

CAMDEN TOWN DISTRICT MANAGEMENT COMMITTEE

WEDNESDAY, 30 NOVEMBER 2022 AT 6.30 PM
CONFERENCE ROOM, 3RD FLOOR, CROWDALE CENTRE, 218 - 220 EVERS HOLT
STREET, LONDON, NW1 1BD

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CHAIR
Fran Heron (Ampt Hill Square TRA)

VICE CHAIRS
Steven Christofi, Regents Park TA
John Wood, Walker House TRA

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

COUNCILLOR OBSERVERS
Councillors

SUBSTITUTE COUNCILLOR OBSERVERS
Councillors Meric Apak (L)

Issued on: Thursday, 17 November 2022

DMC members are asked to ensure they have read all the reports, including the information reports, prior to the meeting.

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.

CROWNDALE CENTRE FIRE/EMERGENCY EVACUATION PROCEDURE

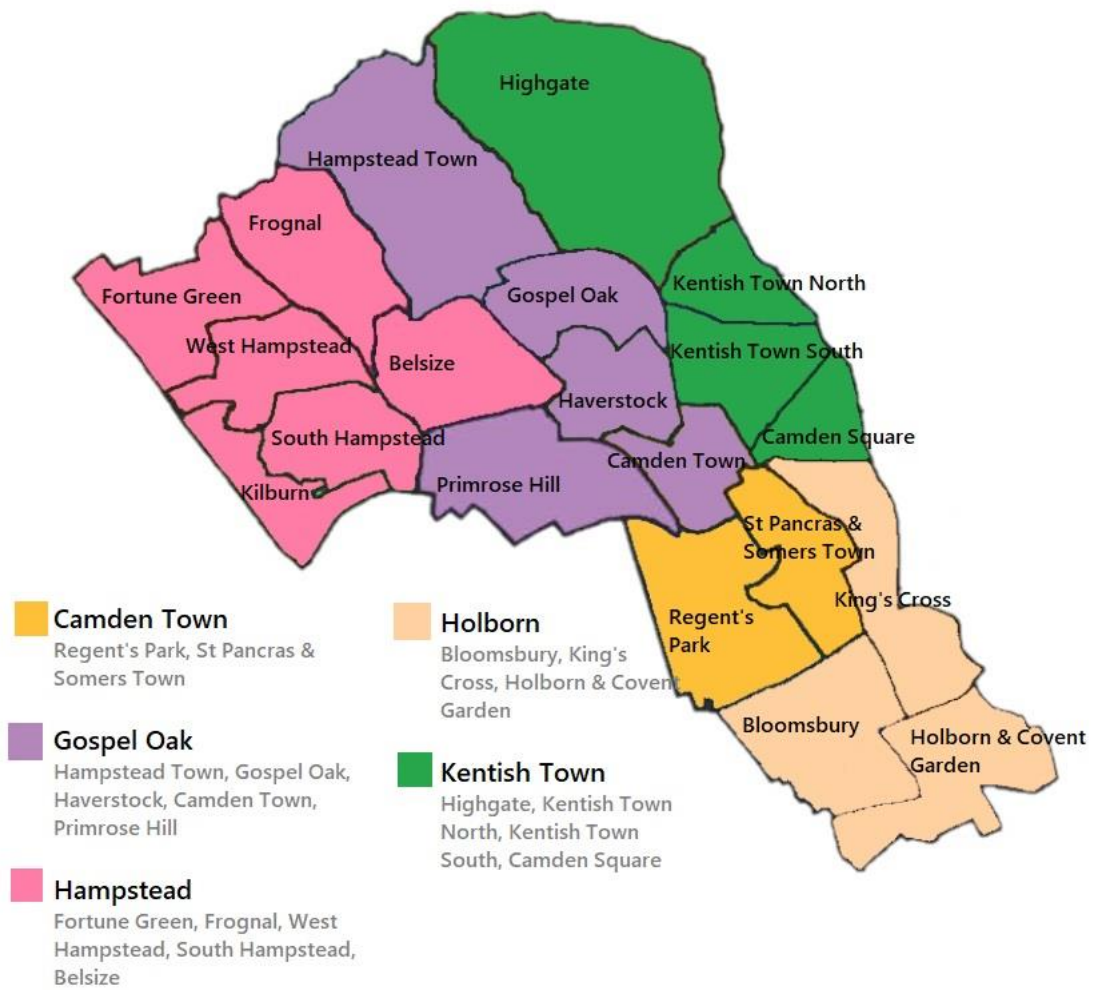
If the fire alarm sounds continuously, or if you are instructed to do so, leave the building quickly and calmly by the nearest available exit. Do not stop to collect personal belongings. Fire exit doors are clearly marked and lead via the staircases to Crowndale Road or Eversholt Street.

Do not use the lifts. If you are a wheelchair user or have a mobility problem which prevents you from using the staircases, please proceed to the lift lobby area where you will be evacuated from the building.

Do not wait immediately outside the building – proceed to Oakley Square and await further instructions.

Preferred pronouns - please indicate to the Committee Officer named on the frontsheet should you have preferred pronouns, or otherwise have any preferences over how you wish to be described should your contribution to the meeting be minuted and attributed.

DMC AREAS BY WARD



CAMDEN TOWN DISTRICT MANAGEMENT COMMITTEE

30 NOVEMBER 2022

AGENDA

GUIDE TIMINGS

1. **REGISTRATION OF TENANT AND RESIDENT ASSOCIATIONS AND CO-OPTION OF REPRESENTATIVES** (Pages 7 - 10)

Appendix A lists those Tenant and Resident 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 TRAs 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 Service together with a membership list and a completed registered form.

2. **APOLOGIES**

3. **ANNOUNCEMENTS**

4. **DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA**

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

6. **MINUTES** (Pages 11 - 20)

To consider the minutes of the meeting of Camden Town DMC held on 14th September 2022.

7. **CAMDEN TOWN DMC ACTION POINT UPDATE** (Pages 21 - 26)

To consider the actions arising from the last meeting of the DMC.

Discussion Items

8. HOUSING SERVICES REPORT

(Pages 27 -
84)

To consider the report of the Directors of Housing and the Director of Property Management

Due to the importance of the HRA Budget and Service Charge information, on this occasion the consolidated paper has been split into discussion and information items for the December DMC round of meetings. Discussion items on HRA budget and service charges, the impact of the inflation and rent levels on the repairs service and plans to transform Housing Management services will have officers in attendance to present those papers and answer questions, whilst the '*for information*' listed papers provide background context to the discussion items but will not have specific officers attending to cover each issue.

9. CAMDEN TOWN DMC BUDGET

(Pages 85 -
90)

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/district-management-committees.

10. DMC CHAIRS PAPER - COMPLAINTS PANEL

(Pages 91 -
100)

To consider the paper from the DMC Chairs regarding the Complaints Panel.

11. LOCAL ISSUES

To consider any local issues raised by DMC representatives.

12. UPDATE FROM THE CABINET MEMBER FOR BETTER HOMES

To receive an update from the Cabinet Member for Better Homes on housing issues in the Borough.

13. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

The date of the next meeting will be Wednesday, 11 January 2023 at 6.30 pm in The Council Chamber, Crowndale Centre, 218 Eversholt Street, London, NW1 1BD.

Agenda Item 1

Camden Town Appendix A

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

11 November 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
Agar Grove TMO			29/09/2021
Amphill Square TRA	Jacqueline Haggett Alasdair Middleton	Linda Ann Eager Zain Alam	12/04/2022
Bayham Place Estate TRA	Richard Caylor	Dave Early	26/10/2021
Camden Studios Tenants & Residents Association	Sonia Uddin		07/09/2021
Churchway TRA	Rifa Begum	Brian Gardiner	06/06/2022
College Place Tenants & Residents Association	Ramiz Percuku	Mohamed Zaved Uddin	24/02/2022
Coopers Lane Estate TRA	Amy Lame	James Butler	06/09/2021
Curnock Street TRA	Dimitrios Papageorgiou	Jason Mccarthy	07/09/2021
Drummond Street TRA	Yvonne White		11/07/2022
Godwin and Crowndale TMO	Wolfram Westendorf	Mohammad Afzal Omary	21/09/2021
Ossulston TRA	Helia Evans Rienzi Trento	Paul Tappin	26/08/2021
Phoenix Court TRA	Henry Leak	Taha Tofe Hossian	24/08/2021
Regents Park Tenants Association	Steven Christofi Kelly Strong	Victoria Farnham Patricia Downey	08/09/2021
Walker House TRA	John Wood	Rippon Khan	03/09/2021

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Camden Town Appendix B

The List shows TRAs whose registrations have lapsed within the last 12 months as at:

11 November 2022

The Tenant Participation Service refer all groups listed here to the Housing Officer for their support to assist the groups to re-register

Association Name	DMC Member	DMC SUB	Last recognised AGM
Bridgeway Street TRA	James Mansfield		06/08/2021
Clarkson and Mornington TRA	David Auger		06/08/2021
Mayford Tenants and Resident Ass.	Sheila James	Sherryl Murphy	07/07/2021
Three Fields TRA	Anne Byrne	Camilla Mccready-Pay	05/08/2021

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THE LONDON BOROUGH OF CAMDEN

At a meeting of the **CAMDEN TOWN DISTRICT MANAGEMENT COMMITTEE** held on **WEDNESDAY, 14TH SEPTEMBER, 2022** at 6.30 pm in the Conference Room, 3rd Floor, Crowndale Centre, 218 - 220 Eversholt Street, London, NW1 1BD

REGISTERED DMC MEMBERS PRESENT

Fran Heron (Chair)	Ampthill Square TRA
John Wood (Vice-Chair)	Walker House TRA
Steven Christofi (Vice-Chair)	Regents' Park TA
Jackie Haggett	Ampthill Square TRA
Zain Alam (Sub)	Ampthill Square TRA
Richard Caylor	Bayham Place TRA
Jim Mansfield	Bridgeway Street TRA
Sonia Uddin	Camden Studios TRA
David Perris	CASP
Monir Hussain	Churchway TRA
Amy Lame	Coopers Lane Estate TRA
David Auger	Clarkson and Mornington TRA
Wolfram Westendorf	Godwin and Crowndale TMC
Sherryl Murphy (sub)	Mayford TRA
Helia Evans	Ossulston TRA

OTHER RESIDENTS PRESENT

Paul Tomlinson

OTHER COUNCILLORS PRESENT

Councillor Meric Apak, Cabinet Member Better Homes

OFFICERS PRESENT

Ododo Dafe	Head of Housing Transformation
Sharon Calvey	Head of Estates Management
Scot Reid	Head of Property Customer Services and Engagement
Jo Adams	Landlord Services Manager
Sarah Moore	Tenant Participation

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

MINUTES

1. REGISTRATION OF TENANT AND RESIDENT ASSOCIATIONS AND CO-OPTION OF 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.

The DMC noted that Monir Hussain was now the DMC representative from Churchway TRA, and the CASP representative was David Perris.

RESOLVED –

THAT the 'A' list and the information provide above be noted.

2. APOLOGIES

Apologies for absence were received from Rienzi Trento (Ossulton TRA), Brian Gardiner (Churchway TRA), and James Butler (Coopers Lane Estate TRA).

3. ANNOUNCEMENTS

Death of Queen Elizabeth II

The meeting stood for a minutes silence in respect of the death of Queen Elizabeth II.

Dave Lincoln

The Chair advised the meeting of the sad passing of Dave Lincoln who had been Ampthill Square TRA Treasurer for the last 20 years.

Additional documents

The meeting was advised that the following additional documents had been circulated for information:

- Information from the Director of Finance on DMC Budget
- Revised Camden Town DMC Budget report
- Information on Estates Management
- A Safer Neighbourhood Board Report from Mrs Helia Evans
- Information in relation to Universal Credit

This information related to items elsewhere in the agenda.

4. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

There were none.

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

There were none.

6. MINUTES

RESOLVED –

THAT the minutes of the meeting held on 15th June be approved as a correct record.

7. CAMDEN TOWN DMC ACTION POINT UPDATE

Consideration was given to the Action Tracker update.

The meeting noted the information that had been circulated in relation to Estates Management.

The meeting asked that officers sought to include the views of tenants and residents in relation to the lifts performance update information and that they were kept informed of what was going on.

ACTION BY: Danny Waite, Head of Repairs and Operations

RESOLVED –

THAT the report be noted.

8. HOUSING SERVICES REPORT

Consideration was given to the report from the Directors of Housing and Property Management.

Finance Strategy HRA Update

Councillor Meric Apak, Cabinet Member Better Homes and officers advised that the paper was a summary that outlined the Council's position in preparation for budget setting for 2023/24. It described what was happening globally and nationally – a cost of living crisis, inflationary building costs (running at approx. 25%), and rising utility

costs created significant challenges for the Council and tenants alike and this was central to its thinking in relation to the budget setting this year.

After the report was written, a Government consultation had been launched which was seeking feedback from social housing providers and tenants to gather views on a rent cap in 23/24 (& possibly also in 24/25) at 3% 5% or 7%. The proposal, if implemented, would override the rent standard which permitted a raise of CPI plus 1% as described in the report. The Council was not yet able to confirm what the rent, service charge or heating charges increase levels would be proposed for 23/24, the rent cap consultation created significant uncertainty around income options, and it was important to wait for cost forecasts during autumn, especially for utilities as this was a volatile market. The rent cap could leave the Council with a budget shortfall of approximately £20M, something that it would not be able to meet with efficiencies alone. This would mean that the Council would have to consider options regarding slowing down the works programme, or service cuts. Neither option came without massive implications for tenants and residents and the Council did not want to go down this route, but unless the Government was going to provide local authorities with resources to fund the gap then the Council would be left with no other option, as it would still be legally required to balance this budget.

The Council would be willing to listen to tenants proposals regarding how it would be able to meet this budget gap.

The Council, along with other local authorities were lobbying the Government on these matters, but as yet the Government had not provided a response. The outcome of this consideration from the Council would be shared at December DMC meetings.

The Council recognised that this would be a challenging winter and understood the level of concern within the community regarding future rent levels and possible service reductions would have for tenants. Information had been and would continue to be made available regarding the support that was available to tenants and residents (as set out in Appendix 1) during this difficult time.

Voids Improvement Programme Update

Officers advised the meeting that there were a number of reasons why some properties took longer than others to be brought back into use. These included the condition of the home itself once the keys had been returned, to the availability of repairs staff to turn the property around. The current system was actively monitored by officers to see where the issues were at each stage of the voids letting process, so they could be addressed. When this related to a misunderstanding by the tenant in relation to what the property was actually like, and whether it met their needs, then consideration would even be given to the wording on the advert to see if had been clearly explained.

Officers recognised that there were still improvements that could be made to the voids letting process, and as a result of this they would be setting up a voids focused

team, made up from neighbourhood housing officers who would work collaboratively with repairs and allocations colleagues to turn round void homes quicker.

Officers were seeking to make improvements to the way the current allocations system was working. The choice based lettings approach had some issues (including the no limit on the number of refusals), and further work would need to be undertaken to see what improvements could be made to the allocations system, as well as analysing the impact any changes could have on tenants.

