 - Cressfield and Woodyard TRA reached out to their local manager about fly tipping on the estate. Together with the TRA Chair, we were able to identify an area for a Bulk Shed and quotes have been obtained to provide this.
 - Weedington Road TRA have worked with their local Caretaker Manager to enhance all 16 entrances. The external entrances were refreshed after an intense deep clean was carried out by our Caretaking Support and Response team (CSR).
- 2.4. If you would like to invite your local manager to a meeting, or arrange a walkabout on your estate, you can find your local Caretaker Manager's contact details on the cleaning schedule posted in the foyer of your building.

Cleaning

- 2.5. Caretakers keep your buildings and estates clean and safe. Each month local Caretaker Managers perform inspections to ensure standards are being maintained. Results are graded on a scale from A to D (A is very good, B is satisfactory, C additional focus needed, D requires improvement).
- 2.6. These checks also monitor health and fire safety issues, a key activity to ensure residents are kept safe, often requiring prompt action to keep communal areas free and clear of potential hazards.

Q1 (Apr – Jun 2022/23)	A	B	C	D
Borough	14.6%	82.7%	2.7%	0.0%
Camden Town	10.1%	89.3%	0.6%	0.0%
Gospel Oak	12.2%	78.6%	9.3%	0.0%
Hampstead	40.3%	58.9%	0.8%	0.0%
Holborn	10.1%	89.4%	0.5%	0.0%
Kentish Town	0.0%	97.6%	2.4%	0.0%

- 2.7. Caretakers consistently strive to achieve the highest standard of cleaning possible in each of our blocks. Heavy footfall, antisocial behaviour, and some environmental issues such as neighbouring construction works, the type and condition of flooring and decoration can all influence the grading achieved at point of inspection. Low grades are prioritised for inclusion on the Caretaking Support and Response team’s work plan.
- 2.8. As part of their daily health and fire safety inspections, Caretakers identify and raise requests for urgent communal repairs, such as lighting and lifts. Other repairs can include issues affecting drainage, damaged paving etc. Caretakers play an important role by reporting these issues as soon as they arise.
- 2.9. Managers in the service regularly assess the evolving needs of individual blocks and estates to ensure that standards are maintained and our stated cleaning and safety commitments are achieved.

Estate cleaning

- 2.10. The working day of our Caretakers prioritises health and fire safety checks in the morning, cleaning throughout the day, and estate cleaning (external areas) in the afternoon. In this way, Caretakers are able to monitor and respond to the needs of individual estates as they arise.
- 2.11. Three times a year, independent inspectors, Keep Britain Tidy (KBT), report the number and type of issue it has observed during a series of random sample inspections across the borough. While these sample inspections do not assess the whole borough, they do indicate performance as a whole.
- 2.12. The below table shows KBTs most recent sample inspections and compares against previous period.

Survey period	Litter	Detritus	Fly-posting	Graffiti	Fly Tipping
Current samples (2022/23)	2.22%	2.22%	0.00%	1.11%	3.33%

Previous samples (2021/22)	2.22%	4.44%	0.00%	2.22%	3.33%
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2.13. Estate cleaning is performing well and has seen significant improvement in Detritus and Graffiti; Litter and Fly tipping remain at their previous low levels.

2.14. While we are performing well in this area, to have an improved understanding of KBTs assessment and evaluation criteria, our Caretaker Managers are being trained by KBT in the coming weeks.

Caretaker cover arrangements

2.15. Our approach to service delivery was consulted on extensively during the Caretaking review. Caretakers are assigned specific workloads for which they are responsible, and also work collaboratively across patches, supporting each other to tackle larger estate cleaning works. This ensures consistency and that all Caretakers within a team are familiar with each other's workloads.

2.16. This joint approach also provides service continuity when covering absences, addressing comments received from residents and stakeholders during the review. Collaborative working ensures that core functions are consistently delivered to our estates.

2.17. Because all employees are entitled to annual leave and other absences, this entitlement is factored into our financial calculations at source and are known costs of employment. In cases where operational employees are absent for extended periods, we ensure service provision by employing agency cover staff.

2.18. All of our agency staff must meet the same standard as our permanent staff, including DBS and other checks, and are sourced from Camden's approved providers. This allows both flexibility and consistency of service while ensuring best value for our residents.

2.19. During quarter 1, the Caretaking service carried 30 vacant operational positions which also accounted for those new properties recently added to the Caretaking portfolio: CIP New Homes and Clarence Way estate. These vacancies were covered by agency staff. Permanent vacancies requiring the use of agency staff are expected to drop to zero in the coming weeks, as new staff take up their roles, following a successful recruitment campaign earlier in the year.

2.20. The number of long-term absences, requiring agency cover arrangement was no more than 13 at any given time. These long-term absences are being managed in line with Camden's existing policies and procedures.

2.21. Many agency staff have been successful in applying for a permanent roll as a Camden Caretaker during the recent recruitment drive, and we look forward to welcoming these experienced staff to the service.

Caretaking Support and Response team

3.9 The Caretaking Support and Response team (CSR) is a mobile service that is tasked with delivering enhanced cleaning and project work to estates.

3.10 Caretaker Managers, often after discussion with their TRAs, identify and request project support. This is then added to the CSR teams rolling work schedule. Before project work starts the team leader contacts the local TRA Chair to identify any other priorities that can be included alongside the planned works.

3.11 This service is a huge asset to the Caretaking Service and is currently starting its summer works programme with 28 separate projects completed in the first quarter. See Appendix 1.

Out of hours service

3.12 A much valued counterpart to the Caretaking service, the Out of Hours service extends the availability of Caretakers to respond to urgent safety issues, providing emergency cover. This service operates without interruption throughout the year responding to emergencies to support residents in their homes. You do not need to have a resident caretaker in your block as resident staff work in teams across the whole borough.

