

KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE

WEDNESDAY, 11 JANUARY 2023 AT 6.30 PM
THE COUNCIL CHAMBER, CROWDALE CENTRE, 218 EVERSHOLT STREET,
LONDON, NW1 1BD

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CHAIR

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

VICE CHAIRS

Momota Khatun (St Pancras Way Estate TRA)
Jane McWilliams (Brookfield TRA)

A full list of voting DMC members and substitutes is set out at Item 1.

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: 4 January 2023

KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE

11 JANUARY 2023

AGENDA

1. **REGISTRATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS AND CO-OPTION OF TENANT REPRESENTATIVES** (Pages 5 - 8)

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.

2. **APOLOGIES**

3. **ANNOUNCEMENTS**

4. **DECLARATIONS OF INTEREST IN MATTERS ON THIS AGENDA**

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

6. **HRA BUDGET 2023/24 AND RENT SETTING REPORT**

(Pages 9 - 24)

Report of the Director of Finance

This report summarises the financial position of the Housing Revenue Account and the draft recommendations on rent and service charges to be made to the Cabinet in January 2023.

The report also seeks the views of the DMCs on the draft recommendations.

The DMCs will retire to the following rooms to discuss the budget proposals separately:

Gospel Oak	- Council Chamber
Hampstead	- Committee Room 1
Camden Town	- Committee Room 2
Kentish Town	- Committee Room 3
Holborn	- Committee Room 5

At 8.00pm the DMCs will be recalled to report the outcomes from their respective meetings if they wish.

7. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

The date of the next meeting will be Tuesday, 28 February 2023 at 6.30 pm.

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Kentish Town Appendix A

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

22nd December 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*	John Legg	Chukwudi Onyebuchukwu	19/10/2022
Kennistoun, Willingham, Rosemary & Margaret TA	Mr D Jarman	Mr John Webb	26/10/2022
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
Torriano Estate TRA	TBC	TBC	10/11/2022
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:

22nd December 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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Agenda Item 6

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE January DMC HRA budget 2023/24 and Rent Setting Report	
REPORT OF Director of Finance	
FOR SUBMISSION TO Camden Town DMC Gospel Oak DMC Hampstead DMC Holborn DMC Kentish Town DMC	DATE 11 January 2023
SUMMARY OF REPORT This report summarises the financial position of the Housing Revenue Account and the draft recommendations on rent and service charges to be made to the Cabinet in January 2023. The report also seeks the views of the DMCs on the draft recommendations. Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report Contact Officer: Emma Cardoso- Team Leader (HRA and Capital Projects) 5 Pancras Square, London, N1C 4AG Emma.cardoso@camden.gov.uk 02079746513	
RECOMMENDATIONS DMCs are asked to note the contents of this report and respond to the questions detailed in Appendix D as part of the HRA budget setting process.	

Signed: Daniel Omisore, Director of Finance

Date: 4th January 2023

1. BACKGROUND/ CONTEXT

- 1.1. This report sets out the budgetary position on the Council's Housing Revenue Account (HRA) for 2023/24 and the draft recommendations that are planned to be made to the Cabinet on 18 January 2023 regarding rents, charges and savings.
- 1.2. The Housing Revenue Account (HRA) is a ring-fenced account and budgets are required to be set balanced each year. The events of the past few years have created an almost perfect storm for the HRA. The period from 2016-2020 saw enforced annual rent reductions of 1% as part of the government's efforts to reduce welfare expenditure. This meant that the HRA entered the current period of economic volatility with its finances in a weakened state. Brexit, Covid and the war in Ukraine have all contributed to inflation reaching a 40 year high with CPI at 11.1% in October, which has put unprecedented pressure on the costs of energy, repairs, maintenance, and housing services. This is alongside increased regulation for fire and building safety and increased legal compliance required of social landlords in the Social Housing Regulation Bill introduced to Parliament earlier this year. New pressures such as tackling damp and mould are constantly emerging. Furthermore, the HRA budget includes interest on the borrowing necessary to finance estate regeneration in the Community Investment Programme. The Bank of England base rate has more than tripled over the course of 2022 which puts the interest budget under a great deal of pressure.
- 1.3. At the same time funding for the HRA has consistently failed to keep pace with these rising costs. All this means that the finances of the HRA are now at a very precarious point. With no central government support available, the Council will need to make some difficult decisions to secure the long-term viability of the HRA while meeting the ambitions of We Make Camden, the Council's vision for the borough.
- 1.4. There are limited income sources: social rents, service charge income from leaseholders and tenants and also non-residential rents (such as shops, garages/sheds and estate parking). Social rents are limited in line with the Government's rent standard but for 2023/24, this has been overridden to be capped at 7% maximum increase.