The Council acknowledge that moving home could be very stressful and that support was sometimes needed to help tenants through this.

The outcomes of the proposed systems changes would be shared with the DMCs when they were available.

Housing Repairs & Contact Centre Update

Officers advised the meeting that the repairs teams always sought to ensure that non-emergency leaks were dealt with before the current 20-day target.

Officers would contact Amptill Square TRA directly regarding the tenant with the water leak problem along with the issue in relation to the lifts.

ACTION BY: Danny Waite

Officers were looking at Council's operational relationship with leaseholders, and this would seek to address the right the Council had to access a leaseholder's property.

Tenants wanted different ways to access and report service issues to the Council. Officers were continuing to bring forward ways that tenants could do this and soon this would include a WhatsApp reporting and live video calling. Officers were finding the live-chat and SMS facilities were proving very popular with tenants and residents that needed to report a repair.

The meeting then adjourned at 8.00pm for 10 minutes.

CCTV & Responsive Security Patrol

The DMC expressed its concerns in relation to the level of ASB and drug abuse happening in the area, and felt that tenants and residents had lost confidence in the Police and Housing Security Patrol's ability to deal with these issues. They were also concerned that information was not yet available regarding the effectiveness of the CCTV cameras that Camden Town DMC had paid for out of DMC funds.

The Chair agreed to seek a meeting involving the Cabinet Member for Safer Communities (Councillor Pat Callaghan), Cabinet Member Better Homes (Councillor Meric Apak) and appropriate officers to see how these issues could now be addressed as the current approaches were not working.

ACTION BY: Fran Heron

Landlord Services Performance Update

Officers recognised the huge challenge in undertaking the commitment to visit every tenant over the next 12 months, but they felt that it would give tenants a valuable opportunity to provide the authority with information about their concerns, along with whether they needed any additional support. It would also allow the authority to engage with tenants regarding ensuring their homes were as fire safe as they could be.

Officers were advised that the two Neighbourhood Managers serving the Camden Town DMC area had moved into other roles, and officers were currently going through a recruitment process to fill these two positions.

Caretaking Performance Update

The DMC noted the information circulated at the meeting regarding Estate Services.

Estate Parking Enforcement

Officers advised the meeting that progress in relation to having a boroughwide scheme – Traffic Management Order, were proving to be incredibly challenging, due to the complexities of applying the legislation to housing land. As a result of this, officers were seeking to take forward the proposal but in smaller packages, starting with 7 estates specifically chosen because they had a high level of concerns in relation to this issue. The residents on these estates would then be consulted on the proposals, the consultation would then be assessed before a decision was taken.

The Council still wanted this approach to apply across the borough as a whole, but it would take time to progress.

Small Sites Programme Update

The DMC expressed its disappointment that the final decision-making regarding whether a scheme would be taken forward would be made by the Council and not be the decision of tenants living on the estate.

Housing Resident's Panel Update

The DMC were not in a position to make any nominations to the panel at this time, but asked officers to write to DMC and TRA representatives to ask if they were interested in putting forward their names.

ACTION BY: Sarah Moore

RESOLVED –

THAT the report be noted

9. CAMDEN TOWN DMC BUDGET

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

The DMC noted the additional information that had been circulated by the Director of Finance regarding the DMC budget making process, along with the revised DMC budget report.

The DMC noted that the response from the Director of Finance had not met their expectations and they wished to see them addressed. The Chair of the DMC agreed to seek to set up a meeting with DMC representatives and the Director of Finance to settle these matters.

ACTION BY: Fran Heron

The DMC also asked that officers provide a response to the actions identified at the special DMC meeting held on 8th March 2022.

**ACTION BY: Head of Tenancy Services
and Director of Finance**

The DMC asked that a special meeting be arranged to allow for the consideration of TRA bids and this take place at the end of October or early November. TRA representatives were advised to contact their neighbourhood officers to work with them to put forward any proposals in time for this meeting.

**ACTION BY: DMC
representatives/Landlord Services/Sarah
Moore**

The DMC asked that future budget reports contain an update in relation to the Bridgeway Court TRA scheme.

ACTION BY: Neighbourhood Manager

The DMC noted that there were no new bids to be considered at this meeting.

RESOLVED –

THAT the report be noted.

10. LOCAL ISSUES

Safer Neighbourhood Board report

Consideration was given to the Safer Neighbourhood Board report.

The DMC asked that they be provided with a new organisational chart regarding the Police and Council staff involved in tackling Community Safety, along with some information on the projects identified in the report.

**ACTION BY: Carole Stewart, Director of
Community Services**

RESOLVED –

THAT the report be noted

11. LOCAL OMBUDSMAN COMPLAINTS DMC CHAIRS PROPOSALS

Consideration was given to the report of the DMC Chairs.

RESOLVED –

THAT the report be noted

12. UPDATE FROM THE CABINET MEMBER FOR BETTER HOMES

Consideration was given to the report from the Cabinet Member for Better Homes.

Councillor Meric Apak, Cabinet Member Better Homes, agreed to provide a response to the issues that Mrs Helia Evans wanted to have addressed once she had put the request in an email for him to consider.

**ACTION BY: Mrs Helia Evans/Cabinet
Member Better Homes**

Councillor Apak, advised the meeting that the proposal to ensure that neighbourhood housing officers carried out a home visit to every tenant was another important way that the Council was seeking to engage with its housing tenants. This would be a huge undertaking and would be a valuable way of seeking to address tenants concerns on a variety of issues.

RESOLVED –

THAT the report be noted.

13. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were none.

The meeting ended at 9.15 pm.

CHAIR

Contact Officer: Gianni Franchi

Telephone No: 020 7974 1914

E-Mail: gianni.franchi@camden.gov.uk

MINUTES END

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ACTION POINTS ARISING FROM SEPTEMBER 2022 ROUND OF DMC MEETINGS

CAMDEN TOWN DMC ACTIONS – 15TH SEPTEMBER 2022			
Item	Action	Responsible Individual/Department	Comments
1	<p>Lifts</p> <p>The meeting asked in relation to lifts that officers sought to include the views of tenants and residents in relation to the lifts performance update information and that they were kept informed of what was going on.</p> <p>Officers would contact Ampthill Square TRA directly regarding the tenant with the water leak problem along with the issue in relation to the lifts.</p>	<p>Danny Waite (Head of Repairs and Operations)</p>	<p>There is a new member of the lifts team, Lesley Johnston. Lesley’s primary role is lift administration and she will be working with Apex and the lift contract manager, Sam Hulbert, to ensure that residents, TRAs and other colleagues, such as Councillors, caretakers and NHO, are all kept up to date with information regarding the repairs for any lift breakdowns. Lesley is also looking at getting this information added to the Council website again, so that residents can access up-to-date information at any time.</p> <p>Officers have contacted the two tenants experiencing water leaks, and a repair job has been raised for the lift.</p>
2	<p>CCTV & Responsive Security Patrol</p> <p>The Chair agreed to seek a meeting involving the Cabinet Member for Safer Communities (Councillor Pat Callaghan), Cabinet Member Better Homes (Councillor Meric Apak) and appropriate officers to see how these issues could now be addressed as the current approaches were not working.</p>	<p>Fran Heron (DMC Chair)</p>	<p>Residents have an opportunity to discuss community safety issues with councillors and officers at a series of walkabouts taking place at Walker House Estate, Curnock St Estate, Ampthill Square Estate, College Place Estate, Mayford Estate and Coopers Lane Estate. More details are available at: https://www.camden.gov.uk/estate-walkabouts</p>

<p>3</p>	<p>Housing Residents' Panel Update</p> <p>The DMC were not in a position to make any nominations to the panel at this time, but asked officers to write to DMC and TRA representatives to ask if they were interested in putting forward their names.</p>	<p>Sarah Moore (Tenant Participation)</p>	<p>Four DMC and TRA representatives put their names forward and DMC reps were asked to vote on these nominations. Jackie Haggett and David Perris were selected as the Camden Town DMC nominees to the panel.</p>
<p>4</p>	<p>Finance Matters</p> <p>The DMC noted that the response from the Director of Finance had not met their expectations and they wished to see them addressed. The Chair of the DMC agreed to seek to set up a meeting with DMC representatives and the Director of Finance to settle these matters</p>	<p>Fran Heron (DMC Chair)</p>	<p>The Chair is met with the Director of Finance on 9th November</p>
<p>5</p>	<p>Finance Matters</p> <p>The DMC also asked that officers provide a response to the actions identified at the special DMC meeting held on 30th March 2022.</p>	<p>Angela Spooner (Head of Landlord Services)</p> <p>Daniel Omisore (Director of Finance)</p>	<p>The bids agreed at the meeting on the 30th March, were rolled forward to the 22/23 financial year. The DMC raised some concerns about the DMC bids funding process. The Director of Finance agreed to arrange for the process to be reviewed and the review has been completed. The new DMC guidance is available on the Council website.</p>
<p>6</p>	<p>Finance Matters</p> <p>The DMC asked that a special meeting be arranged to allow for the consideration of TRA bids and this take place at the end of October or early November. TRA representatives were advised to contact their neighbourhood officers to work with them to put forward any proposals in time for this meeting.</p>	<p>Sarah Moore and Neighbourhood Managers</p>	<p>A date is process of being confirmed between the Chair and Sarah</p>

<p>7</p>	<p>DMC Budget report</p> <p>The DMC asked that future budget reports contain an update in relation to the Bridgeway Court TRA scheme.</p>	<p>Neighbourhood Manager</p>	<p>Jonathan Windsor has contacted the TRA Chair. They are now working with the Leaseholder Consultation team to provide the necessary information to move the bid request forward</p>
<p>8</p>	<p>Community Safety/Police Information chart</p> <p>The DMC asked that they be provided with a new organisational chart regarding the Police and Council staff involved in tackling Community Safety, along with some information on the projects identified in the report.</p>	<p>Patrick Coulson Community Safety Manager</p>	<p>DMC Representatives have been sent a copy of the Community Safety Team structure chart separately.</p> <p>The November SNB meeting has been moved to January. Crime and ASB will be on the agenda and Cllr Callaghan will present a report. The projects identified in the report refer to the work of an independent advisory group that hold the police to account.</p>

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Community Safety Structure Chart - October 2022



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Title: Housing Services report

Discussion Report

Report summary:

Due to the importance of the HRA Budget and Service Charge information, on this occasion the consolidated paper has been split into discussion and information items for the December DMC round of meetings. Discussion items on HRA budget and service charges, the impact of the inflation and rent levels on the repairs service and plans to transform Housing Management services will have officers in attendance to present those papers and answer questions, whilst the ‘for information’ listed papers provide background context to the discussion items but will not have specific officers attending to cover each issue.

Recommendation: The DMCs are asked to feedback and make recommendations on the budget report and comment and ask questions on the Repairs and Housing Transformation reports.

Presentation reports	Officer contributing	Page
HRA budget 23/24	Emma Cardoso	2
Repairs	Gavin Haynes	13
Housing transformation	Glendine Shepherd	16
For information reports	Officer contributing	
Capital Works update	Susanne Afra	18
Voids improvement programme update	Ododo Dafe	28
Caretaking performance update	Sharon Calvey	30
Estate parking report & Traffic Management Orders	Sharon Calvey	33
Grounds maintenance & tree management	Oliver Jones	36
Landlord Services update	Angela Spooner	40
CCTV & Responsive Security Patrol	Graeme Dyson	41
Complaints performance	Jim Reid	45
Regulatory framework update	Graeme Beedham	50
Camden Housing & Property Resident’s Panel	Scot Reid	53
Update on Camden’s Environment Services contract	Rachel Bailey	55

PRESENTED REPORTS

HRA BUDGET 2023/24

1. INTRODUCTION

- 1.1 This report provides an update on Housing Revenue Account (HRA) 2023/24 Budget Setting progress ahead of the January Joint DMC meeting at which DMC representatives will be asked to provide feedback on proposals being taken to January Cabinet for approval by members regarding rents, service charges, the heating pool and savings plans (MTFS- medium term financial strategy). An example of the template to be completed as part of the individual DMC meetings (part of the Joint DMC meeting) is shown in Appendix B.
- 1.2 The external political and economic environment is a creating uncertainty and delays to our budget setting process. Since publishing the finance update to September DMCs, a government consultation was launched which asked for feedback on a proposal to replace the current Rent Standard (maximum rent September CPI + 1%) with a rent cap. The government modelled impacts at 3%, 5% and 7% and stated their preferred option as being 5%. For central government, a restriction on rent increases has the effect of lowering the benefit bill but for social housing providers, capping rents below the level of actual inflation (without direct subsidy from central government to fund the gap) will force cuts to budgets. The consultation closed on 12th October 2022 but at time of printing, no announcement has yet been made regarding the outcome from government. It is hoped however, that this will be announced during November ahead of the December DMC meetings.
- 1.3 Housing Revenue Accounts are ring-fenced and self-funding. However, it is an enormous challenge to continue to balance the rising cost base with limitations and sudden changes to rent income increase assumptions. This is an issue affecting all local authorities as well as housing associations as they seek to continue to balance their budgets, maintain their stock and continue providing services to their tenants.

2. 2023/24 BUDGET PRESSURES

- 2.1 **Inflation and Corporate** – Inflation indices are high- September CPI (released mid-October) is 10.1% and RPI is 12.6%. Therefore, it is unsurprising that the 2023/24 inflation is much higher than previous years. Some external contracts are linked to inflation indices (many are forecast to inflate by over 8% and material costs continue to inflate at different rates) and staff costs are linked to pay discussions between the Local Government Association and Trade Unions.
- 2.2 **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 starting from 2023/24.

- 2.3 **Energy costs-** Due to high volatility, it is anticipated that the gas and electricity budgets will need to be significantly uplifted, which will impact the proposed charges to tenants and leaseholders. However, there are delays in receiving energy forecast information from LASER, who are awaiting government announcements. This is critical to underpinning the assumptions for electricity and gas budgets and proposed income charges.
- 2.4 **MTFS Savings:** The Council is currently reviewing savings options in advance of January Cabinet. Services are developing these in both the GF and the HRA to reduce the funding gaps anticipated from 2023/24-2025/26. The level of savings required will be impacted by the outcome of the government’s rent cap consultation as well as any changes to the economic outlook for inflation or any new government legislation that has not yet been announced. Section 6 sets the current options being considered for HRA out in more detail.
- 2.5 The Council continues to ask Central Government for burdens funding, in particular for Building Safety, and also to help close the anticipated funding gap of a rent cap being set below inflation, but we have to assume no subsidy in our budgetary plans until we receive a positive response.

3. RENTS

- 3.1 Under the current rent standard, the Council can usually increase rents up to a maximum of inflation (Sept CPI 10.1%) plus 1%. Therefore, the maximum permitted increase would be 11.1%. However, we are aware of cost of living pressures on our tenants and it is expected that the government are likely to introduce a rent cap to be brought into effect for 2023/24 following their recent consultation. As the outcome from the consultation has not yet been announced (at date of printing), we have modelled scenarios based on their options of 3%, 5% and 7%. These scenarios are summarised in Table 1 below.

