

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **HAMPSTEAD DISTRICT MANAGEMENT COMMITTEE** held on **THURSDAY, 23RD JUNE, 2022** at 6.30 pm on Zoom meeting.

REGISTERED DMC MEMBERS PRESENT

Toyin Majiyagbe (Chair)	Taplow TRA
Annie Ward (Vice-Chair)	5-7 Belsize Grove TRA
Arun Kumar (Vice-Chair)	Mary Green TRA
Malcolm Brinsley Bush	Abbey Rd Housing Co-Op
Casey Okezie	Blashford TRA
Nigel Rumble	Bray TRA
Paul Urquhart (sub)	Bray TRA
Hasan Shah	Burnham TRA
Ade Osinye (sub)	Sydney Boyd Court TRA
Nevenka Martin	Taplow TRA
Lynda Stuart	Webheath TRA

OTHER RESIDENTS PRESENT

Peter Wright	Chair, Holborn DMC
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COUNCILLOR OBSERVERS PRESENT

Councillors Nancy Jirira and Gio Spinella

OTHER COUNCILLORS PRESENT

Councillor Meric Apak (Cabinet Member for Better Homes)
Councillor Lorna Greenwood

OFFICERS PRESENT

Susanne Afra	Head of Capital Works
Graeme Beedham	Head of TP and Sheltered Hsg
Celestine Fairhall	Neighbourhood Manager
Oliver Jones	Head of Green Spaces
Stanton La Foucade	Tenant Participation
Mark Norman	HS2 Support Worker
Susan O'Hara	Caretaking Manager
Robert Quaye	Tenant Participation
Deana Taziny	Landlord Services 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

Hampstead District Management Committee and any corrections approved at that meeting will be recorded in those minutes.

MINUTES

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

RESOLVED –

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

2. ELECTION OF CHAIR

Toyin Majiyagbe was nominated as a candidate for Chair of the DMC. There were no other nominations.

RESOLVED –

THAT Toyin Majiyagbe be elected as Chair of Hampstead DMC for the municipal year 2022-23.

3. ELECTION OF VICE-CHAIR(S)

The meeting agreed that they wished to continue having two Vice-Chairs. Annie Ward and Arun Kumar were nominated as Vice-Chairs of the DMC.

RESOLVED –

THAT Annie Ward and Arun Kumar be elected Vice-Chairs of Hampstead DMC for municipal year 2022-23.

4. CONSTITUTION

RESOLVED –

THAT the Hampstead DMC constitution be agreed.

5. CODE OF CONDUCT

RESOLVED –

THAT the Code of Conduct be agreed.

6. APOLOGIES

Apologies were received from Jeremy Woolcock (50 Fitzjohn's TRA), Sara Bell (Alexandra and Ainsworth TRA), Janis Smart (Lymington Road TRA) and Shah Khan (Templar House TRA).

7. ANNOUNCEMENTS

There were no announcements.

8. DECLARATIONS OF INTEREST IN RESPECT OF ITEMS ON THIS AGENDA

There were no declarations of interest.

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

There were no notifications of any items of urgent business.

10. MINUTES

Consideration was given to the minutes of the meeting held on 17th March 2022.

With regard to his comment on page 4 of the minutes, Hasan Shah said that he had said that the mould and damp would not go away unless the walls were properly covered.

RESOLVED –

THAT the minutes of the meeting held on 17th March 2022 be approved, subject to the amendment above.

11. HAMPSTEAD DMC PROGRESS REPORT - ACTION POINTS UPDATE

Consideration was given to the progress report.

Paul Urquhart expressed his disagreement with the exclusion of complaints that took more than 100 days to resolve from the "average time to respond" statistic.

RESOLVED –

THAT the progress report be noted.

12. CONSOLIDATED HOUSING REPORT

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

Graeme Beedham, the Head of Tenant Participation and Sheltered Housing, introduced the item. He made the following points:

- There had been progress in reducing the number of voids. The aim was to reduce the time taken to turn around voids further.
- The contact centre for housing repairs were giving people online ways to communicate with them. It was now possible to report a repair by text message. This freed up staff to deal with residents who needed a verbal discussion.
- TRAs were urged to request walkabouts if they had caretaking concerns.
- With regard to the cost of living crisis, the Council was aware that some residents were in difficulties and its welfare advice staff were trying to help tenants in need.
- The regulatory framework for social housing was changing following the Government's Housing White Paper.
- The Council was proposing establishing a residents' panel to look at service performance.

The Chair asked for comments from members. With regard to the residents' panel, the following comments were made:

- DMCs did not always have the time to look into data, and so a specialist group would be better;
- Residents had skills which would be useful on such a panel;
- There were concerns about the selection process – members wanted to know who would be doing the selection and using what criteria;
- Some people felt the proposed group was too small.