BETTER HOMES INVESTMENT PROGRAMME

- 1.5. The Better Homes programme was established in 2013/14 and since then has delivered £486m in investment in our Council homes at an average of £54m per annum. This covers internal works (e.g. kitchens and bathrooms), external works (e.g. roofs and windows), mechanical and electrical works (e.g. communal heating and lifts) and fire safety works. Budgets for the next five years total £281m with £128m identified for external works, £54m for fire safety works and £69m identified for mechanical and electrical work

(heating and lifts). An additional £9m has been identified for Energy Efficiency/ Retrofit works with grant funding also being bid for wherever possible.

Table One: Better Homes Programme

Summary	2022/23	2023/24	2024/25	2025/26+	Total
HRA	£000s	£000s	£000s	£000s	£000s
Better Homes	15,363	35,179	34,900	43,108	128,550
FRA Works (excl Chalcots)	12,578	24,315	18,020	-	54,913
M&E/Energy Efficiency	19,764	19,905	17,358	20,193	77,220
Major Repairs/Miscellaneous Projects	4,400	4,000	-	-	8,400
Other (including Programme Management and Contingency)	3,174	4,206	250	4,350	11,980
Total	55,279	87,605	70,528	67,651	281,063

- Over 3,000 homes will benefit from external works in the next two years. This work has been prioritised through detailed scoping surveys and a review to make sure the Council is making best use of its capital resources
- 27 new lifts are in the process of being installed and are on site currently, adding to the 370 lifts already installed through Better Homes.
- Large heating schemes continue to progress on site, tackling those in acute need of replacement such as the St. Silas estate and the Weedington Road estate. Next year we will be procuring large schemes at Rowley Way, Maiden Lane and Mayford.
- There will be newly arising need in relation to fire safety as our assessments continue and new requirements arise from the Fire Safety Act (2021) and the Building Safety Act (2022), alongside the need for significant investment in communal heating beyond the budgets currently set aside.
- There are currently two large Fire Safety projects on site delivering fire alarms inside over 5,500 homes with a further three contracts due to be let shortly delivering a further 5,000 Fire Doors and Alarms to residents' homes.
- Five additional contracts will be tendered shortly delivering a further 2,800 Fire Doors, 550 Communal Alarms for street properties and multiple of FRA across 450 blocks in the borough.
- An additional contract will be tendered shortly for delivering the fire safety works to Grade II and Grade II* Listed properties in the borough.
- A further 10 projects are being scoped with an aim for delivery to commence during 2023 along with a handful of smaller projects across the borough involving a variety of measures.
- Following the tragic death of Awaab Ishak in Rochdale, the Council is investing in proactive measures to make sure the Council identifies damp and mould in its homes and takes appropriate actions to manage the risks to health. The Council set up a dedicated team addressing damp and mould problems in September 2021 and since then £2.4m has been spent on remedial work.

2. HRA BUDGET 2023/24

2.1. The Council is required to agree a balanced HRA budget for each year. The proposed budget for 2023/24 is set out in detail in Appendix A.