3.13 Each month Caretakers attend between 15 and 25 incidents on average. Examples include, flooding, emergency household evacuations during for e.g. floods or fire, clearing up of dangerous chemical spills, dealing with water penetration, cleaning up human waste found in lifts, distributing bottled water to residents during water supply failure.

3.14 Examples of call outs encountered in quarter 1 include:

- Urgent removal of drug paraphernalia in an accessible public space
- Attending reports of leaks and assessing appropriate response
- Urgent clear-up of human waste in residential lifts and communal areas
- Removal of dangerous obstructions to evacuation routes
- Attending a safeguarding concern reported by a resident
- Helping a resident to retrieve belongings from a secure area after they fell from a window

3.15 If you think you need the service out of hours call Contact Camden on 0207 974 4444 who will assign the appropriate response. This could include Caretakers being asked to attend. The out of hours Caretaking service operates from 17.00 to 23.00 on weekdays and 08.00 until 23.00 at weekends, providing cover to the whole borough.

Window Cleaning

3.16 Our dedicated team of full-time window cleaners are responsible for cleaning the communal windows of our buildings both inside and out. They are currently working to a schedule of two weeks in each district area before moving to the next. Every ten weeks this cycle starts again, and Caretaker Managers advise on which blocks should be prioritised for each period.

3.17 In the first quarter, the team achieved 185 individual window cleaning operations. With over 600 buildings on the schedule, the window cleaning team is on track to achieve its target of up to two cleans of each block per year.

3.18 Examples of work undertaken follows:



Brassey Road



Hickes House



Jaygrove Court

Meter Reading

- 3.19 We know how important it is for our residents to have access to their electrical meter readings in order to manage energy consumption effectively and finance budgeting. For many residents this information is difficult to obtain, as meters are often located in electrical intake cupboards, where access is restricted for safety reasons and limited to qualified staff and utility company personnel only.
- 3.20 Our Meter Reading service will access these restricted areas on request and provide meter data to residents. They will also work with residents and their utility providers to relocate prepayment energy meters inside homes, helping to address fuel poverty.
- 3.21 Each week this team conducts around 50 readings, assists with five smart meter installations and provides access for top-up meters, meter resets and access for other electrical works. Importantly whilst carrying out these duties the team checks for hazards in these secure and infrequently used locations.
- 3.22 Recent uncertainty in the energy market has seen an increase in demand for this service. We are monitoring service demand to ensure we can continue to support residents and help to prevent fuel poverty.
- 3.23 Requests for meter readings, and help with relocating utility meters can be requested by emailing the team directly at: meterreading@camden.gov.uk

Report Ends

CARETAKING APPENDIX 1 – SUPPORT AND RESPONSE TEAM

Before

After



**Bridge House
Hampstead**

Removal of heavy moss build up from the rear courtyard and pressure washed at the request of the TRA.



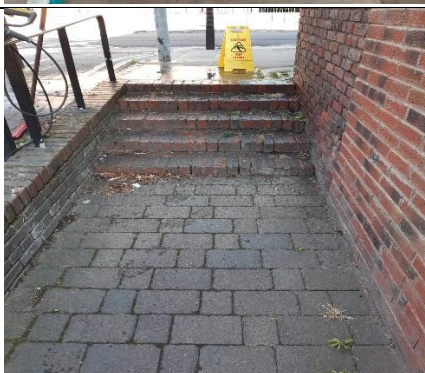
**Mickledore House
Camden Town**

Pressure washing of the external communal walkways.



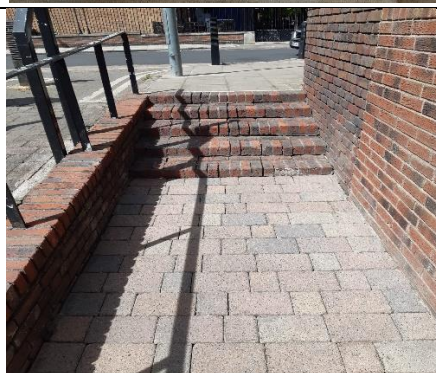
**Lulot Gardens
Highgate Newtown**

Removal of red gloss paint from the communal stairs.



**Coopers Lane Estate
Camden Town**

Pressure washing of the external communal pathways and courtyards on the estate





Ingestre Estate – Kentish Town

Working closely with the TRA at Ingestre Road, Wayne Head, Principal Caretaking Manager, and Marc Beecher, CSR Lead, undertook renovation and uplift works to the local square.

The overall result is a cleaner and brighter environment for our residents to enjoy.

[Click this link for the full story.](#)

(photos published with permission from the TRA)



(left to right: Wayne Head, Joaquim Neto, Helen Duff, John Loughran and Marc Beecher)

Other projects completed by Caretaking Support and Response Team

Location	Job Description
1-36 BRIDGE HOUSE (CONS)	Pressure washing of rear courtyard- Removal of moss and unblock drains.
1-24 CALGARTH HOUSE	Pressure washing of communal paths, identified by Caretaker Manager for Winter works
1-6 GLENRIDING HOUSE	Pressure washing of communal paths, identified by Caretaker Manager for Winter works
1-12 BRATHAY	Pressure washing of communal paths, identified by Caretaker Manager for Winter works
1-12 BECKFOOT	Pressure washing of communal paths, identified by Caretaker Manager for Winter works
1-12 MICKLEDORE	Pressure washing of communal paths, identified by Caretaker Manager for Winter works
1-12 STOUTBECK	Pressure washing of communal paths, identified by Caretaker Manager for Winter works
1-44 ENGLEFIELD (CONS)	Pressure washing of communal path and ramp
1-57 LULOT GARDENS	Removal of red paint from concrete steps
ROWLEY WAY: 113-119 (C-K) (CONS)	Cut off chain to redundant mobile cart
1-44 ENGLEFIELD (CONS)	Clearing moss from shed roof areas
1-67 CARTMEL (CONS)	Pressure washing of external pathways, to remove green moss
1-44 DERWENT (CONS)	Pressure washing of pigeon droppings by bin room area
1-32 WATERHEAD (CONS)/1-28 THE TARNs (CO	Pressure washing of external pathways, to remove green moss
DORNEY CAR PARK	Removed pigeon mess from communal carpark on the basement level
Coopers Lane Estate	Pressure washing of external walkways of Coopers Lane Estate
41 GLOUCESTER AVENUE (FLATS A-H)	Moss removal from entrance canopy area