Some DMC members welcomed the opportunity to use webchat and other means to communicate with the Repairs contact centre. Others said that many of their neighbours preferred communicating by phone or in person and faced long waits for calls to be answered. With regard to the Contact Centre, comments were made about the script they used and the Chair said that it needed to be revised. The script seemed to be "one size fits all" and did not take account of the fact that this would not fit some repairs cases.

Members were concerned about problems with major works. A problem was highlighted about windows which were still in warranty, and which the contractor should be 'making good'.

With regard to tree and grounds maintenance, residents expressed concern where it had not been done well. Hasan Shah highlighted that there were dangerous trees in the vicinity of Burnham which were obstructing pavements. Oliver Jones said that his service would meet with residents to discuss this.

ACTION: Oliver Jones (Head of Green Spaces)

It was also noted that there was a labour shortage of experienced people in the horticultural sector, which sometimes made it difficult for the Council and its contractors to recruit people.

RESOLVED –

THAT the report and the comments above be noted.

13. HOUSING OMBUDSMAN COMPLAINTS DMC CHAIRS' PROPOSALS

Peter Wright, the Chair of Holborn DMC, spoke to the paper from the 2021-22 DMC chairs.

He said that they were proposing a short-term resident-led panel which would work with council officers to publish a self-assessment of the Council's complaints system and come up with proposals as to how residents could be involved in ensuring the Council adheres to the Housing Ombudsman's Complaints handling code.

Residents who wanted more information were urged to contact Mr Wright outside of the meeting.

14. HAMPSTEAD DMC BUDGET REPORT

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

Celestine Fairhall, Neighbourhood Manager, introduced the report. The Lymington Road bid was not considered as there was no TRA representative present at the meeting.

Arun Kumar presented the bid from Mary Green TRA. The purpose of the bid was to improve the aesthetics of the lobby area by re-tiling the wall and floor. The bid was agreed by DMC members.

Officers were asked to circulate a reminder to TRAs of the deadlines for submitting bids so that they did not miss out on the chance to put their bids forward to future DMC meetings.

RESOLVED –

THAT the following bid be agreed:

TRA	BID REQUEST	AMOUNT

Mary Green	Funding requested to re-tile wall and floor area to block lobby area to improve general aesthetics. Existing flooring including paintwork is worn due to wear and tear.	£38,651
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15. LOCAL ISSUES

The Chair mentioned a number of issues that had been raised with her at resident surgeries. Residents wanted to know which officers to contact regarding which issue. Members were informed that Sharon Calvey would be producing one in her estate management role.

ACTION: Sharon Calvey (Head of Estate Management)

She added that people had been in contact with grounds maintenance about following up site visits and the emails had bounced back.

Hasan Shah said that there had not been a full resolution of problems caused in Dorney from a flood from above.

Anne Ward voiced concern about the impact of lorries taking rubble and other waste away from the HS2 site. There were a large number of lorries going past and some were very heavy and would have an impact on the road surface. Residents also voiced concerns that when they tried to raise issues with HS2, the company said that it was a Council issue.

Mark Norman, the Council's Support Worker for HS2, said that planning officers would have worked with HS2 on a traffic management plan and that HS2 and its contractors should have been keeping to that. He would liaise further with them on this.

ACTION: Mark Norman (HS2 Support Worker)

Residents expressed concern at the impact of different projects taking place simultaneously as part of HS2. A resident of Blashford said the tunnelling would be going very close to the foundations of that building. Another resident said that there had been talk of a gesture being made to compensate Chalcots residents for HS2 related disruption, and he wanted Camden to follow this up with the company to see if they would honour this offer.

A resident of Sidney Boyd Court expressed concerns about frequent plumbing issues that were affecting residents. There was also snagging after major works. Members wanted to know which officers to contact during and after major works if there were problems.

Concern was voiced about parking space being taken up on Winchester Road by wooden boarding around restaurants, which needed to be removed.

16. INFORMATION REPORT: NEW HOMES FOR SMALL SITES PROGRAMME - LAUNCHING ON-ESTATE ENGAGEMENT

This item was noted.

17. MINUTES FOR REFERENCE

This item was noted.

18. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no other business.

19. DATES OF FUTURE MEETINGS

The dates of future meetings of Hampstead DMC would be:

- Thursday, 22nd September 2022
- Thursday, 8th December 2022
- Wednesday, 11th January 2023 (joint DMC meeting)
- Thursday, 9th March 2023

The meeting ended at 8.30pm.

CHAIR

Contact Officer: Vinothan Sangarapillai, Committee Services

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MINUTES END