2.2. This budget considers the following expected cost pressures for the 2023/24 financial year. These include:

- **Inflation and Corporate** – Inflation indices are high - October CPI (released mid-November) is 11.1% and RPI is 14.2%. The HRA inflation is much higher for 2023/24 than in previous years which reflects the much higher material and labour costs and the volatile inflationary economy within which it is operating. This is a challenge being faced across not just the wider Council but also by many other businesses and organisations.
- **Energy costs**- The Council has benefitted in the past through its procurement strategy, however, the worlds energy market prices continue to grow rapidly. Further detail is set out below. Therefore, this represents the largest cost pressure to the HRA's budgets in 2023/24.
- **Energy Fund (support for residents)** - Camden recognises the need to provide help and support to residents facing fuel poverty in the face of rapidly increasing energy prices. As such, £0.3m has been set aside to invest in an additional home energy officer post and a revenue budget to invest in smaller revenue measures to reduce heating bills alongside our wider capital works measures. Energy efficiency works will include secondary glazing, internal wall insulation and minor works such as draught proofing and low energy lighting.
- **Interest**- In 2020/21, £3.3m of the interest budget was temporarily reduced whilst interest rates remained low so that budgets for fire safety and other regulatory cost pressures could be funded. However, from 2023/24, interest rates are expected to return to higher levels so the budget has to be reinstated.
- **Building Safety**- The Building Safety Act received Royal Assent on 28th April 2022. The Council included budget in 2022/23 to fund resources in place to deliver the Building Safety Manager function and the start of IT project work to establish the "Golden Thread" data. However, there will need to be further budgets added to meet all the requirements set out in the legislation. No new burdens funding has been provided by Government for these revenue costs (other than small amounts that fall within the General Fund for surveying buildings in the private sector).
- **Medium Term Financial Strategy (MTFS) Savings:** As the income that can be raised for the HRA is insufficient to cover the costs, it is necessary to identify savings either by increasing income or reducing costs within the HRA's budget. Further details are set out in section 5.

Table Two: HRA pressures and potential funding for 2023/24

	Pressures £'m	Potential Funding £'m
Inflation & corporate (NI)	7.21	
Restore interest budget used in 20.21 for fire safety	3.30	
Building Safety	0.59	
Energy Costs	26.49	
Energy Fund	0.30	
Heating charges leaseholders and metered	-	8.38
Heating pool charges- 220%	-	16.04
Rent increase- 7%	-	8.25
Tenants Service Charges increases	-	2.31
MTFS savings	-	2.86
Other efficiencies	-	0.04
	37.89	- 37.89

- 2.3. Section 3 explains in more detail what options have been identified to fund the pressures set out in Table 2. If it is decided to not increase rents or service charges, options would need to be considered on where to make further cuts to set a balanced budget for 2023/24.

3. RENT AND SERVICE CHARGES

- 3.1. There are only a few ways that the Council can fund budget pressures and restore the HRA reserve to more sustainable and prudent levels - by increasing rents and charges or by reducing budgets.

RENT

- 3.2. The main income for the HRA is from social rents and these can only be changed in line with the Government's rent standard. For 2023/24, Central government announced a maximum cap of 7% on social rents as part of the autumn statement on 17 November 2022, as an outcome from the rent consultation launched in October. This overrides the Rent Standard which permits a maximum increase of inflation (Sept CPI 10.1%) plus 1% (i.e. 11.1%).
- 3.3. It is recommended to increase rents by 7%, to generate £8.25m to continue to invest sufficiently to Camden's housing stock and services. The increase would cost tenants an additional £8.59 per week for a two-bed property based on average rents – see Table 3. Rent is eligible under housing benefit and universal credit.

Table Three: Average rents with the recommended 7% increase

Bed size	Average Rent 22/23	Increase in 23/24 7%	Average Rent 23/24
0	£90.55	£6.34	£96.89
1	£108.03	£7.56	£115.59
2	£122.72	£8.59	£131.31
3	£137.66	£9.64	£147.30
4	£152.99	£10.71	£163.70
5 +	£169.16	£11.84	£181.00

- 3.4. **DMC members are asked for their views on rent increases of 7% from April 2023.**

SERVICE CHARGES

- 3.5. Cabinet is recommended to increase tenants' service charges by various levels as shown below for Caretaking, CCTV, Communal Lighting, Communal Mechanical and Electrical Maintenance, Grounds Maintenance and Responsive Housing Patrol to fund the cost of providing these services. These service charges are eligible under housing benefit and universal credit.
- 3.6. The effect of the proposed increases on current weekly service charge levels is detailed in Table 4 below. This could generate c.£2.2m of additional income to fund the services received by tenants in 2023/24. The largest proposed increase is to the communal lighting charge to reflect the large increase in electricity costs.

