

GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE

THURSDAY, 2 MARCH 2023 AT 6.30 PM
KILN PLACE TRA HALL, KILN PLACE, LAMBLE STREET, LONDON NW5 4AL

Enquiries to: Ben Lynn, Committee Services
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CHAIR
Terence Ewing (CASP)

VICE CHAIRS
Bob Robbins, Gospel Oak 7&8 TRA
Rita Thorpe, Kiln Place TRA

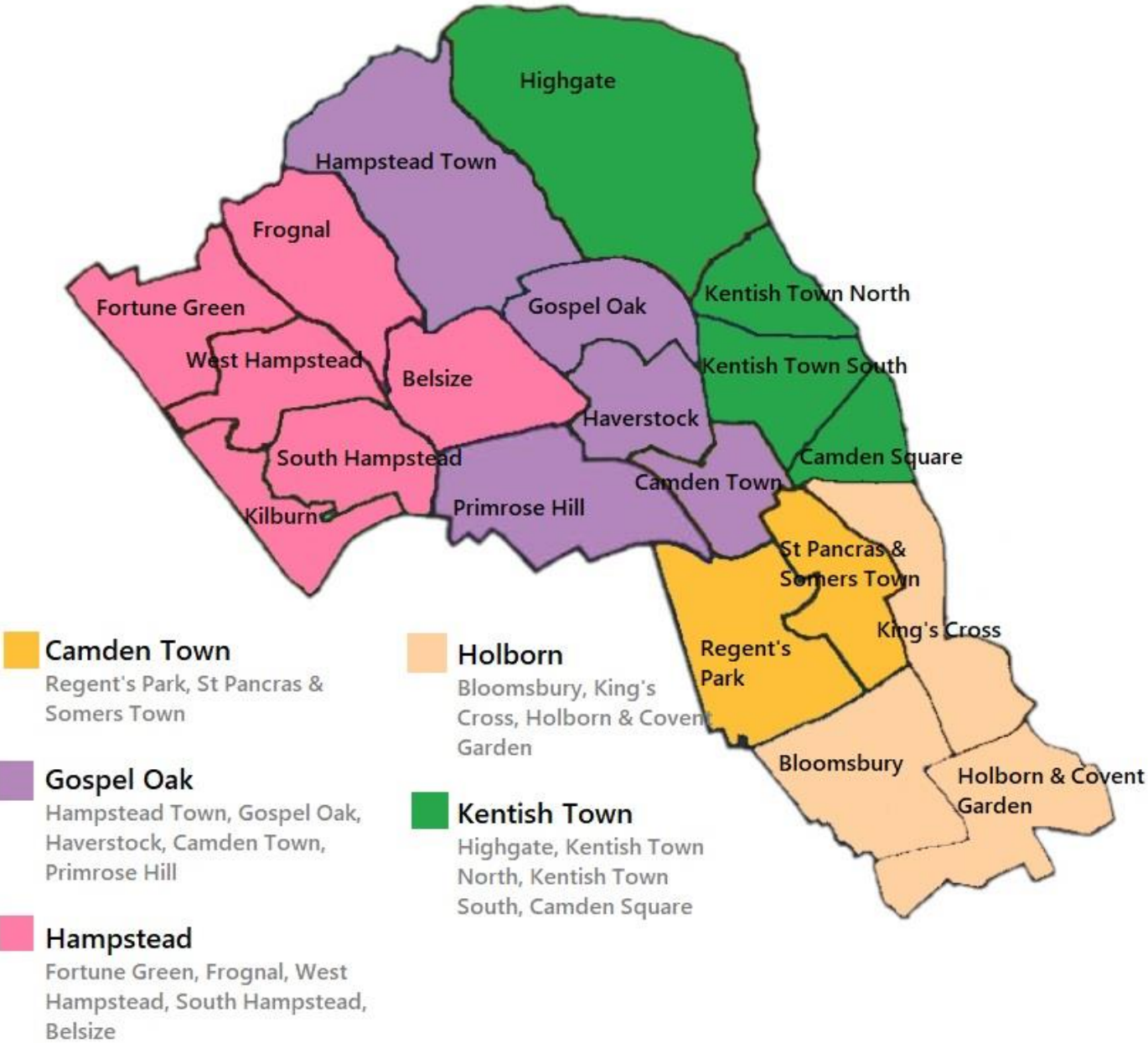
A full list of voting DMC members and substitutes is set out at Item 1.

COUNCILLOR OBSERVERS
Councillors Kemi Atolagbe (L), Marcus Boyland (L), Pat Callaghan (L),
Lorraine Revah (L), Jenny Mulholland (L) and Stephen Stark (C)

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

Issued on: Thursday, 16 February 2023

DMC WARD MAP



**GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE
2 MARCH 2023**

AGENDA

1. REGISTRATION OF TENANTS' ASSOCIATIONS AND CO-OPTION OF TENANT REPRESENTATIVES (Pages 7 - 8)

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

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

2. APOLOGIES

3. ANNOUNCEMENTS

4. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

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

6. MINUTES AND PROGRESS REPORT

(Pages 9 -
22)

To approve and sign the minutes of the meetings of the Gospel Oak DMC held on 1 December 2022 and 11 January 2023 and to consider the progress report.

Discussion Items

7. HOUSING SERVICES REPORT

(Pages 23 -
76)

To consider the report of the Director of Housing Management and the Director of Property Services.