Table One- Rent increase scenarios 2023/24

2023/24	Rent increase scenario (£m)		
	3%	5%	7%
Inflation pressure 23/24	7.7	7.7	7.7
Additional rent generated	-3.1	-5.5	-8.5
Difference	4.6	2.2	-0.8

- 3.2 The impact on average rents of these scenarios is shown in Table Two below.

Table Two - Rent 2023/24

Bed size	Average Rent 22/23	3% increase	5% increase	7% increase
0	£90.55	£2.72	£4.53	£6.34
1	£108.03	£3.24	£5.40	£7.56
2	£122.72	£3.68	£6.14	£8.59
3	£137.66	£4.13	£6.88	£9.64
4	£152.99	£4.59	£7.65	£10.71
5 +	£169.16	£5.07	£8.46	£11.84

3.3 70% of tenants are currently in receipt of Housing Benefit and Universal Credit, which would be uplifted to cover the rent increases. Appendix C “Help for tenants” outlines available support and assistance.

3.4 It is important to reiterate that the proposed increases are contingent to the proposed savings programme set out in 6.3, and they are intrinsically linked and interdependent. DMC members will be asked for their views on the Council’s strategy to consider rent increases from April 2023 at the joint DMC meeting in January.

4. SERVICE CHARGES

4.1 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.

4.2 If service charges are raised by underlying inflationary pressures for each service, this would mean increases to charges as shown in Table two below, generating c. £2.2m. Note that Communal lighting is a significant increase, reflecting the rising cost of electricity, this may change once we receive updated forecasts in the next few week’s but it is expected to be similar. These service charges are eligible under housing benefit and universal credit.

Tenant weekly service charges	2022/23	23/24 increase	2023/24 including increase
Caretaking	£10.73	£0.54	£11.27
Communal Lighting	£1.15	£1.64	£2.79
CCTV	£1.04	£0.05	£1.09
Communal M&E Maintenance	£1.26	£0.13	£1.39
Ground Maintenance	£1.90	£0.15	£2.05
Responsive Housing Patrol	£0.67	£0.03	£0.70
	£16.75	£2.54	£19.29

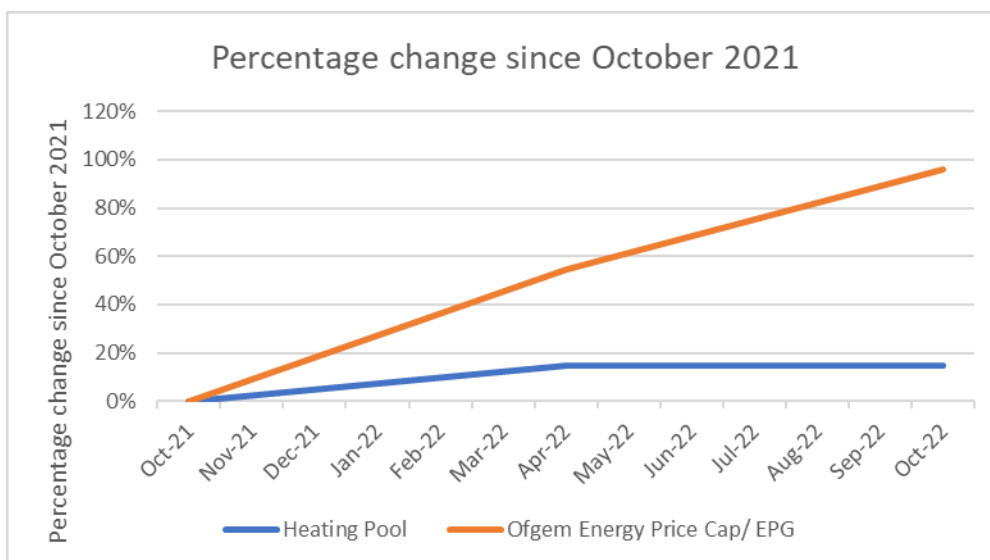
4.3 Additionally, some tenants will start to pay for the enhanced CCTV service (as agreed at January 2019 Cabinet) from April 2023 once the new cameras are

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.

- 4.4 DMC members will be asked for their views on the Council's strategy to consider a service charge increase from April 2023 at the joint DMC meeting in January. As the charges fund the inflated cost of the current services, any reduction in funding would mean that the service would have to be scaled back in the medium term.

5 HEATING POOL

- 5.1 Due to Camden's procurement via LASER who can forward purchase bulk gas, we have been able to secure much lower prices overall than domestic rates. Over the years, this has enabled district heating scale charges to be kept low. For 22/23, in recognition of rising prices, it was agreed to use the heating pool surplus in full in order to limit the increase in scales to 15% so an average 2 bed property costs c.£19/week. The price of gas is exceeding estimates even factoring in the heating pool surplus but Camden is honouring the charge agreed in January Cabinet to give certainty to residents on scales of what they will pay over winter in the middle of a cost of living crisis.
- 5.2 However, for 23/24 heating scales, as the heating pool surplus is due to be fully used (and in deficit from 22/23 costs), there is no option other than to raise charges to recover the anticipated costs. The Council is unable to quantify this due to delays in forecasts from LASER.
- 5.3 Chart 1 compares the 15% heating pool increase from 21/22 to 22/23 with the much larger increases in Ofgem's Energy Price Cap and the subsequent Energy Price Guarantee (EPG) which replaced it on 1 October. The huge increases in the bulk gas market over the past year mean that with the heating pool surplus used up even with forward purchasing, there will be no option other than to raise heating scale charges for 23/24 by a significant amount to reflect the higher prices.



5.4 DMC members will be asked to consider the recommendation to fully recover heating charges for 2023/24.

6 MEDIUM TERM FINANCIAL STRATEGY

6.3 The Council is developing a new three-year Medium Term Financial Strategy (MTFS) 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.

6.4 As set out above and in the September update, 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 and this could be far higher subject to 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.

6.5 The savings options developed by officers so far focus on the following themes:

- **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. A report on this is due to be taken to December Cabinet.
- **Void performance improvement:** The aim would be to reduce void turnaround time and overall level of voids of HRA dwelling stock.
- **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:** 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.
- **Bad Debt Provision:** Saving anticipated through improved rental arrears management.
- **Leaseholder Income Maximisation Project:** A review of processes to ensure all valid rechargeable costs are being recovered from leaseholders within the terms of their leases.
- **Garage Income:** Garages are currently rented at £12/week – this has been fixed for many years and is significantly below the level of other local authorities or similar garages nearby which limits the ability to cover the cost of owning the assets. The saving option would seek to raise this over the next 3 years incrementally.
- **Increasing income from 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.

6.6 The savings options identified to date remain subject to further work and refinement- the base target is £8m over three years as set out in 6.2 however this may need to increase depending on a number of factors and decisions made. DMCs are asked to comment upon the existing proposed ideas and also make any new savings suggestions.

7 FORMAL CONSULTATION

7.1 The joint DMC meeting will take place on 11 January 2023. A list of the consultation questions that will be put before DMCs is in **Appendix B**.

Report ends

Appendix A – 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 B – Rent and Service Charge Setting consultation questions

District Management Committee Feedback

DMC.....

Recommendation	Yes	No/Other
Rent Increase: TBC		
Increase Tenant Service Charge- Caretaking: 5% (54p)		
Increase Tenant Service Charge- CCTV: 5% (5p)		
Increase Tenant Service Charge- Communal Lighting: 143% (£1.64)		
Increase Tenant Service Charge- Communal M&E Maintenance: 10.1% (13p)		
Increase Tenant Service Charge- Grounds Maintenance: 8% (15p)		
Increase Tenant Service Charge- Responsive Housing Patrol: 5% (3p)		
Heating Pool Charges: Increase TBC%		
MTFS Savings approach		
Any other feedback/Views		

Appendix C – 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](#)
- **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 Council's 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

What help is there?

- **Payment plans** for rent arrears tailored around the individual including:
- **Managed payments**² direct from the DWP to the Council from Universal Credit (UC)

¹ PICT = Psychologically informed consultation and training

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

- 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.
- **Local Welfare Assistance 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. Apply on the website.
- **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](#)

REPAIRS

1 Introduction

- 1.1 The DMC Chairs requested an update on repairs including any considerations on managing the budgetary impacts of inflation and any imposed rent cap.

2 Context

- 2.1 The DMCs have received a number of updates on the work of the repairs contact centre and also the repairs team to adapt the service and make improvements. Looking ahead to next year we are considering the impact of continued inflation and also the possibility of a rent cap and the implications for the Housing Revenue Account.

3 Service update

- 3.1 Our performance improvement work continues and the key headlines for quarter two of this financial year are:
- The introduction of the new “Govmetrics” text message (SMS) surveys have allowed the housing repairs service to receive instant, presentable feedback on the work carried to residents' homes. We now have 8,000 pieces of individual feedback across various streams of work – day to day repairs, M&E contracts, void works, capital projects and case management. We are now looking at launching surveys for Environment Services and CCTV.
 - Our independent satisfaction surveys shows that satisfaction with the repairs service has remained stable with 85% satisfaction in Q2 for the in-house team and 81% for the M&E contractors. Satisfaction scores have slowly recovered since the pandemic, in general however they are still affected by our diary wait times being longer than they were before the pandemic.
 - Quarter 2 shows the continued impact of our ‘channel shift’ with a -62% drop in call volumes from the same period last year. 46% of residents now choose to report a repair via other channels other than telephony. Webchat and SMS have produced 4,500 conversations in the last month alone. This has freed up the telephone lines for our most vulnerable residents. We are looking to launch WhatsApp in the coming weeks.

Measure	Apr	May	June	July	August	September
Customer satisfaction with day to day repairs	85%	85%	87%	85%	86%	85%
Customer satisfaction with Mechanical & Electrical (M&E) repairs	78%	82%	85%	81%	83%	80%
Customer satisfaction with Voids	81%	88%	81%	80%	85%	83%
Volume of calls to repairs line	14,999	14,902	12,993	10,513	13,047	15,028
Repairs line response times	99%	99%	98%	97%	94%	95%
% of Online orders raised	37%	37%	40%	41%	46%	46%

3.2 Over the next few months we will be also implementing our updated structure for the repairs service. The updated structure will embed the following features within the structure:

- **Leak detection hub** – dedicated resources to trace and remedy leaks
- **Damp and mould team** – building on our work to professionally survey and proactively support residents experiencing issues in their home
- **Cyclical repairs** – continuing our work to periodically check roofs, gutters and outlets

3.3 Recruitment is challenging in current market conditions and we are working hard to make sure we have the right resources in place across the service as we head into the winter months.

4 Inflationary pressures

4.1 The main report highlights the inflationary pressures on the overall housing service. The forecasts for the “BCIS All in Maintenance Cost Indices” are generally above 8% in the coming months and are not forecast to start falling until the Summer next year. Some contracts – such as the M&E contracts – are directly linked to this index and our in-house service is affected by material costs that have also been increasing.

4.2 To manage costs within the service our work is focussed on the following:

- Finding efficiencies in our structures, noting that we are having to increase resources in areas such as Building Safety as legislation changes
- Pausing the Spring Clean programme which redecorates communal areas, reintroducing this when budgets allow
- Managing our diary wait times for non-essential repairs, this was a step we took following the pandemic and we will continue to target our resources on emergency and essential repairs

- Looking at the scope for targeted capital works to replace elements such as roofs – we already do this as part of our programmed work but we will be looking at how we can mobilise capital works more quickly at repair hot-spots
- Looking at options for resource intensive properties, for example some properties where we just own the freehold can take up management time where we have to address party wall or structural issues

4.3 We will consult DMCs as policy proposals are developed and progress is made.

Report ends

HOUSING TRANSFORMATION

1 Introduction

- 1.1 The purpose of this report is to outline plans to improve the Council's Housing Services through three key areas: service area review, interim teams and tenancy visits.

2 Context

- 1.1 The Council is keen to improve the resident experience across all housing services. Performance has been under scrutiny for the past year and several issues have been highlighted: high levels of sickness, poor void turnaround and poor rental income collection. There are also issues relating to customer satisfaction. We are committed to an ambitious programme of transformation that seeks to address issues around finance, performance, culture, staff empowerment and most importantly, resident experience. Outlined in this report are three crucial areas that will contribute to addressing these issues.

2 Service Area Review

- 2.1 Residents have told us that they do not feel services are joined up across the council, and that there is a need for greater alignment between teams to ensure collaboration in the delivery of services. Through reviewing service areas, Camden will be better positioned to meet its housing ambitions by working in a solution-focused way. Services working closer together will also be better placed to empower staff in front line roles. They are in turn, more likely to make decisions that are in the best interests of the resident and the community.
- 2.2 In May 2022 a Director of Housing Services was appointed, as an amalgamation of the two previously distinct Director roles for a) Housing Management and b) Housing Support Services. Within these Divisions were the following Service areas:
1. Landlord Services
 2. Estates Management
 3. Tenant and Leaseholder Engagement / Sheltered Accommodation
 4. Leaseholder Services
 5. Voids Programme
 6. Temporary Accommodation
 7. Housing Commissioning
 8. Housing Needs
- 2.3 To better align services and achieve our housing ambitions, the new structure will consist of five service areas:
1. Allocations, Lettings and Private Housing Services
 2. Neighbourhoods (Housing Services)
 3. Housing Solutions

- 4. Leaseholder Services and Housing Income
- 5. Innovation and Improvement

2.4 The new structure is due to go live in February 2023, where we will continue to review reporting arrangements and structures.

3 Interim Teams

- 3.1 Our performance data has shown that two areas where we are underperforming is the turnaround of void properties and income collections from tenants in rent arrears. In October 2022, we set up interim teams to focus immediately on improving these two areas. Neighbourhood Housing Managers and Officers have been redistributed to create fixed term 'specialist teams within the team'. The purpose is to have a rapid impact on these underperforming areas, amend work practices, and to learn lessons for future service design.
- 3.2 Creating these teams should not only reduce lost income in rent arrears and void property turnaround, but also allow space for existing Landlord Service staff to focus on delivering a holistic, neighbourhood model of working.
- 3.3 Whilst these teams have been set-up to be six-month fixed terms, they will be frequently reviewed to evaluate their performance and to decide if they should return to their original posts or should continue as specialist teams.

4 Tenancy Visits

- 4.1 The Covid-19 pandemic saw the number of face-to-face services reduce drastically, with many members of staff no longer fully based in their patches and instead working from home. Whilst this was necessary during the pandemic, we want to start reaching out to residents that we haven't engaged with since before the pandemic and have set ourselves the ambitious target of visiting every tenant in the next year.
- 4.2 Many tenants will not need our services, but we want to ensure that we are reaching out and asking residents how they are so we can pick up any concerns that they may have. Issues that might be raised and escalated include disrepairs, fire safety, overcrowding, safeguarding and cost of living. By reaching out in this way, we hope to identify issues quickly and early before they escalate.
- 4.3 Through setting up the interim teams and removing the responsibility for income collection and voids, remaining Neighbourhood Housing staff will have capacity to visit tenants and help resolve any issues they may face. As a result, patches will be reviewed and where there is a change in NHO, we will let residents know.