Table Four: Proposed Tenant Service Charge Increase

Service Charge	2022/23 weekly Charge	2023/24 increase	2023/24 weekly charge	Additional Income from increase
Caretaking	£10.73	£0.54	£11.27	£485,171.86
Communal Lighting	£1.15	£1.64	£2.79	£1,457,647.42
CCTV	£1.04	£0.05	£1.09	£7,884.81
Communal M&E maintenance	£1.26	£0.13	£1.39	£100,629.59
Ground Maintenance	£1.90	£0.15	£2.05	£115,469.01
Responsive Housing Patrol	£0.67	£0.03	£0.70	£33,297.86
				£2,200,100.54

- 3.7. Not included in the table above, some tenants will also start to pay for the enhanced CCTV service (as agreed at January 2019 Cabinet) from April 2023 once the new cameras are installed. The charge is £1.12 per week

(on top of the CCTV maintenance charge) for 7 years. The original approved amount was £2.10 per week including CCTV maintenance which was then 98p. Therefore, the incremental charge for enhanced CCTV service was agreed to be £1.12 per week (£2.10-£0.98).

- 3.8. If the proposed increase in service charges is not supported by the Cabinet, services would need to find savings of £2.2m next year to offset the loss of the additional income.
- 3.9. **DMC Members are asked for their views on the proposed changes to tenants' service charges and to make any additional recommendations.**

4. HEATING POOL

- 4.1. The heating pool is a ring-fenced self-financing account within the HRA. 10,936 tenanted and 3,763 leasehold properties receive district-heating services and/or gas supplies from the Council. We have continued to see unprecedented price movement and volatility with wholesale gas prices by approximately 1,500% higher than the average market prices. The main drivers have been due to the security fears heading into the winter period, relating to Russian gas flows, the ongoing war on Ukraine and the geopolitical uncertainty. As of 1 December 2022, the Oct 22 – Sep 23 supply gas and electricity prices are showing an increase of 261% and 83% respectively. This is despite the government Energy Bill Relief Scheme (EBRS) discount which will be applied to Oct 22 – Mar 23 gas billing which is an estimated saving of c.£0.9m.
- 4.2. At present, the Council continues to benefit from purchasing energy at wholesale prices in advance- the Council has purchased all energy required up to September 2023 and this price is fixed. However, the Council still needs to purchase energy from October 2023 to September 2024 (six months of which falls within the 2023/24 financial year), and therefore exposed to the ongoing price volatility for that period. There has been no confirmation if there will be any Energy Bill Relief Scheme (EBRS) from April 2023 onwards.
- 4.3. Last year, in order to shield tenants from the start of extremely high energy prices and limit the increase to 15%, Cabinet supported the recommendation to use all of the remaining heating pool reserve during 2022/23. However, unfortunately the fuel forecasts continued to grow which has led to a deficit in the heating pool during 2022/23 and this means the heating pool reserve is unable to offset the price increases again. There is an option to carry the deficit forward into future years, to limit the impact on residents to 220% increase rather than seeking to recover in 2023/24. See **Appendix B**.
- 4.4. **DMC members are asked to note the increased price of gas and electricity and the impact on the Council's heating pool charges – with the potential increase of 220% - and note that officers are continuing to work on options to mitigate the impact on tenants and the HRA.**