At this DMC round, members have asked for the report to focus on the monitoring and performance of contractors who contribute towards the provision of the Council's Housing Services; an update on Landlord Services home visits programme and how vulnerable tenants are identified; a Housing transformation update and an update on the impending changes to the social housing regulatory framework.

8. GOSPEL OAK DMC BUDGET

(Pages 77 -
82)

Report of Landlord Services.

In line with the DMC funding guidelines, TRAs will be asked to provide an update to the meeting regarding the progress of agreed bids, including an update on the associated spend. TRAs are invited to circulate any relevant information in advance through the clerk.

TRAs are encouraged to submit bids as soon as possible, so they can be properly assessed and prepared by officers, ready for submission to the DMC. TRAs are reminded that verbal bids cannot be accepted at DMC meetings as, in line with the guidelines, officers need to be able to assess bids before passing them to the DMC.

For more information on DMC bids, please see our webpages:
www.camden.gov.uk/dmcbids.

9. UPDATE FROM THE CABINET MEMBER FOR BETTER HOMES

(Pages 83 -
88)

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

10. LOCAL ISSUES

To consider any local issues raised by DMC representatives.

11. DATES OF MEETINGS 2023/ 2024

To note the provisional dates of meetings of the Gospel Oak DMC for the 2023/2024 Municipal year.

- Thursday 15 June 2023
- Thursday 14 September 2023

- Thursday 30 November 2023
- Wednesday 10 January 2024 (Joint DMC meeting)
- Thursday 7 March 2024

12. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

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Agenda Item 1

Gospel Oak Appendix Registration

The Reports show all currently registered Tenants' and Residents' Associations as at:
February 7th 2023

Gospel Oak Appendix A

	Association Name	DMC Member	DMC SUB	Last recognised AGM
1	6-60 Bassett Street TRA	Christine Geraghty	Fernando Garcia-De-Rivas	23/08/2022
2	Aspern & Russell Nurseries TRA <i>(now known as Russell Nurseries & Jim Pitch TRA)</i>	Nicola Davidson	Rachelle Mcfarland	23/01/2023
3	Bacton Tower TRA	Edwin Philip Daniels	Nicola Jane Stephens	15/11/2022
4	Barrington Court Residents Association	Marian Malaki	Shakil Rahman	17/05/2022
	Beaumont Walk TRA	Mr Gerard O'Connell		05/01/2023
5	Camden Association of Street Properties (GO)	Terence Ewing	Joy Palmer	26/05/2022
6	Castle Road Estate TRA	Daniel Key	Alex Burton	16/01/2023
7	Cayford House TRA	Alex Grant	Michael Williams	21/11/2022
8	Dunboyne Road TRA	Marnie McCarthy		25/10/2022
9	Forge, Mutton & Castle Road TRA <i>(FMCTRA)</i>	Charlotte Myhrum	Karen Phillips	16/11/2022
10	Gospel Oak 7&8 Tenants & Residents Association	Robert Robbins Patricia Bojang		24/03/2022
11	Headcorn TRA			14/10/2021
13	Kingsland TRA	Martin Drexler		24/02/2022
13	Ludham & Waxham Tenants & Residents Association	Susan Taylor	Brad Hepburn	13/11/2021
14	Mansfield Road Tenants & Residents Association	David Patterson	Sarah Jensen	27/04/2022
16	Southfleet Estate Tenant & Residents Association			26/05/2022

17	Wending Tenants & Residents Association	Derrick White	Lorraine O'Reilly	27/09/2022
18	Woodfield and Barnfield TRA	Mary Smith	Jan Kidd	19/10/2022

Gospel Oak Appendix B

	Association Name	DMC Member	DMC SUB	Last recognised AGM
1	Chalk Farm Housing Group	Brian Fitzpatrick		28/09/2021
2	Cressfield & Woodyard TRA	Jean Pamela Sinnott	Martin Sakan	10/08/2021
3	Kiln Place TRA	Rita Thorpe		25/01/2023

Deregistered TRAs

Barnes House TRA	Abimbola Ademuyiwa-Akhigbe	Andrew John Mclean	11/9/2019
Carnegie Housing TRA	Adam Khalid	David Charles Saxby	19/11/2019
Cherry Court TRA	Sarah Robbins	Laura Power	26/02/2019
Denton TRA			22/08/2019
Grove Place & Christchurch Hill TRA	Martha Richler	Minakxe Patel	11/4/2019
Maitland Park TRA	Elna Gay Caroline Norman		09/11/2019
Palgrave House TRA	Rosalen Ann Owens	Jon Wakefield Carpenter	07/02/2019
West Kentish Town Tenants and Residents Association			21/02/2019

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE** held on **THURSDAY, 1ST DECEMBER, 2022** at 6.30 pm in the Kiln Place TRA Hall, Kiln Place, Lambale Street, London NW5 4AL

REGISTERED DMC MEMBERS PRESENT

Terence Ewing (Chair) - Camden Association of Street Properties
Robert Robbins (Vice Chair) - Gospel Oak 7&8 TRA
Rita Thorpe (Vice Chair) - Kiln Place TRA
Charlotte Myhrum – Forge, Mutton & Castle Road TRA
Derrick White – Wendling TRA
Edwin Philip Daniels – Bacton Tower TRA
Joy Palmer - Camden Association of Street Properties (GO)
Martin Drexler – Kingsland TRA
Mary Smith – Woodfield and Barnfield TRA
Sarah Jensen – Mansfield Road TRA
Sue Taylor – Ludham and Waxham TRA