Report ends

FOR INFORMATION REPORTS

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 underway on the walkways, balconies and façade of the buildings in order to strike the scaffold next month. Once the first 3 blocks works are substantially complete the next 3 will commence. The works will happen in 3 phases:

1. Blemundsbury, Windmill, and Falcon
2. Chancellors Court, Babington Court, Richbell, and Springwater
3. Boswell House 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 during early 2023.

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 during late 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	Scoping
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 – S20 consultation
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 – S20 consultation
1-29 (cons) Monica Shaw Court	Monica Shaw Court	Tendered – S20 consultation

38-47(cons) Monica Shaw Court	Monica Shaw Court	Tendered – S20 consultation
33 Crowndale Road (flats a-b)	33 Crowndale Road	Procurement
Brockham house 1-17 (cons)/ Rainham	Bayham Place Estate	Tendered – S20 consultation
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 – S20 consultation
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 – S20 consultation
28 Quadrant grove	28 Quadrant Grove	Tendered – S20 consultation

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 – S20 consultation
1-24 Greenaway House (cons)	Alexandra & Ainsworth Estate	Tendered – S20 consultation
1-36 Edgeworth House (cons)	Alexandra & Ainsworth Estate	Tendered – S20 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	Pre-construction site set up
23 Gascony Avenue (flats a-c)	Estate 23 Gascony Avenue	Tendered – S20 consultation
23 Winchester Road & flats (a-c)	Estate 23 Winchester Road and flats	Tendered – S20 consultation

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 has been tendered with a view to site set up works commencing in December of 2022 and scaffolding being constructed in Jan 2023.

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 New Year.

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 – S20 consultation
Clevedon, Parliament and Chester	Lissenden Gardens	Tendered – S20 consultation
Kenbrook Phase 2	Kenbrook House	Pre-construction site set up
236-240, 242-244 Royal College Street	Royal College Street	Tendered – S20 consultation
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 – S20 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 – these works have been tendered and should be on site during early 2023.

- Energy efficiency works at Brookes Court, which comprises 32 homes – these works have been tendered and should be on site during early 2023.
- 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 finalising 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 Air source heat pumps have been identified as the most energy efficient renewable technology for the district heating system. Our consultants are finalising the system designs with a view to submit application for GHNF funding in the March round of applications. This project is due to proceed to tender in the Summer 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. Works are due to be completed early 2024

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 Autumn 2023.

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. We are currently seeking input from planning with a view to the works being tendered in the early 2023.

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 during Spring 2023.

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

Block Address	Estate	District	Scope	Status
Mayford	Mayford Estate	Camden Town	District heating	Contractor selection process in progress with a view to start works Autumn 2023
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	Works on site and due to complete early 2023
Southampton Road 22-38	Southampton Road	Gospel Oak	District heating plant room upgrade	S20 consultations completed progress works due to start Winter 2022
St Silas	St Silas Estate	Gospel Oak	District heating	Works on site due to complete early 2023
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 due to complete Dec 2022
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 due to complete Dec 2022
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	Works in progress
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 which 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 tendered contract to be awarded in October. Works to start on site December
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 tendered contract to be awarded in November. Works to start on site December
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 early November
6	FRA Packet 06 -	Packet merged with another due to low number of actions.	
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 early November
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 early November
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 early November
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 – Flat Entrance Doors	Installation of flat entrance doors to the south of the borough. The works to bin chutes have been incorporated into packets 10 and 11	To be reviewed
16	FRA Packet 16 –	Installation of domestic smoke and carbon monoxide alarms to properties in the south of the borough. The Fire safety improvement works to roof, and compartmentation works to various purpose-built blocks in the borough will be incorporated into packet 10 and 11 as well as smaller packets of work.	Works tendered, Contract to be awarded in November with works starting on site in December
17	FRA Packet 17	Installation of hard-wired smoke and carbon monoxide alarms to properties in the North of the borough.	Works to be tendered In November. Works to start on site in January 2023
18	FRA Packet 18	Renewal of flat entrance doors – North of the borough	To be reviewed

Report ends

VOIDS IMPROVEMENT PROGRAMME UPDATE

1 Introduction

- 1.1 The new Moving Home Team, temporarily set up on 26 September to manage the letting of empty council homes, is settling into its new role very well.

As at 6 November 2022 Camden Council has 471 active voids – ie properties that are to be relet. This represents 2% of the Council's housing stock. This is a significant decrease from the 612 active voids we had in April 2021; although it does not represent enough movement from the 475 voids we had in April 2022.

2 What has happened during October

- 63 homes were let. This is below the target of 80 per month, and was due to a planned short pause on shortlists while the new team established itself. We expect to see this number increase in the following months.
 - The average turnaround time for the 63 homes let was 224 days, as a result of letting some very long-term voids including one flat that been void for almost 3 years as part of a legal matter, and another that had been used as a site office during estate major works. As we continue to re-let homes that have been empty for a significant time, they will skew the average turnaround time but the critical thing is to have them all re-occupied.
 - The shortest time in which a property was let during October was 42 days, and we are working hard to replicate this type of success.
 - All new tenancy sign-ups are now in person with approximately 50% being done in the property
 - There were 41 new voids during October
- 2.1 A two-pronged approach is being taken to reduce our empty homes:
- i) Addressing the backlog of long-term voids
 - ii) Changing processes to help reduce the times homes are left empty
- 2.2 New monitoring arrangements have been put in place, enabling us to have better insight into the parts of the process that are having an adverse effect on our overall turnaround times so that remedial action can be taken.

3 Actions for November and December

- Deep monitoring of all stages of the voids process
- Analyse refusal reasons and suggest helpful actions
- Performance meetings with repairs colleagues to start
- Consider if and how physical viewings can better support performance improvement and our residents' experience
- Separate out average let times for historic and newer voids

3.1 The table below outlines the total void numbers by district, and below that Table 2 shows a breakdown of voids by bedroom size. The total numbers vary slightly between the two tables due to the different days the data was captured.

Table 1: Current number of voids by DMC area (as at 6 November 2022)							
	Active voids					Held voids	Total voids
District	General needs	Sheltered voids	Total active voids	% of stock*	Movement since 2 October		
Camden Town	70	3	73	0.32%	+6	188	261
Gospel Oak	118	16	134	0.59%	+7	35	169
Hampstead	105	15	120	0.53%	+1	116	236
Holborn	58	11	69	0.31%	-3	12	81
Kentish Town	70	5	75	0.33%	+3	13	88
Total	421	50	471	2.09%	+14	364	835

*based on 22,497 council homes

Table 2: Active voids by district and bedroom size (as at 31 October 2022)							
District	Studio	1 bed	2 bed	3 bed	4 bed	5 bed	Total
Camden Town	13	36	15	7	1	-	72
Gospel Oak	15	58	31	24	4	-	132
Hampstead	13	68	28	10	2	1	122
Holborn	11	33	21	4	1	-	71
Kentish Town	7	27	26	12	3	-	75
Total	59	222	121	57	11	1	472

Report ends

CARETAKING PERFORMANCE UPDATE

1. Introduction

- 1.1. The following is an assessment of performance for the second quarter of 2022/23, ending September 2022, for the Estates Management service.

2. Performance

Working with residents

- 2.1. Managers in the service work closely with TRAs and other residents' groups to identify local needs and meet new challenges on estates.
- 2.2. 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

- 2.3. 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).
- 2.4. 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.

Q2 (Jul – Sep 2022/23)	A	B	C	D
Borough	11.2%	85.3%	3.4%	0.1%
Camden Town	4.3%	89.1%	6.6%	0.0%
Gospel Oak	15.6%	77.6%	6.8%	0.1%
Hampstead	24.0%	75.6%	0.3%	0.2%
Holborn	8.3%	91.1%	0.6%	0.0%
Kentish Town	0.0%	96.8%	3.1%	0.0%

- 2.5. 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

- 2.6. 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. 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%

Caretaking Support and Response team

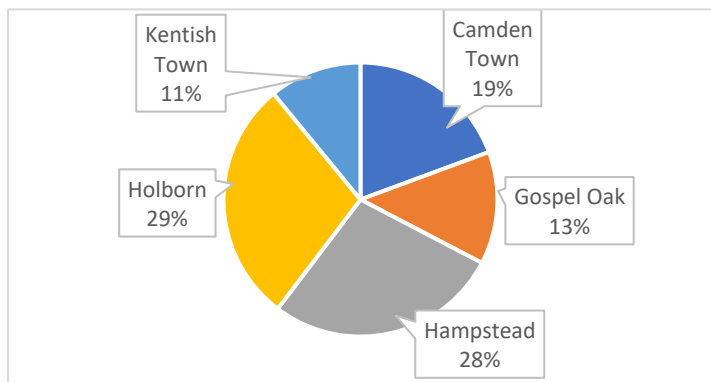
- 2.7. The Caretaking Support and Response team (CSR) is a mobile service that is tasked with delivering enhanced cleaning and project work to estates. This service is a huge asset to the Caretaking Service and is currently starting its winter works programme.
- 2.8. Caretaker Managers, often after discussion 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.

Out of hours service

- 2.9. 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.
- 2.10. If you think you need the service out of hours call Contact Camden on *0207 974 4444* who will assign the appropriate response. 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

- 2.11. In the second quarter, the team achieved 167 individual window cleaning operations, with the chart (right) indicating the time spent in each district.
- 2.12. 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.



Meter Reading

- 2.13. 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.

- 2.14. 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.
- 2.15. 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

ESTATE PARKING REPORT – TRAFFIC MANAGEMENT ORDERS

1. Background

- 1.1. Working with Parking Team colleagues, the first estate Traffic Management Order (TMO) was introduced on the Maiden Lane Estate in 2020. This addressed health and safety concerns on the estate which had been suffering from high pressure parking demand and non-compliant parking. Close to Kings Cross and the Islington border there was a high degree of unauthorised parking and several incidents where the Fire Brigade reported being unable to access all parts of the estate in the time they needed to get to an emergency. In addition, there were frequent bin collections missed as the council's contractor was prevented from accessing some parts of the estate due to obstructive parking.
- 1.2. Two years on, the changes to Maiden Lane have improved parking compliance on the estate, with emergency vehicles and waste trucks able to access the estate quickly, footways kept clear and legitimate permit holders, including disabled residents able to access parking.
- 1.3. Following the success of this work, and the proven benefits to residents, it was proposed that a programme be developed to extend the TMO model across the borough.
- 1.4. This report outlines our progress so far and provides a roadmap for the new Estate Parking programme.

2. Priority sites

- 2.1. Initial assessments by council officers has identified 26 priority estates, where parking stress is known to be experienced by residents and non-compliant parking behaviours affect access for emergency and service vehicles.
- 2.2. Officers used the following assessment criteria when developing the priority sites list:
 - Improved access for emergency vehicles
 - Improved pedestrian safety
 - Evidence of non-compliant parking
 - Parking overspill
 - Parking demand
 - Impacts of other changes on the site (such as significant or long-lasting construction work in the local area)
- 2.3. Feasibility work has been concluded for these 26 locations, confirming that a TMO could be implemented and would improve our ability to manage parking effectively.

3. Roadmap

- 3.1. Introducing a TMO is complex, requiring a very prescriptive process to be followed to meet regulatory requirements. It means however that when properly implemented, parking on estates becomes subject to the same enforcement legislation as is undertaken on the borough's highways.
- 3.2. While we want to make this transition as quickly as possible and with the minimum of disruption to residents, it is not feasible to introduce TMO's to all estates at the same time. This is due to the level of consultation required as well as the number of physical adjustments that are required to implement the new parking schemes, such as adjustments to site layout, remarking bays, installing signage, and introducing alternative transport provisions.
- 3.3. It is proposed that the new parking schemes will be implemented in groups of five to ten sites. This approach will balance the workload and costs against the council's available resources. As the programme progresses it may be possible to increase this number of estates we implement in each group.
- 3.4. The timetable below includes all preparatory work for the programme and takes us through to the implementation of the first group of locations :

22-23 Q1	Define programme approach considering lessons learned from the Maiden Lane pilot, resident benefits, financial modelling, and legal matters
22-23 Q2	Develop borough-wide consultation. Secure resources and expertise required
22-23 Q3	Borough-wide consultation on TMO principles
22-23 Q1	Consult with residents of the first group estates on the design proposals as necessary, and then undertake a statutory <i>Traffic Order</i> consultation with residents
22-23 Q2	Make any physical changes to estates and begin parking enforcement

- 3.5. The first three elements on the above timetable are preparatory and are only required once at the beginning of the programme. The final elements will be repeated for each subsequent group of estates.

4. Borough-wide consultation

- 4.1. This exercise seeks to consult residents and other stakeholders on the principal of introducing Traffic Management Orders on our estates.
- 4.2. The consultation commenced in early November and is scheduled to run until 19th December.

- 4.3. You can view the consultation pages and submit your responses at www.estateparkingcamden.co.uk

5. Group 1

- 5.1. The first group of sites will be selected using the criteria outlined above (para 2.2) and considering additional factors, such as geographical location and breadth of unique site situations. Our aim with this approach is to test our multi-site implementation approach and ensure that as we continue to roll out the TMO programme we are ready for most eventualities.
- 5.2. The final site selection for group 1 will be confirmed after the borough-wide consultation has concluded, in late December.

6. Subsequent groups

- 6.1. As we implement parking controls on one location, it is possible that parking issues may migrate to a nearby estate without a TMO in place. Wherever possible we will anticipate these migrations and include affected sites in the same group; however, this will not always be possible to anticipate.
- 6.2. As the situation evolves, so will the need to reassess the sequence in which we implement the TMO programme. It is anticipated that subsequent groups will initially be selected from the 26 we already have feasibility studies for, but it is not practical to give detail on the specific sequence at this time. Prior to each group of sites being selected we will assess the situation using our selection criteria (para. 2.2 above) to ensure that we are prioritising based on current information, not historical data.
- 6.3. At this time, we consider that not all estates in Camden will benefit from a TMO, however as we work through our list of priority sites it might become apparent that more estates should be included in the programme. We will continue to monitor parking on all our estates to ensure that all residents receive the best outcome from this programme.

7. Finance

- 7.1. While each site is unique with sizes of estate and layout varying considerably, financial modelling shows that the average cost of implementing a TMO is £10k per site. This includes design, statutory resident consultation, and physical changes to estate layout. These costs will be met equally by the HRA (Housing Revenue Account) and General Fund.
- 7.2. One-off costs include the initial borough-wide consultation (sec. 4 above) and a new electronic permit system, necessary to accommodate the management of TMOs on estate land.
- 7.3. Once in place, operating TMO's will effectively be cost neutral to the HRA.

Report ends

GROUNDS MAINTENANCE & TREE MANAGEMENT

1 Introduction

- 1.1 This report sets out the scope of the works delivered by the Green Spaces service on housing areas, providing recent example of work and performance information.
- 1.2 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.

2 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

- 2.1 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.
- 2.2 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 15th Sept	1	62

- 2.3 The extreme weather patterns have continued since the summer with the average maximum and minimum temperatures for the UK for October were well above average and entered at equal-sixth and equal-fifth respectively.