1-39 PHOENIX COURT (CONS)	Painting of two communal entrances and stairwell, including walls & ceilings
ROWLEY WAY:23 26 30 33 37 40 44 47 (A-K)	Provide specialised service to new heating show-homes pilots
ROWLEY WAY: 5-48 (EXCL 47 11 14 18) (CON	Provide specialised service to new heating show-homes pilots
INGESTRE ROAD ESTATE	Request from TRA to tidy up flower bed planters. Breeze blocks replaced
INGESTRE ROAD ESTATE	Painting of flower bed planters

ESTATE PARKING – TRAFFIC MANAGEMENT ORDERS (TMOs)

1. Update

- 1.1. Further to the report circulated to DMC's in the spring, work continues to advance this project: Work has begun on scoping the project and identifying what resources and expertise are required.
- 1.2. This preparation work, along with details of next steps are expected to be put to the Cabinet Member for a Sustainable Camden as a Single Member Decision in October 2022. This decision will be taken in consultation with the Cabinet Member for Better Homes.
- 1.3. While it was our intention to provide a detailed report for this round of DMC's, we anticipate being able to report back with a more detailed update shortly.

Report Ends

GROUNDS MAINTENANCE AND TREE MANAGEMENT

1. There are over 300 green spaces and 28,000 trees in Camden which are predominantly located across parks and housing estates, other sites include; corporate property, education sites, verges and temporary accommodation which are all maintained to the same standards. The role the Green Spaces service undertakes across Housing sites was set out in the March 2021 report. The below sets out an update to that report.

1.1 Grounds Maintenance

Enquires should be raised by:

- Emailing the team directly using GroundsMaintenance@camden.gov.uk
- Telephoning 020 7974 4444 (Contact Camden)

Routine and ad-hoc grounds maintenance

- 1.2 Camden's Grounds Maintenance Monitoring Officers (GMMOs) regularly inspect and respond to enquiries from residents to ensure the quality of the works and that all green spaces are maintained in line with the contracted specification.
- 1.3 Where underperformance is found, the Council can raise a rectification and default with our contractor, these include a penalty to our contractor which is recirculated into improvements.

	Non Rectifiable Default	Stage 2 Rectification
2019/20	14	207
2020/21	21	143
2021/22	36	197
2022/23 – to 27th July 2022	1	54

- 1.4 The extreme weather patterns which have previously been reported have continued. As well as the very high temperatures experienced there has been very little rain for a very prolonged period.

July 2022: a dry run for UK's future climate?

Posted on 27 July, 2022 by Met Office Press Office



So far July 2022 has been the driest July in England since 1911. Up to 26 July there has been only 15.8mm of rain averaged across England; this is only 24% of the amount we would expect in an average July.

At this stage in the month we would expect to have seen well over three-quarters of the month's rain to have already fallen in an average July.

Source: Met Office Blog 27/7/2022 <https://blog.metoffice.gov.uk/>

1.5 Additional work

1.5.1 It is important to highlight that Camden's Green spaces deliver many positive outcomes. This includes increasing biodiversity, addressing social isolation and tackling health through improving access to nature.

1.5.1 The summer is a quieter time for improvement works as the service seek to be as sustainable as possible and undertake planting due the autumn to minimise water use and maximise the survival rates of new planting.

1.5.2 Recent examples of work undertaken across housing and sheltered housing include:

Relaxed Mowing & Wildflower Meadow Areas

Due to the ongoing dry weather and forecasted heatwaves we have had to manage fire related risk across long grass/meadow areas within our green spaces – On top of scheduled works, our term contractor idverde has been completing cutting of all relaxed mowing areas and cutting of both green space and community managed meadows, to remove grass fire risk.

Sheltered Housing Volunteer Sessions

Beginning in August, we have started a new round of twice weekly volunteer sessions at a number of Sheltered Housing sites with our partners The Conservation Volunteers and Idverde. Sessions include wildlife gardening & arts and craft workshops for Sheltered Housing residents.



1.6 Delivering safe and accessible playgrounds across housing

1.6.1 Green Space Operations currently inspect 177 play areas (play and sports) across 101 Camden housing estates, of these 4 play areas over 4 estates are currently TMO maintained and 173 are maintained by Green Space Operations and our term contractor Idverde. Engagement with TRAs and residents is currently in progress to replace play assets on 3 Camden maintained sites. One TMO maintained site is currently closed due to major improvement works. One MUGA is currently closed at the request of the TRA and we are working with residents to consider alternative uses as well as consideration of control measures to enable the MUGAs to be reopened for use.

1.6.2 The team also manages a further 33 play areas across 66 park sites.

1.6.3 97% of play areas with Camden maintained sites on housing estates are open for play.

2 Tree Management

Enquires should be raised by:

- Emailing the team, managed by Contact Camden, using treesection@camden.gov.uk
- Telephoning 020 7974 4444 (Contact Camden)

Tree emergencies, such as fallen trees or branches, should be called through to the Contact Camden on 020 7974 4444 (24 hours)

- 2.1 Trees on housing sites are managed in line with the [Council's Tree Policy](#) and are subject to the programmed 3-year health and safety inspection regime where work orders are raised and works undertaken.
- 2.2 The Tree Section, formed of highly trained tree officers, are responsible for inspections and contract monitoring of our contractor, City Suburban Tree Surgeons. Together we provide 24 hrs emergency response, 365 days a year for tree emergencies.