OTHER RESIDENTS PRESENT

Phil Oliver

COUNCILLOR OBSERVERS PRESENT

Councillors Kemi Atolagbe, Lorraine Revah and Jenny Mulholland

COUNCILLOR OBSERVERS ABSENT

Councillors Marcus Boyland, Pat Callaghan and Stephen Stark

OTHER COUNCILLORS PRESENT

Councillor Meric Apak

OFFICERS PRESENT

Ben Lynn, Principal Committee Officer
Danny Waite, Head of Repairs and Operations
Deana Taziny, Landlord Services Manager
Emma Cardoso, Team Leader (HRA & Capital Projects)
Glendine Shepherd, Director of Housing
Ododo Dafe, Head of Housing Transformation
Stanton La Foucade, Tenant Participation Coordinator

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 Gospel

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

MINUTES

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

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

2. APOLOGIES

No apologies were received.

3. ANNOUNCEMENTS

The Chair made an announcement about the behaviour expected from members in order to have meetings that meetings were efficient and effective.

4. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

There were no declarations.

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

There was no such business.

6. MINUTES AND PROGRESS REPORT

RESOLVED –

THAT the minutes and progress report be agreed.

7. HOUSING SERVICES REPORT

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

The Team Leader (HRA & Capital Projects) introduced HRA Budget 23/24 section of the report, who, along with the Cabinet Member for Better Homes, gave the following key responses to questions:

- Camden had very few options for funding the HRA, the main way to do this was through raising charges for social housing residents. Camden had been pushing back on the Government to provide further options.
- Rents do not go down due to the price index but had previously gone down due to housing welfare reforms.
- It would be helpful for residents to make funding recommendations to the Council as there were only a small number of identified revenue streams.
- Inflation this year had reached over 10%, however, the real inflation for the Housing Sector was much higher due to supply cost increases and cost of labour.
- The Cabinet Member had written to the Government asking for a solution to plug the financial deficit. They agreed to share this letter with the Committee.
Action by: the Cabinet Member for Better Homes
- Estates all paid the same amount for caretakers but was dependent on the number of full time caretaking staff the Estate had. Any individual issues about caretaking should be raised with the caretaking service.

The Head of Housing Repairs and Operations introduced the Repairs section of the report and then gave the following key responses to questions:

- Camden did employ welders but did not have a full cohort. Work was underway to employ more specialised workers, but it was proving difficult due to labour shortages.
- There had been some issues with the resident call back facilities and improvement to it was needed. The Head of Repairs and Operations would feed back to the Committee after speaking with the Head of Property Customer Services and Engagement about communication channels for residents who do not have smart phones.

Action by: the Head of Repairs and Operations

The Director of Housing introduced the Housing Transformation section of the report and then gave the following key responses to questions:

- There was no formal engagement planned around the housing visits to resident homes, instead the tenancy management team would arrange and structure the visits. If residents refused these visits, the team would get in touch with them.
- The Director asked the DMC to get in touch with housing officers in the first instance with any concerns around changes to services.

RESOLVED –

THAT the report be noted.

8. GOSPEL OAK DMC BUDGET

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

The Landlord Services Manager explained to the DMC that since the agenda had been published, there had been two bids submitted. Usually they would be heard at the meeting after the necessary paperwork had been submitted, however, as there was a time sensitive element to them, the Chair had agreed to take them.

Bacton Tower TRA, Ludham & Waxham TRA, Wendling TRA and St Martins Church and Cooperation Town – warm spaces

Information about the bid was circulated to members before the meeting and copies were available at the meeting (Appendix A).

The bid was introduced by representatives from Ludham & Waxham and Wendling TRAs.

Members of the committee asked questions of clarity from the representatives, there was concern over some of what was being asked for in the itemised breakdown of cost. The DMC decided to vote on each itemised cost and agreed the following with the final amount for each item to be agreed and signed off by officers:

Item	Total	Agreed?	Amount (prospective and subject to final amount and signoff by officers)
Coordinator	£4,728	No	
Spaces	£500	No	
Furniture	£750	No	
Heating	£1,200	Yes	£1200
TV license	£450	No	
leaflets	£200	No	
Kitchen supplies	£150	Yes	£150
Games & craft	£400	Yes	£400
Food / refreshments	£2,850	Yes	£2850
Christmas event	£500	No	
Cleaning / H&S	£200	Yes	£200
Admin & overheads	£750	No	
Total	£12,678		£4800

RESOLVED –

THAT the DMC grant funding for the bid to cover heating, kitchen supplies, games and crafts, food and refreshments and cleaning.

Queens Crescent Community Association – foodbank

The bid was outlined by the Vice-Chairs for £13,000 as a one-off payment to the foodbank that runs out of Queens Crescent Community Association to support low income families over the winter period and Christmas.

RESOLVED –

THAT bid be agreed and the £13,000 given to the foodbank.

10. LOCAL ISSUES

Bacton Tower TRA Bid

Bacton Tower TRA had submitted a bid separate to the warm spaces one for some furniture. The Landlord Services Manager explained that the bids from the three participating TRAs were joined together. She suggested that Bacton resubmit their separate bid for the next meeting.

Refreshment break

A DMC member raised that the time set aside for breaks, that often overran, could be used giving more consideration to the reports or allowing the meeting to finish earlier. Other members did not agree with shortening or getting rid of the refreshment break as it had always been a part of the DMC meetings. After a vote it was

RESOLVED –

THAT the 15 minute refreshment break remained in meetings.