5. MTFS/SAVINGS PLAN FROM 2023/24-2025/26

- 5.1. The Council is developing a new three year Medium Term Financial Strategy which seeks to bridge the funding gap in both the HRA and the General Fund through a range of measures including funding choices, investment, borrowing, income generation and savings. As part of the MTFS, the Council is working hard to find savings to help offset some of these pressures.
- 5.2. It is an incredibly difficult and unpredictable financial climate. The base case funding gap for HRA is c.£8m between 2023/24 to 2025/26 but this could be far higher depending on the economy, inflation and government policy on rents. Officers have been developing savings proposals to start to address this gap. In doing so, we have sought to balance the need for financial savings alongside the need for and importance of maintaining high quality services and putting tenants at the heart of what we do.
- 5.3. The key savings options proposed are as follows:
- **Purchase Programme for Family Friendly Housing:** an approach to funding and delivering a purchase programme for family friendly housing to address directly the overcrowding crisis and eliminate severe overcrowding within the next five years [was agreed at the Cabinet meeting](#) of 14 December 2022. This strategy will help reduce repairs costs on hard to maintain or unsuitable properties
 - **Void performance improvement:** The aim would be to reduce void turnaround time and overall level of voids of HRA dwelling stock.
 - **Top tier review/ Housing Transformation:** The housing service is reviewing its structure to consider how tenants can access services they need more easily and is seeking to eliminate duplication from service delivery.
 - **Efficiency in Repairs/ property management:** The property service would make small changes in the delivery of repairs to generate savings.
 - **Temporary removal of some of the spring clean budget (to be reinstated at the end of Chalcots project):** Spring Clean is something valued by tenants but in order to generate the significant savings required, it is proposed to reduce this budget temporarily until the Chalcots project ends.
 - **Rent Collection- Bad Debt Provision:** Saving anticipated through improved rental arrears management.
 - **Reviewing Our Services to Leaseholders:** Project underway to review where Camden can maximise further income from leaseholders where this is due but not claimed.
 - **Garage Rents:** See section 6 below.
 - **Rental income from reletting properties in the commercial property portfolio:** This would aim to ensure that the Council's

commercial assets secure income through a reduction in voids or identify under-utilised assets that could provide commercial opportunities.

- **Refinancing Council debt:** Interest savings anticipated as older PWLB loans expire.

5.4. Table Five shows a full list of the proposed savings. **DMC Members are asked to comment on the proposed savings and propose any additional savings.**

Table Five: MTFS savings 2023/24-2025/26

	23/24	24/25	25/26	Division
Savings proposals	Cumulative Savings in £m			
Rental income from reletting properties in the commercial properties portfolio	0.05	0.10	0.15	Development
Garage Rents	0.13	0.26	0.39	Housing Services
Reviewing Our Services to Leaseholders	0.00	0.35	0.70	Housing Services
Rent Collection - Bad Debt Provision	0.25	0.75	1.00	Non-Departmental
Top Tier Review	0.18	0.18	0.18	Housing Services
Voids Improvement	0.50	1.00	1.00	Housing Services
Housing Transformation	0.00	0.30	0.60	Housing Services
Efficiency in property management	0.10	0.20	0.20	Property Management
Asset Management Strategy - Delivery Phase	0.13	0.50	0.90	Property Management
Repairs efficiency	0.30	0.30	0.30	Property Management
Re-allocation of Spring Clean Budget 2023/24 and 2024/25	1.00	1.00	0.00	Property Management
Re-allocation of Chalcots funding from 2025/26 upon completion of Works	0.00	0.00	1.00	Property Management
Refinancing Council Debt	0.22	1.09	1.09	Non-Departmental
Total savings proposed	2.86	6.03	7.51	

6. GARAGE RENTS

6.1. It is proposed that garage rents are increased by £2/week from 2023/24. The prices have been fixed now for many years, whereas the cost of providing the garages has been steadily growing. An average garage rental cost in Camden is £30/week, the average garage rental cost in London for a local authority garage is £18/week. An increase of £2/week would mean garages cost £14/week instead of the current £12/week for tenants. This extra income is part of the savings strategy for the HRA, which will raise £0.13m in 2023/24 towards the costs of running these assets. This is not eligible under HB or UC.

6.2. **DMC members are asked to comment on the proposed increase of garage rents from April 2023.**

7. IMPACTS ON TENANTS

7.1 At December DMC round, residents requested that some information is shared on the impacts of the proposals on tenants. It should be recognised that a household's ability to pay rent, service charges and heating charges varies based on their wider circumstances. For this reason, the Council always recommends that any household who is struggling financially, gets in touch with their neighbourhood officer for tailored support based on their circumstances.