2.3 Housing Tree enquiries

- 2.3.1 We are experiencing a very high number of enquiries at present and are seeing some longer than normal response times. We are also currently struggling to recruit to a full complement of staff due to shortage of suitably qualified staff in the sector. Our term contractor is experiencing the same staffing problems which is causing a delay in some works being completed.
- 2.3.2 Following the complete year of reporting, it is now possible to provide performance information compared to the same period last year:

Enquiries Received	April - June 2021	April - June 2022
Housing Communal	110	140
Street Property	60	52
Total	170	192

Enquiries closed	April - June 2021	April - June 2022
Housing Communal	40	84
Street Property	28	48
Total	68	132

Work completed	April - June 2021	April - June 2022
Housing Communal	698	31
Street Property	109	25

Total	807	56
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2.3.4 Please note, the position is more comparable when July's figures are incorporated illustrating work is circa a month behind the point it was last year. We continue with our contractor to prioritise work and maximise work capacity.

2.3.5 In response to an updated risk assessment, the service has resumed entering residents' homes for access to trees so they can be inspected and works resume.

2.3.6 Trees planted in urban areas have a hard beginning to their life, we welcome your help in helping these new trees establish in their new homes by supporting our watering of them for the first 3 years. A map of new trees and a video on how you can supplement the Council's watering can be found at: <https://www.camden.gov.uk/trees#taiz>

2.4 Housing Tree Inspections

2.4.1 The programme of 3 yearly health & safety inspections and maintenance for 2022/23 on Housing estates covers the following wards:

- Bloomsbury
- Camden Square
- Camden Town
- Holborn & Covent Garden
- Kings Cross
- Primrose Hill
- Regents Park
- St. Pancras

N.B. these are the pre-2022 ward boundaries.

A map of works raised is available at: www.camden.gov.uk/trees

2.4.2 A map of individual trees managed by the Council (and details of inspection dates, work, species etc) can be found at www.camden.gov.uk/trees there is also a link to general information about tree population managed by Camden Council at <https://opendata.camden.gov.uk/stories/s/Camden-Tree-Statistics/ad58-u6q7/>

Enquires should be raised by:

- Emailing the team, managed by Contact Camden, using treesection@camden.gov.uk
- Telephoning 020 7974 4444 (Contact Camden)

Tree emergencies, such as fallen trees or branches, should be called through to the Contact Camden on 020 7974 4444 (24 hours)

2.5 Housing Tree enquiries

- 2.5.1 We are experiencing a very high number of enquiries at present and are seeing some longer than normal response times. We are also currently struggling to recruit to a full complement of staff due to shortage of suitably qualified staff in the sector.

Type	Enquiries Received (Apr 2021-March 2022)	Enquiries closed (Apr 2021-March 2022)
Housing Communal	427	415
Street Property	157	204
Total	584	619

Housing work completed

Type	Apr 2021 – March 2022
Housing Communal	5,693
Street Property	367
Total	6,060

N.B. The Council uses a live database, comparable figures from 2021/22 will be provided in the next report.

- 2.5.2 In response to an updated risk assessment, the service has resumed entering residents' homes for access to trees so they can be inspected and works resume.
- 2.5.3 The Tree Section are also responsible for planting. The 2021-22 planting season has now finished and a total of 52 were planted in housing areas, last season a total of 103 trees were planting on housing communal areas.
- 2.5.4 In addition to the trees planted by the Council, Camden Forest have recently planted 20 trees across 2 estates – Peckwater and Goldington estates - as part of their Communi-tree project. With funding from the Koko Foundation, the trees will be watered and looked after by two young foresters. More information at <https://camdenforest2025.wordpress.com/communi-trees/>
- 2.5.5 Trees planted in urban areas have a hard beginning to their life, we welcome your help in helping these new trees establish in their new homes by supporting our watering of them for the first 3 years. A map of new trees and a video on how you can supplement the Council's watering can be found at: <https://www.camden.gov.uk/trees#taiz>

Report Ends

HOUSING COMPLAINTS UPDATE

Housing Complaints Quarter 1 2022/2023 (Apr-Jun)

Division	Housing Management	20/21	Property Management	20/21
22/23 Q1 stage 1 complaints	82	32	190	143
cases responded to within time (10 wkg days)	28%	22%	68%	36%
cases responded to late	24%		19%	
Open cases currently overdue	48%		13%	
Number of "not a complaint" cases & not included in above figures	53		76	
22/23 Q1 stage 2 complaints	4		26	
22/23 Q1 Ombudsman decisions	1		8	

Housing Management (by Service)	Landlord Services	20/21	Estate Management	20/21
22/23 Q1 stage 1 complaints	32	26	32	5
cases responded to within time (10 wkg days)	31%	17%	41%	13%
cases responded to late	16%		22%	
Open cases currently overdue	53%		37%	

Number of "not a complaint" cases & not included in above figures	38		14	
22/23 Q1 stage 2 complaints	1		1	
22/23 Q1 Ombudsman decisions	1		0	

Property Management	Repairs & Operations	20/21
22/23 Q1 stage 1 complaints	188	143
cases responded to within time (10 wkg days)	67%	37%
cases responded to late	19%	
Open cases currently overdue	12%	
Number of "not a complaint" cases & not included in above figures	66	
22/23 Q1 stage 2 complaints	25	
22/23 Q1 Ombudsman decisions	2	

1. The data shows an improvement in cases responded to within 10 working days. We are currently analysing the data in more detail to see the cause of delays to respond in order to resolve them. Response times will continue to improve as the new system beds in.
2. Complaints' performance is calculated as per the complaints policy and procedure. The 10 working days are counted from the date the complaint is received into the central complaints team. The complaints team are required to acknowledge and assign the complaint within 2 working days.
3. The responding service then responds by the tenth working day. If it is going to take longer, then the responding officer contacts the complainant to update them and agree a new deadline. This can be up to a further 10 working days (20 in total) for complex cases.
4. With the new system the complaints team are assigning and acknowledging within 24 hours. However, in Quarter 1 there were still complaints being received via email into the complaints inbox which had a backlog for responding. Consequently, complaints were being assigned to services much later than 2 working days and the performance above reflects that.
5. Housing Repairs prepare their own specific performance data to measure the performance of the actual service rather than the Council as a whole. The 10 working days is counted from the date Housing Repairs case management team receive the complaint.