DMC pre-meeting surgeries

The Chair outlined the proposal for a surgery to be held with officers ahead of DMC meetings for DMC representatives to raise individual issues so that issues were not raised during meetings. Notification of issues brought to a surgery would need to be given 7 days in advance This was agreed by the committee. The Chair explained that the details would be agreed with officers.

Clarence Way bid

The Tenant Participation Coordinator sought permission from the DMC to present a bid at the next meeting for funding to refurbish the TRA hall in Clarence Way. This was agreed by the Committee.

12. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no such business.

The meeting ended at 9.00 pm.

CHAIR

Contact Officer: Ben Lynn

Telephone No: 020 7974 5653

E-Mail: ben.lynn@camden.gov.uk

MINUTES END

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE** held on **WEDNESDAY, 11TH JANUARY, 2023** at 6.30 pm in the The Council Chamber, Crowndale Centre, 218 Eversholt Street, London, NW1 1BD

REGISTERED DMC MEMBERS PRESENT

Terence Ewing (Chair) - Camden Association of Street Properties
Alex Grant – Cayford House TRA
Charlotte Myhrum – Forge, Mutton & Castle Road TRA
Daniel Key – Castle Road Estate TRA
Derrick White – Wendling TRA
Edwin Philip Daniels – Bacton Tower TRA
Joy Palmer - Camden Association of Street Properties (GO)
Marnie McCarthy – Dunboyne Road TRA
Mary Smith – Woodfield and Barnfield TRA
Sue Taylor – Ludham and Waxham TRA

OTHER RESIDENTS PRESENT

Karen Phillips (Forge, Mutton & Castle Road TRA), Gerry O’Connell (Beaumont Walk TRA)

COUNCILLOR OBSERVERS PRESENT

Councillors Marcus Boyland

COUNCILLOR OBSERVERS ABSENT

Councillors Kemi Atolagbe, Pat Callaghan, Lorraine Revah, Jenny Mulholland and Stephen Stark

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

MINUTES

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

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

RESOLVED –

THAT the list of tenant and residents' associations as set out at Appendix A and their representatives be noted.

2. APOLOGIES

Apologies for absence were received from David Patterson, Mansfield Road TRA and Rita Thorpe, Kiln Place TRA.

3. ANNOUNCEMENTS

There were no announcements.

4. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

No declarations were made.

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

There was no urgent business.

6. HRA BUDGET 2023/24 AND RENT SETTING REPORT

Passing of Lidia Venegas

The meeting held a minutes silence regarding the passing of Lidia Venegas a homeless person who had sadly died in Kentish Town.

The Team Leader (HRA and Capital Projects) took the meeting through the report and supplementary information as part of a briefing for all DMC representatives, after which Gospel Oak DMC then considered the rent and service charge consultation questions as set out in Appendix D at its own separate meeting.

The DMC members discussed the proposed heating pool charges. In response to questions, the Cabinet Member for Better Homes and the Team Leader (HRA and Capital Projects) made the following comments:

- Those on energy meters could monitor usage more easily than those in the heating pool which is why the support with payment was being offered to people in the heating pool.
- A programme of work was underway to install heat meters in more properties in Camden as well as improving building insulation.

- Camden was unable to lower the heating temperature for individual residents, it also could not drop the temperature for everyone as some, especially vulnerable residents, depended on the heat.
- The work of giving individual subsidies would fall on officers but would not create an additional cost.

Rent Increase

Following a vote, it was determined that the proposed increase should be supported.

Increase Tenant Service Charge – Caretaking:

DMC members were unhappy that there had been service charge increases but many of them felt that they were receiving a reduced service. They did not want to agree with an increase to charges as they did not think the service they were receiving was adequate.

A member also commented that there had been a substantial increase this area in previous years and that it might be worth not increasing the charges for this as other charges were increasing considerably.

Following a vote, it was determined that the proposed increase should not be supported.

Increase Tenant Service Charge – CCTV:

Following a vote, it was determined that the proposed increase should be supported.

Increase Tenant Service Charge – Communal Lighting:

A member commented that they had received good service from the lighting team, another member commented that Camden could focus on making their lighting more efficient to avoid waste lighting.

Following a vote, it was determined that the proposed rent increase should be supported.

Increase Tenant Service Charge - Communal M&E Maintenance:

Following a vote, it was determined that the proposed increase should be supported.

Increase Tenant Service Charge - Grounds Maintenance:

Following a vote, it was determined that the proposed increase should be supported.

Increase Tenant Service Charge - Responsive Housing Patrol:

Following a vote, it was determined that the proposed increase should not be supported.

Increase Garage rents

Members thought that Camden should explore charging more for garages and parking spaces to increase revenue for the HRA.

Following a vote, it was determined that the proposed increase should be supported.

Comments on heating pool proposals

The Committee discussed the options and made the following comments:

- The subsidies given to those in the heating pool would only benefit a minority of residents, members asked whether the money being mobilised for the subsidies could be spent on other things, like improving the energy efficiency of properties.
- A member was concerned that residents in the heating had no choice as they were locked into that heating method. They asked for compassion for those that would feeling very anxious about the increased charges.
- The Director of Property Management agreed to bring back more information to the Committee around energy meters and insulation projects.

Action by: the Director of Property Management

Following a vote, it was determined that heating pool option 1 should be supported.

Any other feedback/views

A member suggested that an engagement survey, similar to those used for the Housing Panel, should be used to understand residents' opinions of the caretaking service.

The Chair then reported this information to the other DMC representatives.