Source: Met Office Blog 1/11/2022 <https://blog.metoffice.gov.uk/>

2.4 An official drought was declared in London in mid-August <https://www.gov.uk/government/news/environment-agency-chairs-national-drought-group-as-parts-of-country-move-into-drought>

2.5 Thames Water brought in a Temporary Use Ban (aka Hosepipe Ban) at the end of August restricting the use of water (<https://www.thameswater.co.uk/help/water-restrictions>). Due to the sustainable planting used in Camden we have only seen limited impact to plants and the rain from September has led to the grass areas largely recovering well.

2.6 The mild and wet weather conditions throughout Autumn have resulted in an increase in growing conditions across all green spaces.

Delivering safe and accessible playgrounds across housing

2.7 Green Space Operations currently inspect 183 play areas (play and sports) across 104 Camden housing estates, of these 5 play areas over 4 estates are currently TMO maintained and 178 are maintained by Green Space Operations and our term contractor Idverde.

2.8 The team also manages a further 66 play areas across 35 park sites.

2.9 97% of play areas managed by Camden Green Space Operations on housing estates are open for play. Two sites are currently undergoing improvement works and are due for completion at the end of December 2022, two further sites are awaiting start dates for works and a further two are in planning stages prior to the commencement of works.

3 Tree Management

Enquires should be raised by:

- Emailing the team, managed by Contact Camden, using tree@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)

- 3.1 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.
- 3.2 The Tree Section, formed of highly trained tree officers, are responsible for inspections and contract monitoring of our contractor. Together we provide 24 hrs emergency response, 365 days a year for tree emergencies.
- 3.3 The tree term contractor, City Suburban Tree Surgeons Ltd who have worked for the Council for the last 10 years have been voluntarily liquidated. They ceased working for the council on 31st October 2022.
- 3.4 To provide continuity of service, the tree work element of the contract has been successfully novated to Treehab Ltd, a local firm to Camden that has been subcontracting for City Suburban for the last 3 years. While we work with our new contractor to transfer the operation there will be delays to work being completed.

4 Housing Tree enquiries

- 4.1 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.
- 4.2 Following the complete year of reporting, it is now possible to provide performance information compared to the same period last year:

Enquiries Received	Apr - Sept 2021	Apr - Sept 2022
Housing Communal	246	235
Street Property	96	97
Total	342	332

Enquiries closed	Apr - Sept 2021	Apr - Sept 2022
Housing Communal	167	182
Street Property	93	107

Total	260	289
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Work completed	Apr - Sept 2021	Apr - Oct 2022
Housing Communal	2,260	2,294
Street Property	168	131
Total	2,428	2,425

- 4.3 As can be seen from the tables above enquiries received, enquiries closed and works completed between 2021 and 2022 are broadly similar. Therefore, we will continue with our new contractor to prioritise risk and maximise work capacity.
- 4.4 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.
- 4.5 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>

5 Housing Tree Inspections

- 5.1 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.
- 5.2 A map of works raised is available at: www.camden.gov.uk/trees
- 5.3 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/>

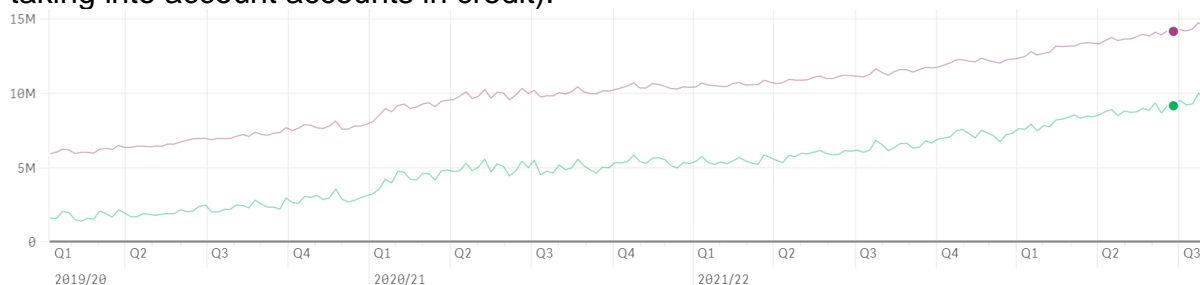
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LANDLORD SERVICES UPDATE

Rent collection data

	4 Apr 2021	7 Nov 2021	4 Apr 2022	2 Oct 2022*	7 Nov 2022
Rent arrears	£10,387,511	£11,186,988	£12,346,862	£14,253,940	£14,562,353
%Collection rate	98.10	98.6	97.92	96.92	97.06
Owe 7 weeks+	2677	2,766	3010	3303	3317
Tenants on UC	4412	4904*	5164	5680	5749*
Arrears owed by tenants on UC and % of total arrears	£4,099,443 39%	5,384,545 47.3%	£6,515,001 53%	£7,264,844 51%	£7,597,743* 52.6%
*2 Oct 2022 is the week after the specialist rent teams began work					* as at 30 Oct

Rent arrears trajectory over time (purple line, the green line shows collection taking into account accounts in credit).



The dots show when the new rent teams began



Welfare Rights team data 2022-3

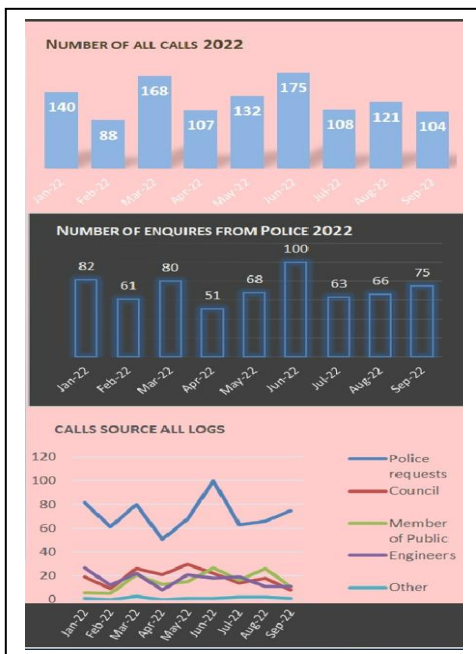
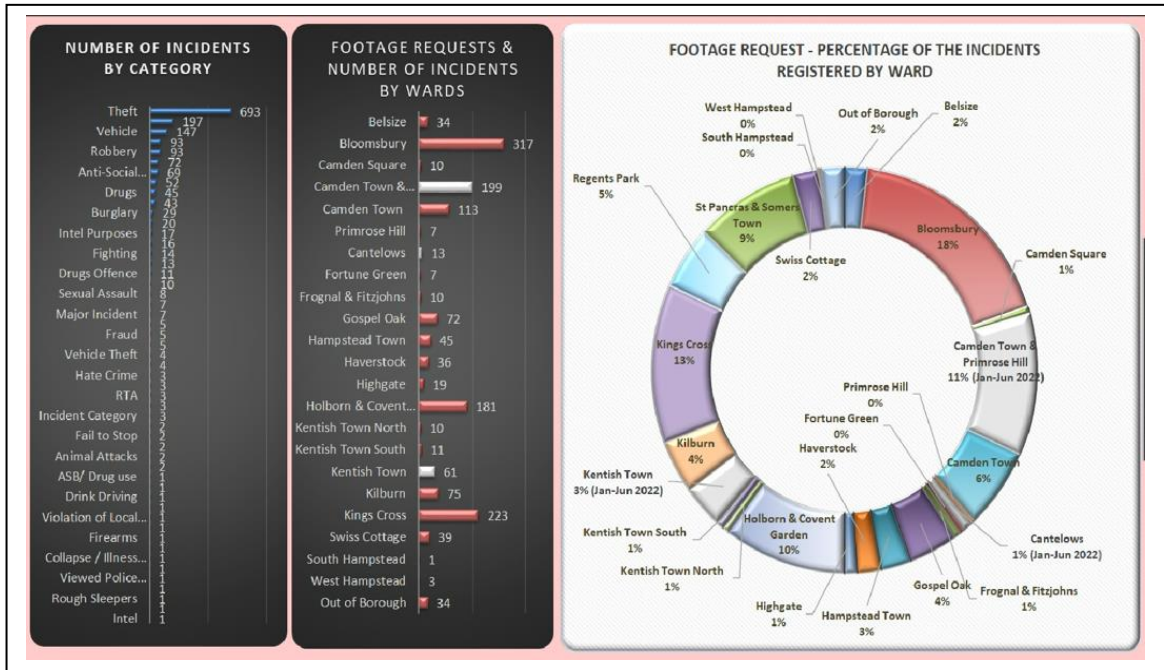
Income generated from benefit and debt work since April 2022	£899,311
No. of tenants the team has worked with since April 2022	728
Closed cases	358
Open cases	370

CCTV & RESPONSIVE SECURITY PATROL

1 CCTV

- 1.1 Work has continued on the new housing CCTV installation project over the last three months.
- 47 Estates identified with CCTV as a priority for upgrade
 - Detailed CCTV design visits and resident consultations for these commenced February 2022
 - Involves a wide range of council staff, contractors and technical specialists
 - 15 estates visited to date and full assessments completed
 - By end of December we aim to visit and assess Birkenhead, Oakshott Court and Ossulston
- 1.2 Regents Park is now about 50% complete and connected to the council's CCTV control room. Originally there were 45 old cameras on the estate, there are now about 40 new cameras connected to the control room with another 40 due to be installed this month.
- 1.3 The benefits already seen with the new system are:
- Camera quality very clear – low light images very good
 - Stable transmission – no dropouts so far on new network
 - All footage viewable and downloadable instantly via new CCTV control room
- 1.4 Work is due to commence on Curncok, Bayham and Ampthill estates very soon and we are expecting a faster delivery rate from our contractors moving forward as they recruit more staff for their team.
- 1.5 We have been asked to provide more information on which estates have been identified for an upgrade, how they were chosen and the anticipated schedule of works and we have also been asked to provide a webpage with regular updates that people can check on. We are combining those two pieces of work and are looking at what we can provide on a dedicated page on the council's website. This piece of work has just started so a more complete update will be provide next round.
- 1.6 As a reminder, visits have started to the new CCTV control room and a number of you have visited already, 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.
- 1.7 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.

1.8 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 (remember this is for CCTV footage requests). We are currently adjusting the ward boundaries to reflect recent electoral changes.



2 Responsive Security Patrol

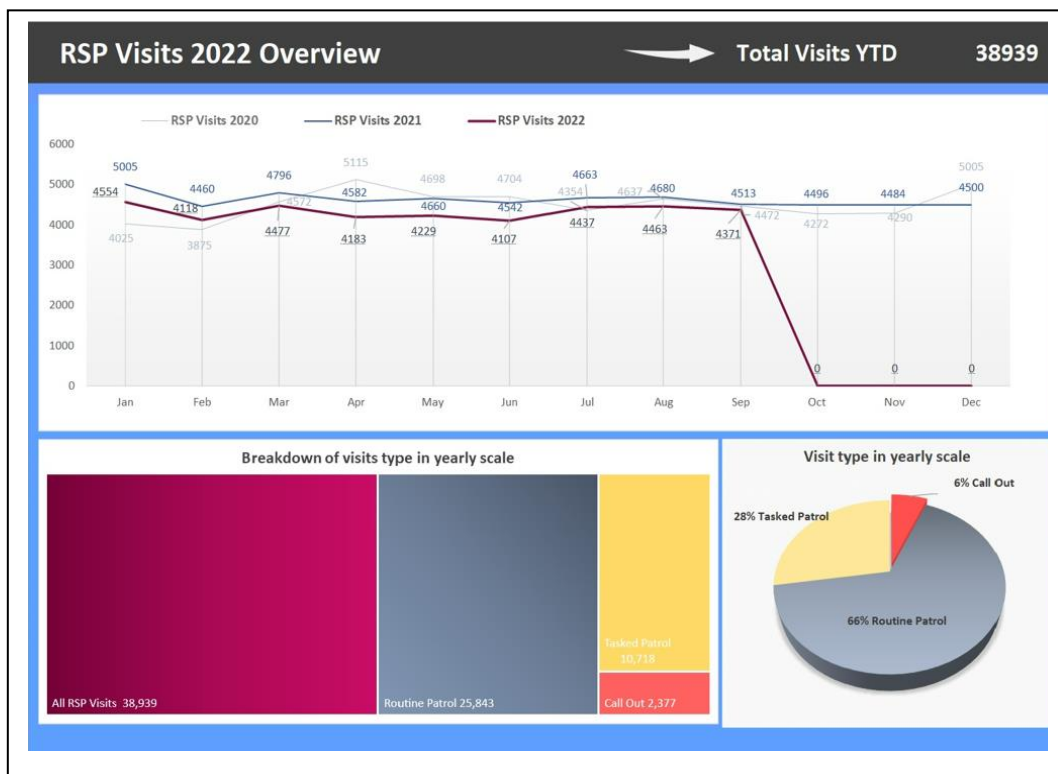
2.1 The Council's five vehicle Responsive Security Patrol (RSP) are available for residents to call out 12 hours a day, 7 days a week, from 4pm to 4am. The main purpose is to act as a deterrent and to detect and disrupt ASB on housing land. The RSP can be called out for any type of ASB and residents 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.

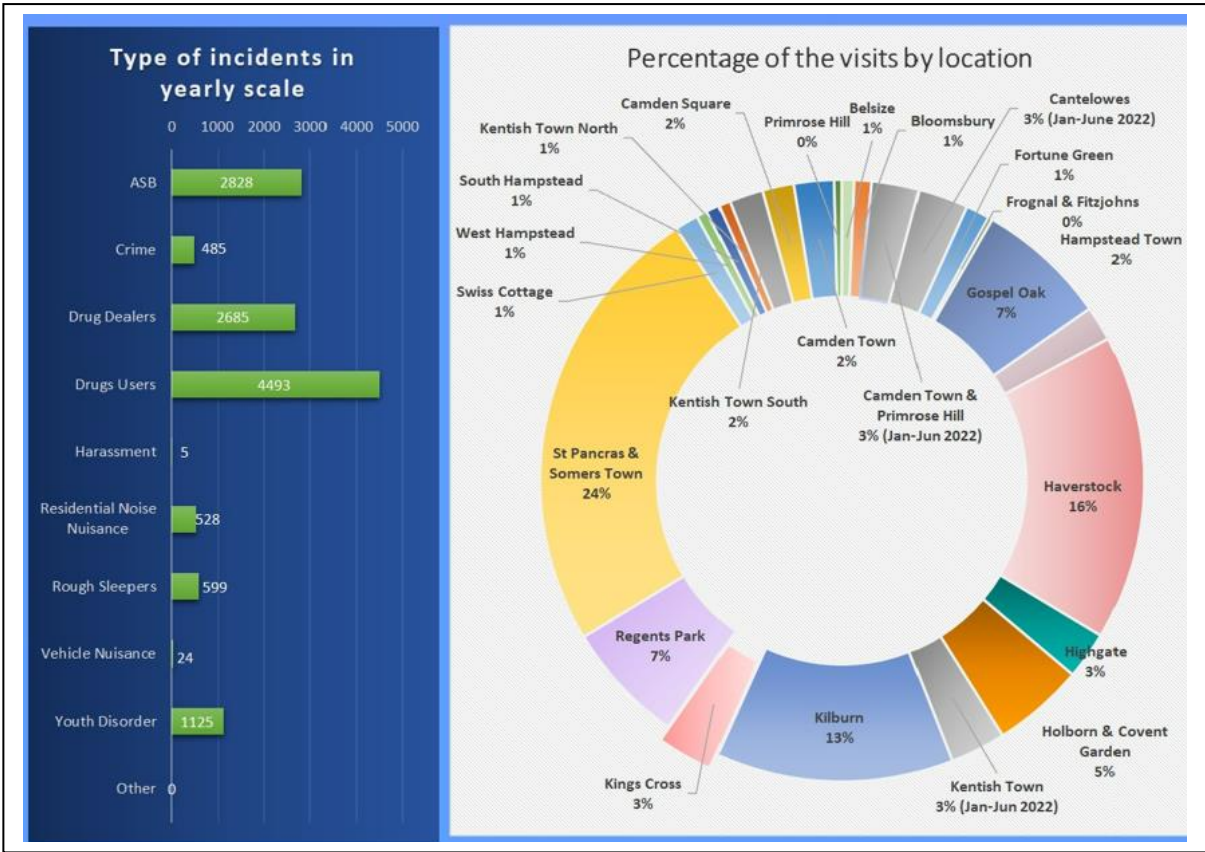
2.2 As well as responding to resident's call outs, the RSP carry out targeted vehicle and foot patrols at the request of Community Safety, Housing Managers and

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. RSP have carried out over 40000 patrols so far this year.