New Homes for Small Sites Programme Update

1. Context

- 1.1 At the last round of DMC meetings in June members requested an update that provided information in relation to: what the proposals were; how any development schemes would be funded; what issue was the scheme seeking to address (e.g. overcrowding, more family homes); where the schemes were to be located; number and type of homes to be built (e.g. social and affordable).

2 The New Homes for Small Sites Programme – Proposals

- 2.1 The New Homes for Small Sites Programme will focus on exploring development opportunities on underused council-owned land and use this land to deliver new affordable homes for Camden residents.
- 2.2 A report outlining the principles for delivery of the Small Sites Programme was endorsed at a Cabinet meeting on 2nd September 2021. The report also sought to approve the first stage of the programme, which focuses on community engagement and initial conversations with residents.
- 2.3 The initial stage of the proposed consultation programme focused on launching a ‘Community Call for Ideas’. The ‘Call for Ideas’ website launched in January and asks the community to suggest areas of existing council-owned land, currently not in use as housing, which could be used to provide additional homes. A detailed review of the suggested sites and a report on findings will then commence from the Autumn.
- 2.4 A further programme for on-site engagement commenced across initial sites from June. The sites currently in consideration sit across multiple wards and DMC areas. Engagement was undertaken across 4 sites before the school holiday period in July and will recommence from September including up to 7 additional sites.
- 2.5 This stage of engagement is to commence initial conversations with residents around the principle of development within the identified areas in estates and seek feedback on the

programme objectives, such as improving areas of estates while building new homes and maximising the delivery of new Council homes.

- 2.6 No decisions have been made yet on the future of these sites and we want to understand local resident views on our proposals as well as keeping them informed on ways that they can get involved with shaping any future plans.

3. How many Development Schemes would be Funded

- 3.1 The Cabinet report from September 2021 outlined a principle of delivery for small sites whereby the programme aims to maximise the number of affordable homes by delivering the first phase as a linked package of delivery sites and sites for sale.
- 3.2 Targeting land sale receipts across some sites could enable the delivery of 100% affordable tenure (social rent and intermediate rent) across other sites in phase 1. Sites considered as suitable for sale are expected to be those yielding less than 10 homes and considered not viable for Camden to directly deliver. Another benefit of this strategy is that 100% affordable sites attract GLA funding whereas 50/50 private/affordable sites attract less grant
- 3.3 The New Homes for Small Sites Programme offers new possibilities to deliver additional homes on council-owned land, without requiring decant or demolition of existing homes. It will also provide opportunities for Small and Medium-sized Enterprises (SMEs) and community or self-build developers to engage in the delivery programme offering further benefits to the wider community.
- 3.4 Officers will explore opportunities to offer sale sites to locally based community or self-builders where this can be done at market value with best consideration. Camden are currently piloting a Community Led Housing project at 31 Daleham Gardens, where we are proposing to sell land to a Community Land Trust to deliver affordable homes. Officers are eager to progress further such opportunities.

4. What issue was the scheme seeking to address (e.g. overcrowding, more family homes)

Our Objectives and Local Benefits

- 4.1 The New Homes for Small Sites Programme aims to target under used spaces within estates to meet housing need. By building on infill or small spaces within estates we can deliver additional homes to estates.
- 4.2 We will consult with local communities on the existing use of all proposed sites and also follow planning policy on existing and proposed parking and similar spaces, such as sheds.
- 4.3 Maximising the delivery of new Council homes is a priority and we will review current housing need on estates and assess how small site development can support this, including the provision of a Local Lettings Plan which if applicable which could give priority to existing residents in housing need for new homes. Overcrowding could be met through the provision of new family homes where possible or also through the option for existing residents to 'down-size' to new accommodation on the estate and free up larger family units.
- 4.4 Enabling benefits to existing estate residents is a key part of the programme and there will also be a separate estate improvement budget for wider estate investment, which will be driven by existing residents.

5. Where the schemes were to be located - The current sites in review are:

1. **Raglan Street Estate. Kentish Town South Ward.**
Current Use: Garages & hard standing and surrounding area.
2. **Bernard Shaw Court & Foster Court Estate. Kentish Town South Ward.**
Current Use: Garages, and hard standing
3. **Highgate Road Estate. Highgate Ward.**
Current Use: Car Park / Hard Standing
4. **Castle Road Estate. Camden Town Ward.**
Current Use: Vacant Car Park (enclosed under croft)
5. **Dennington House. West Hampstead Ward.**
Current Use: Inglewood Road Garages & car park.
6. **Kilburn Vale Estate. Kilburn Ward.**
Current Use: Garages, and hard standing
7. **College Place Estate. St Pancras & Somers Town Ward.**
Current Use: Area of hard standing.
8. **Churchill Road and Spencer Rise Estate. Highgate Ward.**
Current Use: Garages & Sheds.

6. Number and type of homes to be built (e.g. social and affordable).

- 6.1 At this stage no decisions have been made on the final package of sites for sale or delivery. To enable initial viability testing and modelling some initial capacity work was undertaken across 6 potential sites, looking at a mix of Social Rent and Camden Living Intermediate Rent.
- 6.2 If developed, with sufficient funding in place, these sites could yield approximately 83 additional units. However, the final number of new homes will be determined later through detailed design development with the final tenure mix determined then. The priority for the programme will be to maximise the delivery of new social rent homes.