RESOLVED –

THAT approval be given to the views set out above. Councillor Apak agreed that the recommendations to Cabinet would be forwarded to all the DMC representatives.

Action by: Tenant Participation

7. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no such business.

The meeting ended at 8.30 pm.

CHAIR

Contact Officer: Ben Lynn

Telephone No: 020 7974 5653

Gospel Oak District Management Committee - Wednesday, 11th January, 2023

E-Mail: ben.lynn@camden.gov.uk

MINUTES END

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ACTION POINTS ARISING FROM DECEMBER 2022 DMC MEETING

GOSPEL OAK DMC ACTIONS – 1st DECEMBER 2022			
7	Housing Services Report The DMC chair asked that correspondence with the government around rent setting is shared with the DMC.	Meric Apak (Cllr) Cabinet Member for Better Homes	A copy of the letter sent to the Department of Levelling Up & Housing Communities was shared with the DMC chair.
	Would feed back to the Committee after speaking with the Head of Property Customer Services and Engagement about communication channels for residents who do not have smart phones.	Danny Waite Head of Repairs & Operations	<p>Everyone has their own different needs, abilities, and preferences, and we understand how important it is to offer a range of different methods of getting in touch with the housing repairs service.</p> <p>We make sure that our residents can contact us whenever they need to, and however they need to. Residents with internet access can use the Camden Account to raise a repair 24 hours a day, as well as live chatting with our team between 8am-6pm at Camden.gov.uk/housing-repairs to ask about a repair or book an appointment. Residents with smartphones can also now contact us using the number 1 most common messaging app in the UK – WhatsApp – on 07360 277 909, as well as by regular text message (SMS) to the same number.</p> <p>Not everyone has a smartphone though, and not everyone has internet access. Residents who are unable to go online can still text us on 07360 277 909, and of course they can always phone us on 020 7974 4444 (from 9am-5pm for all repairs, and 24/7 for emergency repairs. The fact that over half of residents contacting us now choose to use modern contact options means we can focus our time and effort on</p>

			making sure we're always here on the phone for those residents who really need to call us.
10	DMC Budget The Committee agreed to allow officers to bring a bid from Clarence Way around renovating their TRA Hall to the next meeting	Stanton La Foucade Tenant Participation Coordinator	DMC bid to be submitted for consideration at the March 2023 meeting.



DMC Round March 2023
 Director of Housing Management &
 Director of Property Services
 Supporting Communities

Title: Housing Services report

Discussion Report

Report summary: At this DMC round, members have asked for the report to focus on the monitoring and performance of contractors who contribute towards the provision of the Council’s Housing Services; an update on Landlord Services home visits programme and how vulnerable tenants are identified; a Housing transformation update and an update on the impending changes to the social housing regulatory framework.

Recommendation: The DMCs are asked to feedback and make recommendations on the discussion reports and comment on and highlight any area for further discussion in the ‘for information’ reports.

Discussion reports	Officer contributing	Page
Housing contractor performance	Gavin Haynes	2
Landlord Services report	Jo Adams	5
Housing transformation update	Glendine Shepherd	11
Housing regulation update	Graeme Beedham	12
For information reports	Officer contributing	
Capital Works update	Susanne Afra	15
Caretaking performance update	Sharon Calvey	25
Estate parking report; Traffic Management Orders	Sharon Calvey	28
Grounds maintenance & tree management	Oliver Jones	31
CCTV & Responsive Security Patrol	Graeme Dyson	36
Complaints performance	Jim Reid	38
Camden Housing & Property Resident’s Panel	Scot Reid	40
Heating Pool update	Rubait Hossain	41
DMC election nomination forms	Stanton La Foucade	42