Report ends

COMPLAINTS PERFORMANCE

1 Introduction

- 1.1 In addition to the usual summary of complaints performance from the previous quarter, DMC chairs asked us to this time include an overview of the Council's complaints process. This report is therefore in two parts, a summary of the complaints policy and procedure followed by Housing data from quarter 2.

2 The Policy

- 2.1 The complaints policy is based on the principle of a two-stage process.
- The complaint will be escalated to the relevant service department for a resolution (Stage 1 or local resolution)
 - The local service department resolution will then be reviewed (Stage 2 or Review Stage)
- 2.2 The Council's definition of a complaint is **'When someone lets us know that they are unhappy with our service and they want us to take action to resolve it'**.
Examples of a complaint
- Failure to follow process
 - Failure to follow the council's own policy
 - Significant or repeated failure to provide a service
 - Failure to do what we said we would do
 - Failure to respond
- 2.3 There are some types of feedback or enquiries that fall outside the scope of this policy because there are other more suitable processes for dealing with them. We will deal with service requests as part of the council's day to day business, rather than through our complaints process (called Business As Usual (BAU) or 'Not a complaint')
- 2.4 This policy applies to complaints relating to services directly provided by the Council and to services where we have a responsibility, such as contracted services.
- 2.5 A resident can make a complaint (either Stage 1 or Stage 2) using the online form or by telephone or by email or letter. You can attach documents and photos to your complaint.
- 2.6 When replying to a complaint, we will inform the complainant of any right of further redress, such as Housing Ombudsman and Local Government Ombudsman. The complainant is free to contact the Ombudsman at any stage of the complaint for advice.

3 The Journey of a complaint

Submitting a complaint

- 3.1 A resident can make a complaint (either Stage 1 or Stage 2) using the online form or by telephone or by email or letter.
- 3.2 If it is made by telephone, email or letter then the Council officer will log the complaint on to the case management system so that there is a record and the complaint can be tracked.

Acknowledgement

- 3.3 When a complaint is submitted, the complainant receives an acknowledgement that the complaint has been submitted with a unique reference number.
- 3.4 The timescale to respond to a complaint starts the day after the complaint is received to the Council.

Triage

- The complaints team checks the complaint and decides whether it is a formal complaint (some sort of service failure) or can be dealt with as business as usual (BAU).
- The complaints team assign the complaint to the relevant team.
- A member of the relevant team receives notification they have been assigned a complaint. They then accept it as their case. If it is not for them, then they return it to the complaints team who will re-assign it to the correct team.
- The complainant receives an email explaining whether it is a formal complaint or BAU and who will be dealing with the complaint.

The Response

- 3.5 The service dealing with the complaint gather information, investigate and provide a response. The complainant will receive the response in the format they requested in the form (either by email, post or telephone).
- 3.6 The officer responding then records any learning outcomes and any financial remedies paid as compensation and closes the case.

Escalation

- 3.7 If the complainant is still dissatisfied with the outcome of Stage 1 they can request a Stage 2 review. This is submitted in the same way as a Stage 1 complaint.
- 3.8 A stage 2 is triaged in the same way as a stage 1 but rather than being assigned to the service, it is assigned to a complaints officer. The complaints officer will investigate and provide a response.

If the complainant remains dissatisfied they can contact the Ombudsman.
[Please note the following change to the Housing Ombudsman scheme which came into effect from the 1st October 2022.

The removal of the ‘democratic filter’. This means residents will no longer have to contact a designated person or wait eight weeks before referring their complaint to us if they remain dissatisfied at the end of their landlord’s complaint process].

3.9 The Ombudsman will contact the Council to inform them they have received a complaint and may ask for further information. They will provide a draft decision for comment before issuing the final decision.

Timescales

3.10 We will discuss your concerns with you and agree timescales with you and keep you updated on the progress of your complaint. The following are guidelines which we will follow although some complaints may be resolved sooner than this and others that are more complex may take longer.

- All stages (acknowledgement) - 2 working days
- Stage 1 - 10 working days (can be extended to 20 working for complex cases)
- Stage 2 - 25 working days
- Stage 3 - dependent on the Ombudsman timescales as laid out by them

4 Housing Complaints Quarter 2 22/23

Division	Housing Management Qtr 2	Qtr 1 22/23	Property Management Qtr 2	Qtr 1 22/23
Number stage 1 complaints in Qtr	66	82	215	190
cases responded to within time (10 wkg days)	35%	28%	62%	68%
cases responded to late	35%	24%	31%	19%
Open cases currently overdue	30%	48%	7%	13%
Number of "not a complaint" cases & not included in above figures	53	53	139	76
Number stage 2 complaints in Qtr	19	4	58	26
Number Housing Ombudsman decisions in Qtr	1	1		8

Housing Management (by Service)	Landlord Services Qtr 2	Qtr 1 22/23	Estate Management Qtr 2	Qtr 1 22/23
Number stage 1 complaints in Qtr	38	32	15	32
cases responded to within time (10 wkg days)	21%	31%	47%	41%
cases responded to late	45%	16%	33%	22%
Open cases currently overdue	34%	53%	20%	37%
Number of "not a complaint" cases & not included in above figures	30	38	18	14
Number stage 2 complaints in Qtr	6	1	5	1
Number Housing Ombudsman decisions in Qtr	0	1		0

Property Management	Repairs & Operations	Qtr 1 22/23
Number stage 1 complaints in Qtr	210	188
cases responded to within time (10 wkg days)	62%	67%
cases responded to late	32%	19%
Open cases currently overdue	6%	12%
Number of "not a complaint" cases & not included in above figures	133	66
Number stage 2 complaints in Qtr	55	25
Number Housing Ombudsman decisions in Qtr		

- 4.1 The data shows an increase in complaints received relating to Repairs with a decrease in Landlord Services.
- 4.2 In all Housing services there has been a significant decrease in the number of open cases overdue indicating that performance in responding to complaints is improving. However, there has been a drop in performance in responding to cases within 10 working days compared to last quarter.
- 4.3 Monitoring of the journey of a complaint continues and highlights where there are blockages that are causing delays to responding and improvements made to reduce these.
- 4.4 Response times will continue to improve as staff become accustomed to responding via the complaints system.

- 4.5 Please note, the above 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.
- 4.6 Housing Repairs prepare their own specific performance data to measure the performance of the actual service rather than the Council as a whole. In which, the 10 working days is counted from the date Housing Repairs case management team receive the complaint.

Report ends

REGULATORY FRAMEWORK UPDATE

1 INTRODUCTION

- 1.1 DMCs have received regular updates on progress of the Social Housing (Regulation) Bill since the Government published its social housing white paper, [The Charter for Social Housing Residents](#) in November 2020.
- 1.2 As has been explained in previous updates, the Bill aims to facilitate a new, proactive approach to regulating Council and housing association landlords on consumer issues such as safety, transparency and tenant engagement, with new enforcement powers to tackle failing landlords. It aims to drive significant change in landlord behaviour to focus on the needs of tenants and ensure landlords are held to account for their performance. Camden Council believe that we currently meet the consumer standards and will ensure that we continue to do so through our Housing transformation programme and as regulation evolves.
- 1.3 The Bill was introduced to Parliament in June this year and has recently completed the report stage in the House of Lords. This report describes some of the most significant parts of the Bill.

2 REMOVAL OF SERIOUS DETRIMENT TEST

- 2.1 The bill includes the removal of what in current legislation is called the 'serious detriment' test, which currently blocks the [Regulator of Social Housing](#) (RSH) from intervening over consumer standards unless it suspects tenants are at risk of serious harm. The bill will remove the serious detriment test from statute and allow the RSH to regulate proactively.

3 PERFORMANCE AND MONITORING

- 3.1 The regulator will be able to ask social landlords to collect and publish information relating to their compliance performance and tenant satisfaction. They have now completed their consultation on the [Tenant Satisfaction Measures \(TSMs\)](#) and will asking landlords to submit the results to them annually.
- 3.2 We will be required to collect the first batch of data from April 2023 and submit it to the RSH in the Summer of 2024. This data and additional information sent to the RSH from the Housing Ombudsman and Building Safety Regulator will inform their regulatory judgements.

4 INSPECTIONS

- 4.1 Where underperformance is identified, social landlords would be subject to 'Ofsted-style' inspections as part of the raft of changes coming in with the bill. The RSH will carry out the inspection and, will only have to give 48 hours' notice to landlords before inspections. The regulator will also have to give

tenants – if the properties are occupied – 24 hours’ notice before an inspection.

5.1 PERFORMANCE IMPROVEMENT PLANS

5.1 The bill grants the regulator powers to issue social landlords with ‘performance improvement plan notices’ if they fail to meet standards, if there is a risk they will fail to meet standards and if it fails to provide documents or information the RSH has asked for. The landlord will then have to prepare a plan on how it is going to address any issues and send it to the regulator. The regulator can also issue the landlord notices if it believes it is in the interest of tenants. Tenants can also request to see copies of their landlords’ improvement plans. If the landlord fails to comply with improvement plan notices they could be issued with enforcement action or a fine, or have to pay compensation. The Bill removes the cap on the fines that the RSH can issue to a landlord who fails to meet required standards.

6 EMERGENCY REMEDIAL ACTION

6.1 The bill has given the regulator the power to carry out emergency works on properties, for which the landlord will have to foot the bill. The emergency works can be carried out after a survey of a property finds it below standards, which in turn caused “an imminent risk of serious harm” to the health and safety of anyone living there.

6.2 They can also be carried out if a social landlord has failed to comply with an enforcement notice ordering it to carry out the works. Tenants must be given 24 hours’ notice before the works are carried out.

7 APPOINTMENT OF HEALTH AND SAFETY LEAD

7.1 Every registered provider will have to appoint a health and safety lead. The role will be taken up by one of the organisation’s current staff members.

7.2 The health and safety lead will monitor whether the Council is complying with health and safety rules and assess whether it is at risk of non-compliance. The health and safety lead will then notify the regulator of any risks and failures to comply.

8 HOUSING OMBUDSMAN SCHEME

8.1 The Housing Ombudsman was granted new powers – which included the ability to refer more cases to the regulator and to issue complaint-handling orders against poorly performing landlords in September 2020.

8.2 The purpose of a complaint-handling failure order is to ensure that a landlord’s complaint-handling process is accessible and consistent, and that it enables the timely progression of complaints for residents, as set out in the Housing Ombudsman’s complaint-handling code of practice. The bill puts into

law the code of practice. It also legally allows the Housing Ombudsman to order a landlord to review its policies on specific issues.

- 8.3 Added to this, the ombudsman and the RSH must by law prepare and maintain a memorandum describing how they intend to work together as they perform their duties.
- 8.4 Annually Landlords need to complete and submit a self-assessment demonstrating how they are complying with the Complaints handling Code of Practice. Camden's self-assessment is available to view on the [Council's website](#).

9 PROGRESS OF THE BILL

- 9.1 As described in the Introduction, the bill has recently completed the report stage in the House of Lords and now includes some amendments. Social housing providers will now have to ensure that all their staff, from frontline officers up to senior management have the right skills, experience and knowledge to deliver a high-quality service for residents.
- 9.2 The new amendments also include a requirement for the RSH to lay out details on how often it inspects the conditions of social landlords' properties.
- 9.3 In terms of timing it is expected that the Social Housing (Regulation) Bill will receive royal ascent and become law in the Spring next year.

Report ends

CAMDEN HOUSING & PROPERTY RESIDENTS PANEL

1 Introduction

- 1.1 Recruitment to the panel has been a significant but rewarding undertaking and a huge success. We received almost 350 applications from residents eager to play a part in this new way to understand and improve Camden's housing and property services.

2 Shortlisting & selection

- 2.1 Applicants were shortlisted and invited to meet and discuss the panel with the panel leads, following which the 20 appointments have been made.
- 2.2 The shortlisting process was carried out by a probability sampling method called *anonymous stratified random selection*. This enabled the selection process to be completely fair and unbiased, while also ensuring that the selected applicants included a balance of demographics and protected characteristics.
- 2.3 The sampling was carried out with the support of Camden's Participation and Partnerships team, and used the anonymous ID number of the application so that personally identifiable information could be removed from the process. This selection methodology utilises the same approach as that used in shortlisting Camden's Data Charter Residents' Panel and Citizens' Assembly on the Climate Crisis.
- 2.4 36 shortlisted resident applicants as well as the 10 DMC nominees were then invited to group discussion exercises in groups of 8-10 which offered the opportunity to demonstrate positive group working skills, as well as exploring the ways they could constructively contribute to the work of the panel. 20 successful resident panel members, and 2 successful DMC panel members were then appointed to the panel.
- 2.5 We are publishing open and transparent information on the recruitment and selection process online at Camden.gov.uk/housing-property-panel where residents will also be able to find information on the work of the panel as it progresses.

3 Initial schedule of panel sessions

- 3.1 The panel is ultimately intended to meet four times per year, where possible with dates which allow easy and timely updates to be fed into the DMCs. There is one additional session programmed initially to support the inception and self-design of the panel and its work.
- 3.2 The first panel session is to be held on the evening of Thursday 01 December. This will be followed by a second session on the evening of Tuesday 17 January. These two sessions will focus on how the panel wants

to work together, and what topics the panel wishes to explore. These sessions offer the panel themselves meaningful input into the design of the panel, to ensure that panel members feel able and supported to achieve the aims of the panel, and produce useful constructive output which can be used to improve the provision of Camden's housing and property services from residents' point of view.

- 3.3 The third panel session, scheduled for Thursday 02 February will be representative of the general format of future panel sessions. Exact details of this format will be decided by the panel at the first two sessions. Further sessions will be scheduled according to the dates decided for next year's DMC meetings.