Report Ends

CREATION OF A HOUSING RESIDENT PANEL UPDATE

1. BACKGROUND

- 1.1 Members may remember at the last meeting that we are creating a Housing resident panel. The purpose was to become more open and honest about how services we operate. The aim is for members to scrutinise the work and performance across the Housing directorates, question key managers and contractors about current performance, and help develop new policies to increase customer satisfaction with the service. The panel would consist of 10–15 reps covering all five districts, and although independent from the DMCs, minutes of the meetings would be included in the DMC housing services reports.
- 1.2 We plan to have five meetings between November and July 2023. The sessions, which will last between 1.5 - 2 hours, will likely take place at the Crowndale centre and can include hybrid attendance where necessary.

2 RECRUITMENT

- 2.1 The recruitment will commence during September, and all shortlisted applications will be subject to an interview selection process, and more details on this process will follow shortly.
- 2.2 We want to try and encourage as many interested residents as possible to be part of this panel. In conjunction with the portfolio holder, this group's final membership will be agreed upon by the Head of Property Customer Services and engagement.
- 2.3 The council wants to ensure that the voice of the silent majority comes through. We want to hear from the unrepresented demographics of our tenants and residents.

- 2.4 Having said this and following the helpful feedback from the DMCs, we will make key changes to the group's membership. It is recognised the vital role that the DMCs could play here and the experience they could bring to the table. We are now suggesting that 2 of the 15 panel positions will be reserved for the 5 DMCs.

- 2.5 With this in mind, we ask each of the 5 DMCs to propose 2 members and to nominate a total of 10 applicants. We will follow the same process as other applications, and these 10 applicants will need to attend the same interview process, where the two successful applicants will fill the vacant positions.

Report Ends

13 September 2022

Angela Spooner

Head of Landlord Services

Supporting Communities

angela.spooner@camden.gov.uk

020 7974 6764

Title: Kentish Town DMC Budget Report

Discussion Report

Recommendations: The DMC is asked to, note the report and approve any new bids as appropriate.

Report Summary: This report details the DMC budget allocation for 2022/23 in addition to any bids submitted for consideration.

Minor & Major Revenue Works Budget 2022/23

For the financial year 2022/23, the DMC Budget allocation is £141,910.00. This budget is the consolidated total of the former minor works and major revenue works budgets.

TRA's are asked to consider and put forward any improvement schemes that it is believed would benefit their estates/areas. Ideas should be discussed with their Neighbourhood Housing Officer in the first instance and depending on the type of bid may also require input from the Neighbourhood Manager or Estate Services Manager. Where applicable, technical input or pricing can be obtained.

To date, £26,201.95 has been spent against this year's DMC budget allocation. There are sufficient funds available to agree all the bids tabled below.

New Bids Received

The following bids have been received for approval at this meeting:

TRA	BID REQUEST	AMOUNT	COMMENTS
Castle Road TRA	Planters and planting	£3,500.00	This bid was presented to the last DMC. However, no one was present to support the bid as the TRA attended GO DMC instead.
Raglan Street TRA	Gerda security panels for LFB drop key access to 3 communal door entrances on the estate	£2,611.50	Officer led bid
St. Pancras Way TRA	Allotment project	£4,900.00	
St. Pancras Way TRA	Winter project for children	£2,000.00	
Brookfield TRA	Gardening project for estate	£1,300.00	
Brookfield TRA	Rotary driers	£ 900.00	
Brookfield TRA	Christmas project	£3,400.00	
Maiden Lane TRA	Annual Fireworks event	£3,900.00	
Maiden Lane TRA	Boys group activities	£1,100.00	
Maiden Lane TRA	Security for community garden	£1,731.75	
Maiden Lane TRA	Seniors group	£2,000.00	
Maiden Lane TRA	Girls group activities	£1,100.00	
Holly Lodge TRA	Bike shed repairs	£4,000.00	

Late Submissions

It has been agreed that all bids should be raised and discussed by the TRA with the relevant officer prior to submitting bids to DMC. This will ensure that the correct information regarding costs, resident consultation and surveyors input, if necessary, can be presented alongside the bid. It has therefore been agreed any late or verbal bids received at the meeting, will not be considered until the following meeting.

Bid Criteria

The criteria for bidding is outlined in the letter sent to all TRA's during the year when inviting new bids.

Report ends.



13 September 2022

Angela Spooner

Head of Landlord Services

Supporting Communities

angela.spooner@camden.gov.uk

020 7974 6764

Title: Kentish Town DMC Ward Housing Report

Information Report

Recommendations: The DMC is asked to note the report and make any relevant comments.

Report Summary: This report provides an update of recent news within the Kentish Town DMC Ward boundary since the last meeting. As previously requested, TRA's are asked to submit items for inclusion in the report that they wish to share

Update on DMC schemes

DMC Guidelines:

It is important that all schemes are discussed with the Neighbourhood Housing Officer or Neighbourhood Manager, well in advance in order to allow sufficient time for site inspections, resident consultation (where necessary), determine feasibility and prepare specification and costings.

Bids must be confirmed and submitted no later than 4 weeks prior to the DMC meeting to ensure they are tabled in the reports prepared for DMC meetings. Bids not tabled in the report will not be presented at the meeting as verbal bids on the night are not permitted.

Where schemes total over £5K, works must be carried out by our term contractor. Where payments are to be made directly to the TRA (this applies to sums under £5K for work or projects that the TRA are overseeing); these are made by BACS transfer directly to the TRA bank account and can take up to 28 days to reach the account.

If TRA's would like to provide an update about schemes they have been leading on in their respective areas, please contact Tara Cookson or Kieran Waller.

St Pancras Way estate - Community Hub

Officers from the Council's Major repairs team recently met with the TRA to look at proposals for delivering a scaled down version of the original plan; one that encloses the current floor space and provides a meeting area with toilet and kitchen facilities using the funds that are have been raised so far.

St Pancras Way estate – Security initiative

Works for lockable GERDA metal plates to secure existing LFB drop key access to communal doors across the estate have now been completed.