DISCUSSION REPORTS

HOUSING CONTRACTOR PERFORMANCE

1 INTRODUCTION

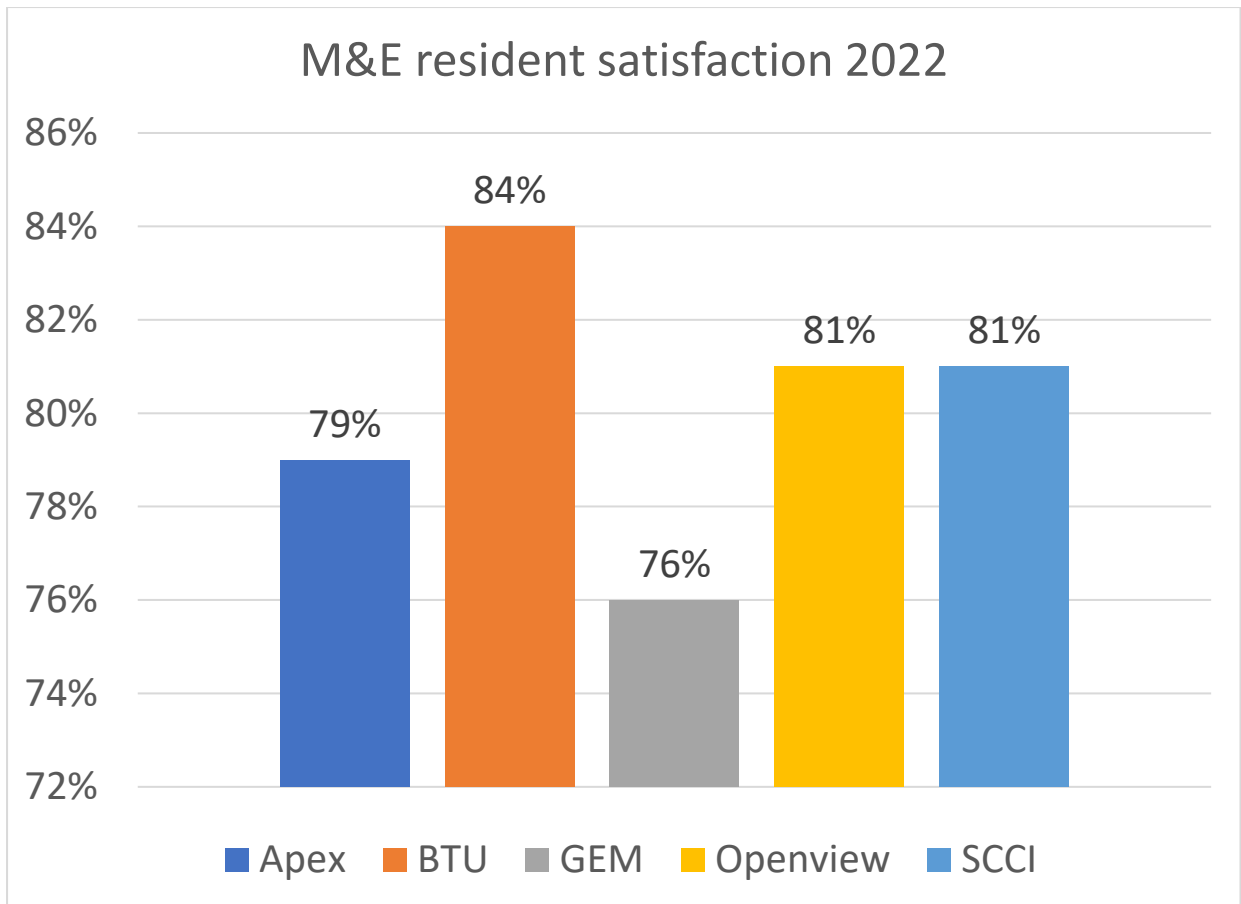
- 1.1 Most of the Council's day to day repairs are delivered directly by the in-house team, with back up from supply chain contractors for works such as drainage, asbestos, scaffolding and larger roofing repairs.
- 1.2 Most mechanical and electrical works are delivered through five contracts, these are:
- Mechanical works – this covers communal heating, water services and gas supplies (unless national grid) and is delivered by GEM. We have two hundred boiler houses serving 14,699 homes and the Council has a gas network comprising sixty-five kilometres of pipework
 - Individual heating – this covers individual boilers across 13,204 homes and is delivered by BTU, includes annual servicing
 - Electrical works – this covers estate lighting, communal electrics (unless UKPN), internal electrical testing and equipment such as fire alarms and automatic opening vents
 - Lifts – this covers our 550 passenger lifts and is delivered by Apex
 - Ancillary works – this covers a range of miscellaneous assets such as door entry systems, roller shutters, digital TV (IRS) systems and is delivered by SCCI
- 1.3 All services see high volumes of orders and the contractors carry out responsive repairs, planned maintenance and statutory checks. Each year between 90,000 to 100,000 works orders are carried out across all contract areas.

2 CONTRACT MANAGEMENT

- 2.1 The contracts are managed by the Council's Mechanical and Electrical team which comprises a range of experienced engineers and a team manager. All contracts are subject to monthly performance meetings and contractual notices are issued where performance is not to the standard required.

3 SERVICE MEASURES

- 3.1 With regards service measures the team look at a range of indicators such as resident satisfaction – which is measured through independent phone surveys as well as the text message surveys we use to get instant feedback. The satisfaction scores for the 2022 calendar year are provided below. Overall satisfaction was at 80% service-wide and the graph provides the breakdown by contractor:



- 3.2 The graph above shows that GEM are below the average satisfaction level and reflects the challenges they can have in maintaining some of the Council's older heating systems and buried mains, whereby BTU can replace individual boilers as they need replacing and most pipe work is visible or can be re-run within the property.
- 3.3 The table overleaf summarises the main service measures that are monitored in addition to the analysis of planned maintenance schedules and performance against compliance indicators. It should be noted that the figure for the average days taken will include all repairs such as those requiring new parts to be manufactured, reconditioned or imported from overseas – this a particular issue for communal heating systems and lifts.

4 SUMMARY OF MEASURES – M&E CONTRACTS

Measures - Jan 21 to Dec 22	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Notes
Customer satisfaction with Mechanical & Electrical (M&E) repairs	77%	82%	81%	81%	80% customer satisfaction across the year
Number of lift repairs outstanding	184	262	199	111	
Days taken for lift repairs	7	10	6	6	Avg days taken for lift repairs work is 6.7
% completed in 1 day or less	75%	76%	64%	81%	75% of jobs completed within 1 day
Number of communal heating repairs outstanding	706	508	344	1051	Reflects heating season demands
Days taken for communal heating repairs	11	7	8	7	Avg days taken for communal heating repairs is 7.8
% completed in 3 days or less	67%	72%	71%	71%	70% completed within 3 days
Number of individual heating repairs outstanding	670	560	490	752	Reflects heating season demands
Days taken for individual heating repairs	1	2	2	2	1.6 days to complete
% completed in 3 days or less	98%	96%	87%	90%	93% completed within 3 days
Number of estate lighting repairs outstanding	290	150	108	137	Work in progress levels reduced
Days taken for estate lighting repairs	31	19	7	11	
Door entry repairs outstanding	144	106	160	153	
Days taken for door entry repairs	0.1	0.2	0.1	0.1	

4.1 The above measures reflect the various levels of demand in each contract area and it is noticeable that some equipment sees quick rectification times – such as door entry and individual heating, whereas some lifts and communal systems are more prone to lengthy repairs requiring new components or engineering works. Similarly, estate lighting repairs can be complicated by the need to renew wiring or provide new conduits depending on the installation age.