Report ends

UPDATE ON CAMDEN'S ENVIRONMENT SERVICES CONTRACT

1 Introduction

- 1.1 In 2017/18, Camden launched its new 8-year Environment Services contract with Veolia Environment Services, delivering the £5m savings target, as set out in Camden's Financial Strategy (2015-18). The contract started on 1 April 2017 for an initial period of 8 years with the option for the Council to extend for up to a further 8 years.

2 Contract Summary

- 2.1 The contract has an 'outcome-based' specification that informs Veolia of the service standards that must be met but not the methods of delivery needed to achieve these outcomes. This gives Veolia greater flexibility to decide how and when to deliver its services.
- 2.2 The contract outcomes are as follows:
- Managing Camden's local environmental quality to an agreed standard
 - Minimising waste and maximising participation in reuse and recycling
 - Generating additional surplus from business recycling and waste services
 - Increasing local employment opportunities and local economic development
- 2.3 The contract is managed through twenty-four key outcome targets which measure performance against agreed standards using live dashboards and data sets. The contract also includes a process for an annual service report and improvement plan. These documents focus on service performance for the previous year, in relation to the contract targets, and define an improvement plan to improve performance in required areas over the forthcoming year. Annual reports and contract documents are available on the Council's [website](#).
- 2.4 Waste collection services are based on a pro-recycling approach, as around 85% of the material in a typical Camden rubbish bin is recyclable. Properties with communal bins have at least weekly residual waste collections, weekly dry recycling collections and weekly (or more frequent) food waste collections, scheduled bulky waste collections.
- 2.5 The cleansing services are based on manual cleansing (sweeping and litter picking) supported by a range of mechanical sweeping (and washing, where required) across all land use types, including parks and open spaces. All streets are scheduled with at least a weekly cleans and mobile response crews and maintenance operatives are deployed as flexible resources responsible for reactive service issues such as ad-hoc littered areas, litter bin servicing, dead animal clearance and fly tip removal. In April 2020, responsibility for external cleansing of Camden-owned housing estates moved from Veolia to Camden's estate caretakers.

3 Contract performance

- 3.1 The contract has been operational for over 5 years and has continued to perform well maintaining contract standards and continuing to deliver services throughout the pandemic. Annual reports and contract documents are available on the Council's [website](#).
- 3.2 The service adapted quickly to the initial COVID-19 pandemic and continually flexed in 2021/22 to meet the ongoing challenges of the impact of track and trace with staff isolation/absences across the contract. Since July 2021 the UK also experienced a shortage of over 100,000 HGV drivers due to COVID and uncertainties around Brexit which also impacted the ability to deliver services.
- 3.3 In July 2021 in light of the HGV driver shortage and impact of track and trace business continuity plans were reviewed to ensure key services and staff resources were structured and prioritised in line with central government guidance to maintain statutory services. Unfortunately, this led to temporarily stopping our kerbside bulky/special collection service in July which then resumed in February 2022.
- 3.4 We were also unable to recruit to HGV driver vacancies or use agency staff, so Veolia Environmental Managers and Supervisors drove, and continue to drive collection vehicles to maintain statutory services and work longer hours and weekends to complete collections. These mitigations continue to well to maintain services.
- 3.5 Unfortunately as a result there are delays in some collections, and an increase in missed collections in some areas, but in 2021/22 the contract averaged 49.8 missed collections per 10,000, well below the 60 per 100,000 threshold set out within the contract

4 Cleansing and dumped rubbish

- 4.1 In April 2020, responsibility for external cleansing of Camden-owned housing estates moved from Veolia to Camden's estate caretakers.
- 4.2 Street cleansing standards in Camden are independently measured by Keep Britain Tidy (KBT) three times a year. The results in table 1 show the percentage of sites surveyed that were not at an acceptable standard for 2017/18 to 2021/22, and the contract target.
- 4.3 The results show that standards have remained very good for litter, well under the contract target of 6% in 2021/22 (see table 1).

Table 1. Camden street cleansing standard data

NI195 Item (%)	Contract Target	2017/18	2018/19	2019/20	2020/21	2021/22
Litter	6%	5.74%	3.80%	5.28%	4.03%	4.49%

4.4 The Veolia Camden Fly-tipping Reduction Project aims to reduce incidents of fly-tipping in target 'hotspot' locations by trialling different communications interventions that each provide information to residents and businesses about their waste and how best to present it for collection.

4.5 Phases of the project often involve work with Estates residents – last being Gospel Oak in October 21, which saw a reduction in number of fly-tipped items in target areas, and an increase in users of the Love Clean Streets app.

5 Recycling

5.1 Following a reduction in the recycling rate in 2019/20 an increase to Camden's recycling rate was experienced in 2020/21 (see table 2) and this was maintained in 2021/22.

Table 2. Recycling Rates

2018/19	2019/20	2020/21	2021/22
31.1%	25.9%	28.6%	28.2%

5.2 Other initiatives being developed on estates in 2018/19 include the monitored use of 'clear panelled' communal recycling bins on Harben Road Estate and Taplow Tower from February 2022. Over the course of the trial:

- the contamination rate dropped by over 10% from the baseline data for the estates with the clear panelled bins
- collection crews also reported that the clear side panels in particular made identifying contamination a lot easier.
- over 75% resident satisfaction from those who responded to the post-intervention survey

5.3 Going forward we will monitor the continued impact and effectiveness/robustness of the of the panels to help assess the impact on the collection crews ability to identify contamination. To further tackle contamination, information will be provided to residents on targeted estates about common recycling contaminants.

Report ends

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Title: Camden Town DMC Budget Report

Discussion Report

Recommendations: The DMC is asked to note the report and the updates contained in it and new bids.

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 2022/2023

The minor revenue and major works budget for 2022/23 is £142,405.00. This budget is the consolidated total of the former minor works and major revenue works budgets.

All TRAs are encouraged to submit their bids as early as possible to allow enough time for their projects to be progressed to completion. All expenditure must occur within the current financial year (2022/23), unless it is clear that an individual scheme meets the capital criteria and needs to be categorised as such.

In the normal course of events, unspent budget cannot be carried forward from one year to the next. These rules are put in place by the Finance Department to ensure good governance of the Council's resources.

In exceptional circumstances money can be spent on specific projects using budget from the previous year. These must be decided on a case by case basis with the Finance Department. Any TRA seeking carry-over of funding should submit their case for carry-over of funding to the Ward Housing Manager who will refer this to the Finance Department for consideration.

TRAs are advised to use the Special Projects Grant (SPG) for social activities such as trips. The SPG has a £750 limit, although funds can be requested twice in the year.

TRAs should continue to report back on all underspends and overspends, which will be noted in subsequent reports. Overspends are to be approved at DMC and underspends to be returned to the budget in sufficient time to allow other TRAs to use the monies within the financial year.

Late Submissions

All bids should be discussed prior to presenting to the Committee with Neighbourhood Managers. This will ensure that the correct information regarding costs, resident consultation and surveyors input if necessary, will be presented. It has therefore been agreed that no late and/or verbal bids can be tabled on the day, but will be considered at the following meeting.

Bid Criteria

The criteria for bidding for both budgets are outlined in the letter sent to all TRAs during the year when requesting new bids.

Bids for financial year 2022/2023

Total budget for the financial year	£142,405.00
Total of bids approved to date	£85,230.68
Balance left available for the financial year	£57,174.32*

*Ossulton bid from 30/03/2022 Cost has increased to £37,368.96 which is an extra £13,817.28 and would reduce the available balance for 2022/23 to £43,357.04

There were no bid to be considered at the September DMC meeting and no bids for consideration for December DMC meeting.

TRA	Bid Request	Requested	Approved	Current funding	Invoiced	Comments

Current projects funded from 2022/23 budget

TRA	Bid Request	Requested funding	Approved funding	Currently allocated funding	Invoiced funding*	Comments
Coopers Lane TRA	LFB security devices x25	£20,325	£20,325	£20,325		Approved at special meeting held on 30/03/22
Officer-led bid	Security improvements - rear of 25-43 Albert St	£14,664	£14,664	£14,664		Approved at a special meeting on 30/03/22.
Ossulton TRA	TRA hall redecoration	£23,551.68	£23,551.68	£23,551.68		Approved at special meeting held on 30/03/22 *Cost has increased to £37,368.96 which is an extra £13,817.28
Walker House TRA	Garden works	£3,562	£3,562	£3,562		Approved at special meeting held on 30/03/22
Mornington & Clarkson TRA	Installation of railings/gate	£6,715.00	£6,715.00	£6,715.00		Approved at special meeting on 30/03/22
Bayham Street TRA	Fire drop gerda cover X18 £14,634 £14,634	£14,634	£14,634	£14,634		Approved at DMC meeting on 15/06/22

Threefields Estate TRA	Outdoor cinema	£1,779	£1,779	£1,779		Approved at DMC meeting on 15/06/22
Total				£85,230.68		

* Members are reminded that all quotes/orders/invoices for purchases via LBC do not include VAT which is paid and reclaimed by LBC separately.

Report ends

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DMC Complaints Survey Update

Who Did the Survey Go To?

There are about 34,000 occupied council homes in Camden. Camden has email addresses for the majority of residents and the survey went to 22,199 addresses; so some residents were missed and tenancies and leaseholds can be joint so the number of homes surveyed is about two thirds. The message was sent out on 8th September.

Did 22,199 residents read the message?

The message was opened 20,342 times by 12th October but sometimes more than once by a given recipient. 11,528 residents opened it at least once, so about half of those it was sent to. We do not know how many email addresses were no longer live as opposed to residents choosing not to read the message. 1,224 people clicked at least one link in the survey; there were several and they could have clicked repeatedly. 1004 recipients clicked at least one or more links. This is about 10% of the messages we know were sent out and seen and is an acceptable response rate for a survey of this type.

How Many Completed the Survey?

329 responses were available on 1st November 2022, representing 3.3% of the 1004. 72% were tenants and 28% leaseholders, which is roughly in line with the numbers of tenants and leaseholders.

What Did the Responses Show?

54% knew Camden had a complaints policy before completing the survey, but 46% did not. Of those who knew about the policy, 54% had used it in the last 2 years. 85 of them, likely to be a high proportion of respondents who had complained, left comments about their experience. In comparison, Camden's Annual Complaints Reports suggest about 800 cases linked to housing a year, of which about 200 are upheld at first stage, leaving 600 to progress. So, the 85 are drawn from perhaps 1200 in all though some said they had submitted more than one complaint.

Of the 46% who did not know about the policy, 43% had had an issue they might have complained about within the previous two years, so roughly a quarter of respondents. Four of 85 respondents reported a good experience; two said their immediate issues had been resolved, and one reported a quick response but felt the process had not been described clearly.

Nine said it was not useful; five that it was ineffective; three that it accomplished nothing; one that it seemed pointless; and one that it was not fit for purpose.

The system was described as not being user friendly, convoluted and hard to find, opaque, biased and poor. Two said it seemed a tick-box exercise.

Three said it was rather long or slow. Two spoke of it taking two years, three of having had no response in a year, one that the complaint had to be re-stated repeatedly. One said that their complaint had been labelled as 'lost' despite an e-mail trail, and another that they had had no response at all. Two had only got progress by involving a ward councillor, another by involving a newspaper, a fourth only after appealing to the Housing Ombudsman, and a fifth was seeking independent legal advice after four years.

Respondents referred to inaccuracies in responses to complaints, promised outcomes not being delivered and no evidence that lessons were being learned.

One simply said their experience had been bad.

Possible Lessons

The complaints process is not well known, and if it were there are likely to be more complaints without a significant culture change in the organisation.

The process can be seen as opaque; not user-friendly for those with language barriers; and with unclear or even no timescale. Support to tackle such issues could be considered.

When outcomes are not seen as satisfactory, it is not clear that claimants understand their options such as involving councillors, and MP, newspapers or the Housing Ombudsman.

If at least some users are critical of the process (and a number said their experiences meant they had lost confidence in it), it is unclear if the Council itself regards it as satisfactory. It is unclear if useful lessons are being learned from it to improve efficiency and offset the time and costs it imposes at least to some who use it.

A Resident Panel

72% of respondents expressed interest in joining a residents panel and 94 commented on their suitability and gave contact details. A panel drawn from residents with useful experiences to successfully tackle issues identified in the survey is possible.

Estate Visits

115 respondents would like an estate visit and gave their details to arrange one. The issues they wanted addressed ranged from more personal ones, through unresolved noise and neighbourhood issues, to ones reflecting a wider group of residents or an estate. Some requests came from properties where a TA is in existence, but others were from ones where there is no TA, or from street properties. Some felt excluded from processes available to groups.

Emails from DMC Chairs with updates on activity

198 respondents commented, a minority saying they would not like messages. 131 sent email addresses, with a couple of comments that this would help overcome a perceived bias against individuals as opposed to groups.

Outcomes to Discuss

The responses as reported and reactions to them;

Whether to convene a panel from responders who have agreed to join one;

How to meet the expressed need for estate visits;

Whether Chairs should issue e-mails to residents who would like to receive them.