14 Leighton Crescent – Redesign of refuse storage arrangements

We have a design now that works for residents and the refuse collection service. However, the Pastor of the neighbouring Church has raised concerns about the location of the refuse bins being so close to the entrance to the Church. Claire Bowman, Neighbourhood Manager, has arranged a meeting with the Pastor to hopefully address these concerns. As the revised design is going to come in under budget, the TRA successfully sought agreement from the last DMC to use some of the surplus monies to revamp the barbecue area in the communal rear garden and to fit an outside water tap for garden use.

Rent arrears within the Kentish Town DMC area

	15 Nov 2021	1 Feb 2022	22 May 2022	26 August 2022
Residential accounts	3936	3944	3955	3959
Accounts in arrears	1709	1712	1816	1814
Tenants owing >7 weeks gross rent	523	565	561	593
Tenants owing > £1,000	503	524	546	577
Borough under occupiers	636	600	573	568
Borough under occupiers: rent arrears	£232,455.83 (Avg per person £693.90)	£221,966.89 (Avg per person £725.38)	£214,178.69 (Avg per person £726.03)	£227,824.38 (Avg per person £805.03)
Total arrears within area	£2,107,483.00	£2,238,372.41	£2,412,241.47	£2,561,894.45
Borough rent arrears* (Includes Sheltered)	£11,444,209.20	£12,230,586.53	£13,116,513.00	£13,089,674.06

Notes

* Likely to be an underestimation as we may not always be aware who is under occupying in Universal Credit cases

Report Ends.

The Housing Ombudsman's Complaints Handling Code 2022
Proposals from the DMC Chairs of 2021/2 to the June 2022 DMC Round

Update for September Round as at 19th August

Following the debates at the June round of meetings the following actions are being progressed:-

A survey questionnaire has been drafted to go to the 22,400 of 34,000 tenants and residents with e-mail addresses on the Camden database. It -

- Asks about their experience of Camden's complaints system over the last two years when the first version of the Ombudsman's Code was introduced;
- Seeks comments on improvements to Camden's processes they would like to see;
- Invites volunteers to a panel to work with Camden on revising the system, and proposing further ongoing resident oversight;
- Seeks proposals for visits to homes and estates to improve them;
- Offers to send out updates on DMC activities to those who wish to see them.

A legal basis for issuing the questionnaire has been agreed; data control proposals made, and an ex-DMC member, Vice-Chair and recent Councillor has agreed to oversee data management. The aim is to produce an anonymised report of findings as soon as practicable.

The questionnaire should be issued before the September round, and an additional update will be provided as appropriate to supplement this report.

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Report of the Cabinet member for Better Homes Submitted to the DMCs - September 2022

Introduction

Even in normal times the provision, financing and management of social housing has been described a “minefield”. One needs to be able to look into the future and not only predict problems, but predict reactions to a problem, and swiftly put in place the necessary mitigations.

However these are not “normal times”. The challenges facing social housing in a post pandemic, post Grenfell, and post Brexit climate are genuinely unprecedented. The cost of living crisis, spiralling inflation and fuel costs, the impact on supply chains and ability to secure the right expertise and parts, are all having a crippling blow, not just on Camden, but on the whole sector.

This national crisis is exacerbated by chronic shortage and decline in numbers of social rented homes. The size of waiting lists in places like Camden outnumber availability several fold, and often what is available is the wrong type of homes for the size of families in our demographics. Government housing policies dictated to local authorities have led to the more “vulnerable” being prioritised for social housing only. This is leading to a dominant demographic in Council homes, which in turn has led to a greater need for support, rise of ASB, and mental health issues, and unfair stigmatisation of social housing. At the same time there has been a marked underfunding for social rented homes. Compounded by the Government-enforced four-year social rent reductions, a form of rent control, all this has created the perfect storm in Camden which has resulted in a £180m gap on maintenance budgets.

My steer to officers has been to do whatever is necessary to ensure improvements are achieved through efficiencies in whatever we do for our residents. We need to embrace learning as part of everyday working, setting us on a journey towards being proactive in whatever we do. Undoubtedly, recent events have put a spanner in the works on how fast we have been able to progress with these strategies.

Notwithstanding this, being honest about failures, accepting there are problems, and then having effective strategies to eradicate those problems has been at the forefront of how I have been working so far. This also includes the need to have an **effective communication strategy** so that all those impacted can have the confidence that issues are genuinely being addressed.

Most of my submissions below relate to our recovery plans from the pandemic. I attempt to explain where we are in this journey and the challenges we face in housing, what my priorities are and my own vision for a housing service fit for our times. No doubt there will be further challenges down the road and they will be met with resilience and a determination to resolve them. And I am prepared to work with all my colleagues on the Council, officers, and residents who may have something to offer on anything I am doing or any new initiative I may have missed.

A “can do” proactive working culture

One of the most complex challenges in Housing has been to get closer to tenants, working with them on issues with their estates and homes and be easier to connect

with - and move to a neighbourhood-based holistic approach. Our Landlord Service is already modelled to provide this. I know our Neighbourhood Housing Officers, are all eager to establish positive working relationships with tenants in their patches so that we are seen to be providing a “one council” joined up efficient service, addressing issues proactively. One of the most challenging areas of work is dealing with antisocial behaviour. This takes up a great deal of officer resource, and it is reactive, mostly without practical resolution for neighbour disputes. I am working with Cllr Pat Callaghan in her new cabinet role, to see what else we can do to empower officers to deliver on our ambitions in providing a proactive holistic service as a “one council”, nipping emerging problems in the bud.

Improving the estates environment

I am already working with colleagues and officers on having a plan to improve the environment of each estate through our “Estates Mission” work. Looking at vacant spaces ie undercrofts, introducing parking for more sustainable transport (EV points, cycle parking etc) and using urban designers to create better environments and with food growing where possible. No doubt, my Cabinet advisor Cllr Eddie Hanson will be producing some interesting ideas here, and I am looking forward to work with him on this mission.

