

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE** held on **TUESDAY, 28TH FEBRUARY, 2023** at 6.30 pm in the Whittington Estate TRA Hall, Retcar Place N19 5TR

REGISTERED DMC MEMBERS PRESENT

| | |
|------------------------------|---|
| Derek Jarman (Chair) | Kennistoun & Willingham TRA |
| Jane McWilliams (Vice-Chair) | Brookfield Estate TRA |
| Helen Jack | Lissenden Gardens Tenants Association |
| Helen Duff (sub) | Ingestre Road Tenants Association |
| Joanna Hill | Maiden Lane TRA |
| John Webb | Kennistoun & Willingham TRA |
| Petra Dando | Camden Association of Street Properties |
| Pauline Stafford | Maiden Lane TRA |
| Steve Barton | Holly Lodge Residents Association |

OTHER RESIDENTS PRESENT

| | |
|---------------|-------------------|
| Afrim Svarqua | Camden Square TRA |
|---------------|-------------------|

COUNCILLOR OBSERVERS PRESENT

Councillors Meric Apak (Cabinet Member for Better Homes), Sylvia McNamara and James Slater

COUNCILLOR OBSERVERS ABSENT

Councillors Richard Cotton, Anna Wright, and Andrew Parkinson

OFFICERS PRESENT

| | |
|--------------------|--------------------------------------|
| Jo Adams | Landlord Services Manager |
| Hugh Boatswain | Tenant Participation |
| Caroline Boguzas | Lead Officer/interim Head of Housing |
| Tara Cookson | Neighbourhood Manager |
| Ododo Dafe | Head of Housing Transformation |
| Stanton La Foucade | Tenant Participation |
| Danny Waite | Head of Repairs and Operations |
| Wayne Head | Principal Caretaker Manager |

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 'A' and 'B' lists were noted.

2. APOLOGIES

Apologies for absence were received from Momota Khaton (St Pancras Way Estate TRA), Jane Hickson (Leighton Crescent TRA), John Cowley (Camden Square TRA) and Councillor Richard Cotton.

3. ANNOUNCEMENTS

The Chair announced that it would be June Dodd's (Peckwater Estate Tenants Association) last DMC meeting, stating that she had always worked her best for her estate, and thanked her on behalf of the Kentish Town DMC for her contribution over the years.

4. DECLARATIONS OF INTEREST IN MATTERS ON THIS AGENDA

There were no declarations.

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

There was no urgent business.

6. MINUTES

Consideration was given to the minutes of the meetings held on 29 November 2023 and 11 January 2023.

In response to a member asking if the heating pool charges would stay the same, in relation to page 21 the 11 January 2023 minutes, officers confirmed that they would update the DMC on charges once prices stabilised, as there was currently significant fluctuation in the market. There was further information on page 65 of the agenda, Heating Pool Update.

RESOLVED –

THAT the minutes of the meetings held on 29 November 2022 and 11 January 2023 be approved as a correct record.

7. KENTISH TOWN PROGRESS REPORT - ACTION POINTS UPDATE

Consideration was given to the actions arising from the previous meeting.

To check if the GLA void property report is still available or if this information is published elsewhere

In response to the comments provided by officers, residents asked if London Councils could be contacted who may carry out benchmarking on void properties. Officers agreed to approach London Councils with the request for information.

ACTION BY: Landlord Services Manager

RESOLVED –

THAT the Action Point Update be noted.

8. HOUSING SERVICES CONSOLIDATED REPORT

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

Housing Contractor Performance

Danny Waite, Head of Repairs and Operations, outlined the report. In addition to the paper, he noted that the maintenance and repairs sector market conditions were currently challenging, sector wide, and explained why it was not the best time to tender for new contractors. The following was discussed:

- In response to a question in relation to the aging workforce, officers confirmed that it was correct there were colleagues approaching retirement, however they were recruiting 12 new apprentices, and looking to increase that number. Apprenticeship quotas were also built into contract tenders. These were promoted to local people.
- In relation to section 4, numbers of communal heating repairs outstanding, it was confirmed that previously those repairs were dealt with in a more responsive way, however going forward a new strategy would be developed to be holistic and targeted. A stock review would be taken, a capital survey and they would cross-analyse repairs data to support future planning.