7.2 Below are some key points to highlight to DMCs:

- Rent and tenant service charges listed in this report are claimable under Housing Benefit (HB) or Universal Credit (UC).
 - 70% of tenants receive some HB or UC
 - 59% of tenants are in full receipt of either HB or UC.
 - Residents on working age and disability benefits will get 10.1% growth. On average, a family on universal credit will benefit next year by around £600.
 - Benefit cap will increase in line with inflation as well.
 - It is estimated that c. 800 households could have shortfall on benefits due to bedroom tax. The maximum additional impact for this group would equate to 25% of the rent increase for their flat (or £2.41 per week for the largest flats).
- 26% of Camden's tenants are over state pension age. Pensions are covered by the "triple lock", meaning that pension income will be uplifted by 10.1%. 75% of tenants over state pension age are in receipt of HB or UC.
- Data from the March 2021 census on disability is not expected to be published until 19 January 2023 but data from the previous census showed around one in seven (14%) Camden residents with a long-term health problem or disability limiting day-to-day-activities in some way.
- Cost of living payments in place for 2023/24: Households on means-tested benefits will get £900 support payments next year, £300 payments will go to pensioner households, and £150 will go to individuals on disability benefit.
- Household energy price cap has been extended for one year beyond April 2023 with typical bills capped at £3,000 a year instead of £2,500. This news impacts residents on domestic contracts rather than those in the heating pool. There is no confirmed position on energy caps for heating pools beyond March 2023.

7.3 It is considered that the need to cut budgets further than planned (see section 5) would be detrimental impact to all tenants as this would limit the level of investment and housing services available to maintain homes and provide support to the most vulnerable.

8. Formal Consultation

8.1. A list of the consultation questions is in **Appendix D**.

REPORT ENDS

Appendix A HRA budget 2023/24

Expenditure:	2022/23 Budget latest £'000s	2023/24 Budget £'000s	Change in Budget £'000s
Repairs and Fire Safety	60,126	61,770	1,644
Housing Management Services	25,914	27,758	1,845
Commercial Properties	1,758	1,778	19
Housing Needs	1,309	1,321	12
Supported Accommodation	2,587	2,941	354
Estate Management	17,558	18,939	1,381
Power	11,182	38,593	27,411
Rent and Rates	5,669	5,141	(528)
Tenant Mgmt Organisations	2,537	2,570	33
Debt/Capital Outlay/Contingency	63,880	68,980	5,100
Bad Debts Provision	3,570	2,694	(876)
Corporate & Democratic Core	4,399	4,470	72
Total Expenditure	200,489	236,956	36,467
Income:			
Dwelling Rents	(140,405)	(140,836)	(432)
Shops, Garages, Sheds and Parking	(13,530)	(13,963)	(434)
Charges for Services	(45,704)	(54,446)	(8,741)
HRA Investment Income	(850)	(1,000)	(150)
Total Income	(200,489)	(210,246)	(9,757)
Proposed rent increase		(8,254)	(8,254)
Proposed garage increase		(131)	(131)
Proposed increase in tenant service charges		(2,280)	(2,280)
Proposed increase in heating charge	-	(16,044)	(16,044)
Total HRA budget	0	0	(0)

Appendix B- Heating Pool

Financial summary

The following table sets out the expected costs and income, based on the changes outlined above, for the Heating Pool.

HEATING POOL	2021/22 Actual £'000	2022/23 Forecast £'000	2023/24 Estimate £'000
Average weekly increase	£0.00	£2.57	£43.36
Increase (Decrease) in charges from 1 April	0.0%	15.0%	220.0%
Fuel Costs	6,810	19,254	30,837
Bad Debt Costs	353	437	1,093
Maintenance & Infrastructure Costs	682	821	813
TOTAL EXPENDITURE	7,845	20,511	32,743
TOTAL INCOME	(8,506)	(12,027)	(32,762)
(Surplus)/Deficit for Year	(661)	8,484	(19)
Movement in Reserves			
(Surplus) / Deficit Brought Forward	(3,405)	(3,858)	4,935
Surplus/Deficit in year	(661)	8,484	(19)
Heat Compensation Loss of Service	120	150	150
Heat Refunds	88	159	104
Investment in energy efficient works	0	0	0
Reserves Carried Forward	(3,858)	4,935	5,170