Grassroots resident engagement

Our TRAs do a fantastic job in representing their communities. However this can be taxing work for them. So I want to support them. I want to involve and engage and empower tenants at an estates level. To test this approach we have been running inclusive wide ranging engagement activity as part of the Chalcots major works project and we are also developing a participatory budgeting pilot at Hillgrove. So I know this works and the pay off for everyone involved is immeasurable. I want to devolve services into neighbourhoods so tenants can shape this, and frontline staff can work with them and make meaningful changes fast. I am keen to work with the Participation Team and with Cllr Anna Wright in Cabinet, as I have been throughout last year in shaping this.

The Housing Repairs Service has come under a lot of pressure in the past year, particularly as pent-up demand from the pandemic led to a peak in repairs. We have responded by restructuring the service – to bring down call waiting times, and to realistically prioritise work according to urgency and impact, and residents’ level of need.

My priority here is to improve the accuracy of diagnosing genuine emergencies, and to bring down non urgent repairs waiting times to pre-pandemic levels within the next six months. We also need to promote our newly created “damp and mould” team which is doing some fantastic work. I am also closely following performance of our Mechanical and Electrical contractors. In particular, I have asked to see an improvement plan for the performance of our Lifts and communal lighting contracts, closely followed by our two heating contracts.

Having said that, I am pleased with the determination of the team to improve and get things right. We are exceeding our expectations with our covid recovery plan:

- Channel shift to reporting using our online form, webchat and now SMS, has not generated a single formal complaint as it has freed up telephone lines for those who cannot report using these other methods. Furthermore SMS and webchat incorporates a live translation service, our next innovation will be video calling so people can show us their repair issue if that would help
- As we progress dealing with the massive backlog following lockdown, telephone lines are being freed for those who have genuine emergencies and/or have some sort of vulnerability
- Average daily call volumes down from around 650 to just over 100
- Online reporting up from 3% to over 40%, all in one year

As I said earlier, it is important to recognise failures and strive to improve things continuously.

However we also must acknowledge that the Council has responsibility for around 23,500 tenanted homes and over 9,000 leasehold properties. I am incredibly proud of our frontline operatives in repairs, for stepping up during lockdown who were redeployed delivering food to vulnerable residents, and then came back to an avalanche of backlog, and managed to bring numbers down methodically and resiliently.

Chalcots

The two contracts are proceeding as planned with cladding and windows replacement programme. Blashford Tower is on a design and build contract due to the complexity of the structure and corner windows. The show-flat has now been viewed by all but five households who have mobility or other reasons and all residents who viewed the show-flat have left satisfied with what they have seen.

The remaining four towers are on a build only contract and crucially now the tested and approved methodology of installation of windows mean lack of access will no longer hold up works. Scaffolding is already going up in Bray and Taplow Towers, which we anticipate works would be accelerated due to the revised installation methodology. I have asked officers to report on any time slippage for completion of works for Dorney and Burnham Towers.

Addressing fuel poverty

We are progressing a number pilot retrofit projects which target our most inefficient homes. This will see grant funding and Council resources used to install insulation and heat pumps. This autumn we will be bidding for more grant to expand this programme. We have also completed our analysis and built our programme to reach net zero and are proactively working with a range of industry experts and other boroughs to test and evaluate new funding models. These models are partly self-funding and if pilots are successful will be rolled out on a larger scale in the next five years.

Empty homes

In June last year I gave an undertaking to halve the average number of days a flat remains empty, and I am pleased to say that we are on course to reach that target, which is saving the Housing Revenue account £1 million in lost rental income. We do need to bring this down further and I have been working with officers to achieve this.

Our new target is to achieve a further £500k savings for each of the two following years in lost rental income by improving turnaround and letting properties faster.

Overcrowding

We need to look at our Housing Allocations Policy to ensure we are not missing a trick and that our priorities reflect the changing circumstances of our times. When we last reviewed our policy, this resulted in hundreds of more children to be lifted out of overcrowding. I think we need to go further but we need to be mindful of “winners and losers” when setting new priorities. I have already brought housing management and allocations together under one Director, started the process on reviewing whether there is more we can do with the allocations service and importantly change the service to an empathetic one, focused around the person, and helping them in other ways if rehousing is not an option.

I will work with other colleagues in children services or social care on this as I already have with Angela Mason when she was on the Council.

The Cost of Living crisis and developing a rent strategy

Rents and service charge increases have been always linked to inflation. This is the rent convergence government formula which comes to an end in 2025. With inflation at runaway levels we need to develop a rent strategy to ensure we have a coherent and evidence based way of increasing rents, reflecting spending needs and pressures together with efficiency savings, instead of making annual decisions based on short term reactive way of working. This will need to be developed working with all stakeholders and tenants.

I am proud of our energy procurement team who have managed to keep energy costs down for our own residents who are on bulk gas and district heating systems. Our bulk and forward buying strategy has resulted in up to 30% cheaper energy which has been passed on directly to our residents in these difficult times.

Leaseholder services

Improving efficiency in the way we implement our major works in maintaining and improving our homes will undoubtedly reduce complaints from our leaseholders. However we also need to improve our communications and processes in the service, to implant more empathy in the way we work and interact with our leaseholders and be better communicators.

The Private Rented Sector

We have been leaders in London and in England in holding rogue landlords to account. I am keen to progress with the expansion of our licensing regime beyond HMOs to cover all private rented properties if the research and evidence supports this.

Leasehold Buyback Scheme

I am proud of this initiative which saw hundreds of council homes lost to right-to-buy come back to Council ownership which is either another safe and secure home for a family, or a temporary home tackling homelessness and keeping families in Camden. I am keen to expand this further.

Closing remarks

I am committed to attend the meetings of the DMCs and answer any emerging questions, at the same time providing regular updates. I will normally focus on one theme per meeting in my reports, however I would welcome any steer from the DMC members on areas they might wish me to update on in future meetings.

Cllr Meric Apak – report submitted on 16 August 2022

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