Annex 1

1. The complaint procedure is not useful and the problem was never resolved
2. The management took the necessary inspection. The immediate issue is resolved. However, some issues are still left unresolved.
3. The team handling the complaint was ineffective and did not deliver any improvement
4. Slow to respond and usually nothing accomplished.
5. This was just under two years ago. I initially got an automated email and then a short reply saying my email was being forwarded to someone else. My issue has literally just been resolved (first week of Sept) now. This system is not fit for purpose.
6. Completely useless. As always. Waste of time
7. It took a lot of running around to get answers and finally a resolution! There is also plenty of fobbing off resulting in having to take my case to the local councillor to add pressure
8. Very poor. Responses from Council usually inaccurate and always in the Council's favour. Slow, opaque, biased - tick-boxing exercise
9. I've filed a noise nuisance complaint to housingcustomerservices@camden.gov.uk in regards to loud council tenants in the flat above, but haven't received any response. No action has been taken. The right to 'Quiet enjoyment' from my leaseholder contract has been violated for more than a year.
10. I have used the complaints service before which have been satisfactory. But more recently on 2 separate occasions, I have received an automated email confirming my complaint reference & an aimed response time. However, I did not get contacted for response for several weeks & despite emailing them for updates, there isn't a response. I would have to approach someone senior to then help me get an update on the matter. Only then would I have contact from the Department but am told my complaint wasn't received! Again, this wasn't the 1st time this had happened where I've received email with a reference but not received at the Department. If this is a recurring issue then it needs looking into.
11. Initially called in about rising damp in the hallway heading into the electric meters in Feb 2018. After successive failures to get the issue resolved, I made a complaint and received a complaint resolution letter stating that the repair would be done in the next 10 DAYS. It is now September 2022 - Currently in communication with no win no fee lawyers to get the work done
12. Anti social noises, lack of empathy, sound issues, rubbish
13. I got a relatively quick response from the complaints section. . The complaints procedure and the stages of it were never explained to me
14. I complained & attention was brought to my issue & people were made aware of the problems I'm having.
15. Pointless making my complaints
16. They said they had no record of my complaint despite a visit from the member of the council
17. its a shambles a whitewash, I have not been listened too, the council have brushed it all under the carpet because they are corrupt , unprofessional liars.
18. Nothing done about my complaint
19. I used Camden Complaints service I sent so many letters unfortunately I did not get any answers and any help
20. I complained about a moped being illegal parked and it took the council 4 weeks to do anything.
21. It was useless. I was sent an automated reply and that was all

22. A waste of time
23. The response , both levels did not fully investigate the complaint. The next level is then to go to the Ombudsman. The council needs to fully investigate complaints instead of batting it off to someone else.
24. Appalling service, those that make complaints are targeted by the council in attempt to silence or ignore them completely. Most tenants do not complain because nothing is done about the complaint. Complaints are lost, complaints system done on computer was pointless because staff were not trained to use it, hence failure to progress. Complaints are not taken seriously, to recall one about council staff alleged smoking cannabis. The council claim to take this very seriously and yet they failed to interview the caretaker that made the initial claim that was then forwarded. I was sent an offensive letter by the person investigating and accused of malicious behaviour, it was all done in good faith for the caretaker. How about calling it observations instead of complaints, not every observation is a complaint, it is a way of improving a situation.
25. My experience was not a good one. My complaint was simply looked over with no compassion from the handler. I had to go back and forth for months and only got listened to when a councillor got involved
26. There is Japanese knot weed in my downstairs neighbours garden. The garden has just been let go wild with trees growing so tall they will affect my light in the next year of two if not dealt with. I asked my estate manager to visit to see for himself how bad it is. He came and said he would try to have something done about it. He never got back to me and has not responded to emails. This is directly affecting my neighbours on both sides as well as the three flats in our house.
27. Very poor
28. No I just knew about it I didn't use it
29. The employees dealing with the complaint at Camden, were unprofessional, indecent and unsympathetic about my situation. They spent their time trying to find holes in my story and not taking responsibility for their actions. In the end I contacted the Housing Ombudsman, this then took 18 months to get a result. Camden were found to be in wrong on several aspects and I was awarded compensation.
30. The procedure was easy to follow..
31. It is still 'live' and unresolved. They have yet to determine if it is formal or informal and are trying to direct me back to the Housing Team who are the source of the ongoing problems.
32. Absolutely nothing, just a automated reference number, no follow up nothing
33. I've not had a good experience. There was a complete lack of accountability in terms of someone following up to ensure that actions were carried out or that the issue had been resolved following the response from the complaints team. Also, lessons don't seem to be learned, for example, poor communication continuing even after it's been acknowledged in the complaint.
34. So bad
35. Almost nothing has come of it. It feels like a policy to tick a box rather than to have an meaningful impact.
36. I am very unhappy with complaints procedure. Complaints process is not being followed as per Camden Council guidelines and I have been forced to chase complaint numerous times without response and have had to ask 2 support networks that work with family to follow up as council have not being following up complaints
37. I had a complaints officer, XXXXXX who left the council which I discovered when I emailed him & got an automated response. I called Camden Complaints explaining & they said I had to email. I did this in April & to date have still not had a response. My

initial complaint was made in February 2020 when XXXX took it over. I think it's a disgraceful way to treat me & anyone else who is going through the same thing. I deserve a response & a resolution to my complaint after all this time.

38. My complaint is not resolved yet
39. The first time you lodge a complaint it is rarely addressed. You always have to repeatedly submit the same complaint. It is very disheartening
40. It wasn't very good.
41. useless
42. I am severe disabled when I approach the camden council I was very ill running from violence threats to kill I also had an head injury where I was asulted by a rock and I needed safe guarding and lots of support from all services camden refused to provide me with floating support workers and left me in a hostel what was against act 2010 and also I felt discriminate and was experiencing severe mental health due to traumatic events what I experiencing in my home I plea for refuge and contact every one possible even mp prior to the hostel me and my 2 children who also has mental health was offered to be put in another unsutible accommodation an hour away from camden a far away place in a state again full of gangs and crime same from where I was fleeling from me and my children still not supported and is an absolute nightmare we are now in a better place what still not sutible and still causing me to suffer I ent able to have a scooter my life is a mess and I still haven't been supported as I should by law is painful prossess and we need to be helped and that simply ent happening
43. Although I have received response to my two complaints I have not been told when I'll hear from Camden again, I'ma bit in limbo. I was expecting to hear from a complaints officer but actually I had local response from housing.
44. The complaints process was completed without any follow up or further questions asked other than the submitted complaint detail. It was dealt with in a timely way. However I was surprised that we were not asked any follow up questions or material before a decision was made. I would have thought a direct conversation would have been had as I am sure this was done from the team in Camden Council that the complaint was made against.
45. Making complaint online is not user friendly. I find not being able to discuss my concern/complaint in person to be a very impersonal service. Whilst your complaint is acknowledged with the timeframe stated the process ongoing after this can (at times) be excessive.
46. Poor response - often no answer at all and when I got any answer, it gave me no information about who was handling my case nor when I might expect to receive attention to it.
47. It could help but the process is rather long
48. No follow up after an complaint is made.
49. The process was a bit convoluted and a first hard to locate the start of said process, it was about large overcrowding trees if you want to know, dangerous in heavy wind
50. Prompt an sympathetic reply. Thank you
51. A Camden officer answered, but as he was employed by Camden, I felt his response may have been biased. Also, I sent 2 emails to complaints which were not even acknowledged, let alone responded to.
52. complaints servicide is woefully inadqequaet they havent addressed a compliant of mine in ten years they sit their sdrinking coffee all day and noone answers a thing ive not been able to get repairs done in hyears all complaints are directed to jiom read and nothing is answered it is in short a farce and you have ahell of a cheek sending out this

questionnaire XXXX XXXX typos not corrected too but we should be paid for filling out these surveys

53. Few months ago I got an unusual request from my Council Officer to get a copy of my front door that was before used as a communal door but have been changed. This is because my neighbour wanted to use her electric meter which was placed in there. For many years I let her have access to it. I have requested several times the Council to remove the meter to her flat which is the basement with no avail. My neighbour put pressure through a Lawyer that she must have the key to my front door in order to use the meter. Every front door in my street is used by the tenant who lives there and there are no shared front doors. After several email exchanges and talk to my neighbour and the Council Officer are not requesting the copy of my front door (it is a street home). But I don't know for how long my neighbour or my Council Officer will restart this unusual request
54. Dealt with quickly to my satisfaction
55. No one has ever got back to me about the floods and lack of heating.
56. We did use, however it takes a long time. The only time they listened to us was when we reported it to a newspaper.
57. I have recently submitted 4 complaints (1 via my councillor), here is a list of some of the problems I encountered; 1. Response time too slow 10 days 2 Expected more interaction from my Councillor once submitted to him. He initially said he would get the problem solved for me, by that I thought he meant personal ownership instead he signposted my complaint to a mailbox and after that any problems I experienced were left to me even after I made him aware via email. 3. A caseworker who had upheld one of my complaints did not produce an accurate summary. When I corrected this via email I got no further response. 4. The complaint sent via my Councillor and presume is a different mailbox got picked up by a caseworker who did not appear to see his role to help facilitate a solution and would only provide a contact name for me to call. When I said I saw this as part of his role he then said he had picked up my complaint by mistake and that he wasn't a caseworker but a manager. When I pointed out that I expected him to continue as I had already waited 12 days for a response (2 days over the service level agreement) he continued to help to reach a resolution. 5. Two other complaints have been returned to me via the complaints team to say the complaint has been cancelled and sent to another team to resolve as not relevant to them. Neither of those complaints has been resolved and because the ref number has been cancelled I have been left to see what I can discover on my own as one is an outstanding repair.
58. Useless! it directed me to talk to someone else!
59. My complaint was responded to and marked as resolved when in fact it had been dismissed without proper consideration. Issues I raised were just not addressed. I felt I had wasted my time in complaining.
60. I had an ongoing issue with damp on several walls made worse by broken window locks not closing properly. The issue began a few years ago after the external walls were treated. Prior to the treatment I lived without damp and the same number of people have lived in this property for the last 16 years and the issue was caused by the "treatment".
61. They don't care and they don't listen
62. I had to use the complaints process following the refusal of Camden Council to carry out work in my kitchen. The complaints system did not work for me and I had to keep emailing them for updates etc.. In the end they did nothing to help me and. I still have the problem.
63. I'm still waiting to hear from the complaints department I am one complaint I'll put in over 2 years ago come back on the council favour but I thought was wrong

64. Took me nearly 2 years to solve an issue.
65. The process was a waste of time, truly farcical. Our complaint was responded to by one of the managers we were complaining about. The reply upheld many of our points but there has been no subsequent action. The points the manager didn't agree with were only supported by inaccurate feedback from them speaking to another one of the people we were complaining about. We have had no opportunity to offer any rebuttal to their false comments. We have stacks of written evidence !!
66. I spent over four months trying to get a repair completed. This leak affected the whole of one side of the block. I was told variously - there is no leak (despite photographic evidence), we do not know where it is coming from, we cannot get access, it has been repaired (untrue), multiple excuses made by senior officers to councillors and MP with regard to the failure to carry out the repair. Complete lack of serious engagement by council officers via a web chat who at one point suggested that the water was coming from a point below its source. Complete denial of responsibility by senior officers. Poor work by sub-contractors. All of the above is at public expense and so a waste of public money and would not be tolerated by said senior officers if they were paying for the service personally and/or it was their own home. In a nutshell there is real sense that no-one at the council cares about tenants who treated with zero respect particularly by sub-contractors and with disinterest by council officers.
67. Camden did not respond in a constructive or helpful manner to my complaint of serious disrepair to the flat I had lived in, carefully, and with great investment to the decor and furnishing of my home for twenty years. The so called repairs team trashed it. I felt extremely let down and very frightened. Had I been more robust I would have called the police at one point. Eventually I took the advice of a housing solicitor and went through four years of legal wrangling with a very hostile Camden solicitor before finally winning the right to repair/rehousing. The initial complaint I made was ignored. The flat was deemed not fit for human habitation due to rising damp/collapsed drains/ leaking guttering. Camden 'lost' CCTV surveys of the drainage system on four occasions yes, four, and tried claiming the rising damp from the collapsed drains was caused by drying laundry indoors. I lived in hell for over four years and was treated for clinical depression. I am currently experiencing a poor repair to the toilet cistern in the flat I live in. It still leaks and floods despite a wait of five weeks to have it repaired. I am afraid they will just continue to make it worse. It is as if they sabotage the repairs; it's worse than it was before repair. I find it extremely stressful. The thought of not having a working toilet is too much. In my last tenancy, they left me without a toilet for two weeks, I had to use my neighbours toilet, when my neighbour was out, I resorted to using the public toilet in the tube station. I am afraid this could happen again.
68. Complaints about vendors Camden outsources to, for example, Veolia, get closed as "withdrawn" from Camden and the user has to deal directly with Veolia. That's not right - we pay Camden - Camden should represent us against the vendors it chooses to use. In any case, it should not mark a case as withdrawn - only the person making the complaint can say they withdraw, not the entity receiving the complaint.
69. I have complained a number of times and it's never been taken seriously. It's much easier for it to be ignored
70. When I used the complaint service a couple of years ago they were pretty good - a messed up repair by contractors employed by Camden was sorted out. However, another issue (in part caused by the same contractors) has not been dealt with so well. Although making a formal complaint did initially get the issue addressed, the repair in question (to a tenanted flat adjacent to mine, but which was affecting my flat) was not done properly

- by the repair team sent to do it. Despite contacting the repairs team several times, after getting no response, I tried to get my complaint escalated to Level 2, as advised by Housing Ombudsman. Camden Level 2 complaints responded that the repair was more likely to get done if it was opened as a new complaint, which I agreed to do. Since then, despite the complaints department saying they have tried to chase up the repairs team several times over 6 months, neither the repairs team have not responded to me or the complaints officer. I have again requested the complaint be escalated to Level 2. This time the complaints service has been a very convoluted, frustrating and drawn out, for something - getting a repair done properly - that should not be this difficult to arrange.
71. I approached my estate officer, and when not getting assistance, I then raised a complaint, which proceeded in escalating the matter swiftly.
 72. Not Helpful and did not make any improvement about the issue raised on the complaints.
 73. terrible experience
 74. waste of time, did not solve issue, caretaking services still abysmal monies from tenants and lease holders under false pretenses, why should we pay for a Service we do not receive? and despite complaints nothing changes
 75. Took a year to resolve damage from guttering leakage
 76. I DID not. Your question had only two options, neither of which suited me
 77. i didn't manage to finish with the process as I wasn't well and wasn't helped along by anyone in the complaints department. The complaint hasn't been closed though.
 78. My experience Complaints Officers are Level 2/3 graded Council Officers working in the Corporate services department - centralised. At step one of the process -enquiries - the Officers don't understand the query because they are not from housing, social services or education. Consequently, the Officers don't understand the service agreements in the first place like the Tenancy Agreement that a Council Tenant signs or a procurement agreement. The Complaints Officer has to refer the problem to the Officer who the complaint is made against resulting in bias analysis of the problem. As the Complaint escalates to more senior staff Level 4/5/6 the Complaints Officer is out of his/her depth in knowledge and understanding and invariable request outside help like the Ombudsman. The Complaints Officer cannot log-in to the Councils Management and database system themselves and make an independent analysis. A skill base problem.
 79. Nothing concrete was done
 80. It is all over the place, especially if it is a Cabinet Member complaint. Sometimes they ignore you.
 81. Camden always says the right thing, but nothing changes in practice. Even after involving councillors etc... We live in a block that has a lot of potential, but the gardens are totally neglected, and there is zero upkeep on the block, so it looks shabby (paint peeling, etc...). Also cleaning is just someone coming once a week (mostly, some weeks are skipped) and just quickly sweeping up the communal hallway.
 82. Really poor value for the service charge we pay.
 83. The worst experience of my life. I currently have a dispute with the LGO regarding 3 officers from the complaints team. Depending on the complaint some experiences were not so bad like repairs. However when it comes to members of staff especially housing officers and the complaint officers they never get investigated, therefore it is pointless going to complaints unless it is about repairs.
 84. My experience so far hasn't been great. it's still ongoing although i did get a response to my appeal request quicker than i imagined it would take so that was good. Camden complaints team officer assigned to my case told me they had called me and visited my home, yet there were no emails received apart from assigning a complaints team member to my case and the 2nd email telling me they were closing my case due to lack of being

able to contact me, but there were no missed calls on my phone both phones having leave a message options, and no evidence of any visit either requesting a home visit by email or leaving a calling card to say that wither member of staff visiting my flat. I would recommend anyone who has had poor experiences with camden council to make the effort to put in a complaint and appeal if not receiving a satisfactory response. Camden council is notorious for its poor efforts of dealing with issues with their tenants. Often when i do finally manage to get work addressed the people who come to do the work reaffirm how they hear the same concerns and agree themselves that camden council is notorious for not providing adequate help and resources or fix things in a timely manner or address concerns in a timely manner. Always put in a complaint otherwise this will never change even if you are not well as i am its still worth doing it to change things and the system and hold people accountable for not following guidelines or providin relevant help and assistance. Even my complaints officer said that they had heard complaints of other sectors such as the voids team not carrying through with their offer to email or contact the tenant as requested.

85. The system is poor and without time frame because of working Off-site or WFH
86. Good

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