Appendix C – Tenant Service Description

Service Charge	Purpose
Caretaking	<p>This charge is for the cost of cleaning the communal and external areas of Camden’s blocks and estates including the 23 street properties that receive a caretaking service.</p> <p>The enhanced service focuses on improved quality and achieving the standards and targets developed in partnership with residents. To ensure not only continuous improvement but</p> <ul style="list-style-type: none"> • Cleaner estates – inside and outside areas that are now cleaned by our inhouse caretaking team • More caretakers – you'll see them out and about in their new blue uniforms • Faster response times <p>The caretaking service is provided by caretakers, caretaking managers and principal caretaking managers.</p> <p>The cost of cleaning communal windows is included in the charge. Our window cleaning team managed by the caretaking support and response team manager clean the communal windows inside and out every six months.</p> <p>Camden has a huge variety of property types and the service has to adapt to suit the needs of the different blocks and estates. Duties undertaken by the service include:</p> <ul style="list-style-type: none"> • Resident safety – health and safety and fire safety checks undertaken daily to all communal areas • Supporting vulnerable residents • Cleaning service to lobbies and lifts every day • Check lights to communal areas and replace bulb s dependent upon fittings below 3m • liaise and support contractors working on the blocks • Signpost rough sleepers to support them to move on • External sweeping on estates. • Refuse and bulk item management - by cleaning bin rooms and rotating bins to avoid overflow and spillage, clear chute blockages, clean up dangerous items and move bulk waste to the correct pace of storage • Identify and report essential and emergency repairs • Reporting of ASB, missed refuse collections, monitor grounds maintenance contractor etc. • Assisting Police and LFB on site when necessary. • Provide the emergency out of hour’s service via residential Caretakers that runs between 5pm until 11pm on weekdays and 9am until 11pm at weekends

	<ul style="list-style-type: none"> • Seasonal work such as gritting during the winter maintenance process • Project work including deep cleaning, painting to communal areas etc.
CCTV	The charge for this service covers the cost of Planned Preventative Maintenance and repairs to CCTV systems in Camden's housing premises. It also covers the cost of the CCTV hub which is a monitoring system. In addition to fixed/permanent CCTV cameras, mobile units can be deployed (where available) in conjunction with information received from the mobile patrol team and the police. Images can be shared with the Police, partners and Council officers.
Communal lighting	This covers the cost of communal electricity and the carrying out of the Planned Preventative Maintenance of and repairs to communal block and/or estate lighting. The contract includes repairs to all lighting to communal areas and electrical installations. There may also be additional repairs not covered by the contract. Generally Camden's caretakers replace bulbs where they are below 3m.
Grounds maintenance	This charge is your share of the costs incurred by Camden for maintaining the communal green spaces and trees on estates and communal gardens. Works to trees are carried out on a 3-5 year cycle although some work is undertaken on an ad-hoc basis where the need arises.
Responsive Housing Patrol	<p>This charge covers the provision of the responsive mobile security patrol to Camden's housing estates. The team helps to ensure there are reduced instances of anti-social behaviour around Camden's housing estates, improving security with targeted patrols and providing reassurance for residents.</p> <p>The mobile patrol team operates between the hours of 4pm and 4am Monday to Sunday every day of the year. Between the hours of 4pm and 4am you should telephone Contact Camden on 020 7974 4444 to request the assistance of the mobile patrol team.</p>
Communal M&E maintenance	This charge covers the repair and maintenance of Mechanical and Electrical equipment in the communal areas of dwellings.

Appendix D – Rent and Service Charge Setting consultation questions

District Management Committee Feedback

DMC.....

Recommendation	Yes	No/Other
Rent Increase: 7%		
Increase Tenant Service Charge- Caretaking: 54p		
Increase Tenant Service Charge- CCTV: 5p		
Increase Tenant Service Charge- Communal Lighting: £1.64		
Increase Tenant Service Charge- Communal M&E Maintenance: 13p		
Increase Tenant Service Charge- Grounds Maintenance: 15p		
Increase Tenant Service Charge- Responsive Housing Patrol: 3p		
Increase Garage rents £2 per week		
Comments on heating pool proposals		
Comments on specific MTFS savings proposals		
Any other feedback/views		