4.2 Extensive work is conducted with each contractor to look at trends across each area and determine steps that can be taken to improve performance.

REPORT ENDS

LANDLORD SERVICES UPDATE

1 INTRODUCTION

1.1 This report responds to a request from Gospel Oak DMC for further information about the following:

- Tenant visits
- Hardship criteria (cost of living crisis fund)
- Warm Spaces
- How the Council identifies vulnerable tenants
- Cuckooing

2 TENANT VISITS

2.2 The chart below shows how many visits had been conducted by 1 February as part of our effort to visit every tenant before the end of 2023:

	Total
Nov 2022	14
Dec 2022	124
Jan 2023	216
Total	354

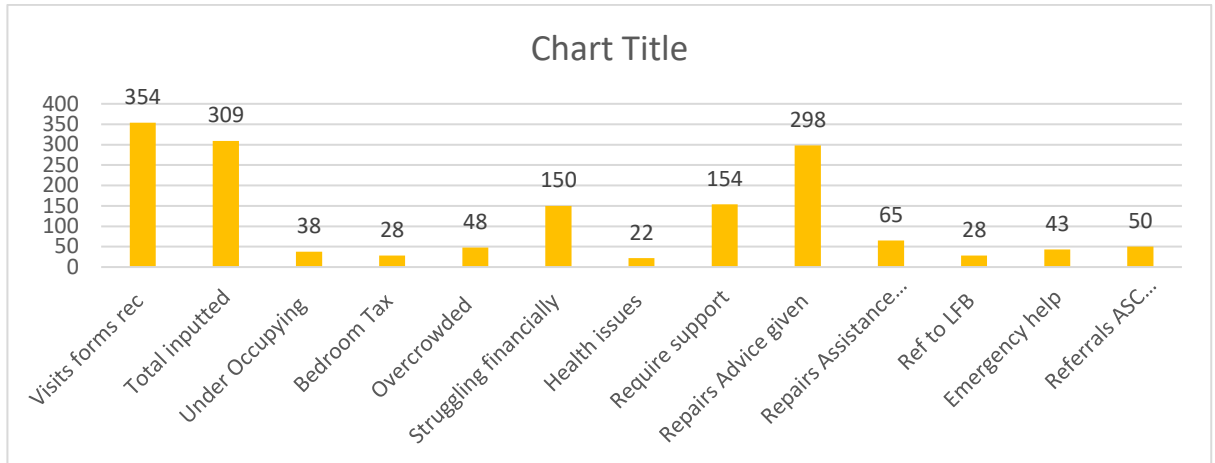
During November and December, we started with a small pilot to review how the visits were being received, the questions we were asking, and the tools we were using.

2.3 During our review neighbourhood housing officers (NHOs) reported a positive reception from tenants. They said that reaching out to tenants with whom there had been no recent contact had provided an opportunity to provide help or support tenants may not otherwise have received. There were some concerns about the volume of follow up work generated so outcomes and any issues will continue to be monitored closely. This will help to ensure that reaching out to tenants with whom there has been no recent contact is balanced with the need to respond in a timely way to tenants who have made contact with a request or concern.

2.2 NHOs complete a specially designed visit form during each visit. The information collected is used to update housing records with useful information such as contact preferences, household and emergency contact details. Tenants are also asked if they would need help to evacuate if they needed to in an emergency. The main purpose is to make contact, to ask if there is anything we can help with and to check the condition of council homes, and communal areas, to identify and reduce risks.

2.4 Gospel Oak DMC have asked how long each visit will take. The visiting form acts as a prompt to NHOs about what to ask and what to look out for. It isn't a questionnaire. The main purpose of the visit is to have a dialogue about what matters to that particular tenant and the length of the visit will vary depending on that conversation and what the tenant is comfortable with.

2.5 The chart below shows some of the data extracted from 309 visit forms which have been analysed.



2.6 Findings include:

- Forty-three said they would need help to evacuate in an emergency
- More than half said they would like support of one sort or another
- 50 of 309 agreed to referrals to the welfare rights team or Adult Social Care or to [WISH Plus - Camden Council](#).
- Nearly half of tenants visited admitted to struggling financially

3 HARSHIP CRITERIA (COST OF LIVING CRISIS FUND)

3.1 In response to the deepening cost of living crisis last year, the Council agreed a £2m annual cost of living crisis fund¹. Residents may be eligible for a cost-of-living crisis award (usually up to £500 and with a maximum of two payments in any one year) if they are facing severe financial hardship and cannot afford essentials like food, energy costs or water bills etc. NHOs have been able to progress applications for tenants since October with the final decision on awards made by the Council's Tackling Poverty team. The Camden Advice Network can also progress applications.²

3.2 Those with the highest need are prioritised for awards. Staff guidance lists the following groups as examples of priority groups, but these are not exhaustive:

- people with disabilities leading to higher utility bills and/or who are impacted by the bedroom tax
- unpaid carers
- older people on pension credit
- families with young children under five or larger families impacted by the two-child limit on benefits
- care leavers
- single parents impacted by the benefit cap
- people fleeing domestic violence or other community safety issue