Landlord Services Update (incl. rent collection data)

Caroline Boguzas, Lead Officer/interim Head of Housing, introduced the paper. The following was discussed:

- Officers confirmed that all changes to the contact centre aimed to make the service more accessible to residents; contact options included WhatsApp,

video calls, photos, language accessible, deaf resident access, and there was still a phone line option for residents who needed it.

- In relation to the section 2.6 on page 30 of the agenda, chart of visit form data, a member asked for a breakdown of what advice neighbourhood officers were providing in the 298 Repairs Advice Given forms. Officers agreed to find more granular information of that data, and stated that since the introduction of visits, the number of enquiries had increased.

ACTION BY: Head of Repairs and Operations

- In response to resident's concerns, officers stated that there would be a future project piece and communications to residents about the repairs service to the over 65s. They would be reviewing the criteria and ensure the enhanced service was reaching those in need.
- Officers confirmed they were focussing on ensuring residents were in the right size accommodation, and support and incentives were on offer to those who wanted to downsize. There was also a Mutual Exchange programme. It was noted by officers that any action by the Council had to be in-line with the Housing Allocation Policy.
- Officers confirmed that Housing Officers were referring and signposting residents to the Special Welfare Rights Teams and other services to seek financial advice, in the cost-of-living climate.

Housing Transformation Update

Caroline Boguzas, Lead Officer/interim Head of Housing, stated that all five new heads of service positions had now been appointed, who would all be starting in May 2023. A more detailed structure chart would be provided when available.

Additional comments in other areas – Estate Walkabouts

Councillor Sylvia McNamara asked if there was an audit of estate walkabouts. Following discussion, officers agreed to forward the current position on walkabouts and actions plans, and to ensure that the website in relation to those was regularly updated going forward.

ACTION BY: Tenant Participation

Officers confirmed they would circulate additional information to the DMC about rent arrears.

ACTION BY: Lead Officer/interim Head of Housing

Officers confirmed that they would prepare a report on mould and damp in Camden to a future meeting.

ACTION BY: Head of Repairs and Operations

9. KENTISH TOWN DMC BUDGET

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

Tara Cookson, Neighbourhood Manager, outlined the bids received. She stated that the Abingdon Close estate bid should be corrected from £3,500 (as written in the agenda) to £5,110.

RESOLVED –

THAT the following requests be approved.

| TRA | BID REQUEST | AMOUNT |
|------------------------|---|---------------|
| Artisan Dwellings TRA | Gerda security panel for LFB drop key access for all 5 block entrances | £ 4,352.50 |
| 17 – 22 Rochester Road | Bike racks | £ 2,280.00 |
| Abingdon Close estate | Gerda security panels for LFB drop key access for all 6 block entrances | £5,110.00 |
| Lissenden Gardens TRA | Annual summer street festival | £ 4,805.00 |

ACTION BY: Neighbourhood Manager

10. KENTISH TOWN INFORMATION REPORT

Consideration was given to the report of the Head of Programmes, Housing.

In response to a request from the Chair, officers confirmed they would find out which estates did not currently have Gerda security panels fitted and make an officer led bid to install the panels on those estates.

ACTION BY: Neighbourhood Manager

11. UPDATE FROM THE CABINET MEMBER FOR BETTER HOMES

The update from the Cabinet for Better Homes was taken as read.

12. DATES OF FUTURE MEETINGS

RESOLVED –

THAT the programme of dates, as listed in the agenda, be noted.

13. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no urgent business.

Kentish Town District Management Committee - Tuesday, 28th February, 2023

The meeting ended at 9.00 pm.

CHAIR

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MINUTES END