¹ [Cost of living crisis fund - Camden Council](#)

² [Advice on money, benefits and debt - Camden Council](#)

- council tenants in street properties who don't benefit from the shared heating system

4 WARM HUBS



- 4.1 Council services (including libraries and children's centres), community organisations and tenant and resident associations (TRAs) have opened up their buildings this winter to host warm welcome spaces across the borough. There is a list on the Council's website here: [Warm spaces in Camden - Camden Council](#). There is also a map to help residents find a warm space near to them [Camden Maps](#).
- 4.2 All the warm spaces have different things to offer but they are all geared up to provide, or to signpost to, advice and support around the cost of living. An advice bus, ran in collaboration with Citizens Advice Camden has also been touring warm spaces:
- **1 March 2023**, 11am to 3pm – focus on help with benefits, housing and finding a job. **Location:** St Michael's Church, South Grove, N6 6BJ
 - **7 March 2023**, 11am to 3pm – focus on help with benefits, housing and finding a job. **Location:** Next to the basketball pitch behind Maiden Lane Community Centre, 156 St. Paul's Crescent, NW1 9XZ
 - **15 March 2023**, 11am to 3pm – with a focus on help with debt
 - **Location:** Alexandra and Ainsworth Estate, in front of SHELL 2 side of Fielding House, Boundary Road, NW8 0HU
- 4.3 There is still time for TRAs and community organisations to sign up to the Council's "warm welcome pledge" [Ways to donate, volunteer and help others](#)

- [Camden Council](#). Organisations that sign up receive support and posters and leaflets about help available with the cost-of-living crisis.

- 4.4 On 16 January a new home energy advice worker for council tenants started work in Landlord Services. Her role is to deliver the Council's Well and Warm home energy advice and support service for council tenants. This includes providing advice and support to help residents to reduce their energy bills, alleviate fuel debt, and apply for any grants or discounts for which they may be eligible. Ask your neighbourhood housing officer to refer you, or email landlordservicesupport@camden.gov.uk. We are particularly keen to hear from street property residents.

5 HOW DOES THE COUNCIL IDENTIFY VULNERABLE TENANTS?

- 5.1 Camden's Safeguarding Adults Partnership (which includes housing services) refer to "adults at risk" and that risk often relates to support needs or the extra help that some people need to be able to manage from day to day. People can be vulnerable for lots of reasons which could include physical frailty, disability, physical or mental health issues and trauma or substance misuse.

- 5.2 There are many ways neighbourhood housing teams identify vulnerable tenants. These include:

- A tenancy was granted, or a housing application was prioritised for reasons related to vulnerability
- Tenants, or their family, disclose that they have support needs
- Neighbours raise concerns
- Other professionals raise alerts
- There are signs of self-neglect

6 CUCKOOING

- 6.1 "Cuckooing" describes a situation when the home of a vulnerable adult is used by others for drug use, or dealing, or other criminal activity. Those responsible may befriend, exploit and /or abuse the vulnerable tenant or offer free drugs or alcohol for the use of their home.
- 6.2 Councillor Callaghan, Cabinet Member for Safer Communities, provided insight into the extent of cuckooing in the borough in her Annual Report to Culture and Environment Scrutiny Committee on 16 January.ⁱ At that time there were 111 addresses of concern borough-wide (across all tenures) including unconfirmed cases under investigation. Another fifty-six addresses are being monitored.
- 6.3 Neighbourhood housing teams work closely with Community Safety and the police to respond to cuckooing cases in the Council's stock, both to try to protect the vulnerable adult concerned and to address issues of anti-social behaviour impacting on the local community. Cllr Callaghan's report notes that

partnership working in the borough has led to Camden being recognised by the police as having national best practice in tackling cuckooing. Adult Social Care, with input from Housing and other services, are currently co-ordinating updated guidance on cuckooing for partner agencies.

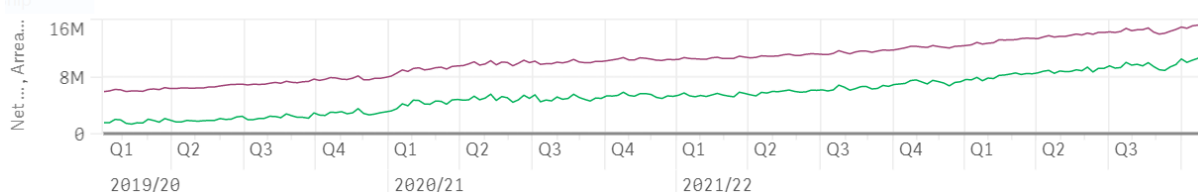
- 6.4 Concerns raised by residents are critical to identifying cuckooing cases. Vulnerable adults who are being abused or exploited often don't ask for help so it can be the alerts raised by concerned neighbours that lead to their predicament being identified [Cuckooing - Camden Council](#).
- 6.5 If you are worried about a vulnerable adult contact your neighbourhood housing officer or Adult Social Care on [020 7974 4000](tel:02079744000) (option 1), or email adultsocialcare@camden.gov.uk. You can also contact the Community Safety Team at communitysafety@camden.gov.uk or phone 0207 974 2915.
- 6.6 If there is an immediate risk of harm call 999. Otherwise you can report cuckooing issues to the police by calling 101 or you can [report online](#).

7 RENT COLLECTION DATA

	4 Apr 2021	3 Oct 2021	4 Apr 2022	2 Oct 2022*	6 Feb 2023
Rent arrears	£10,387,511	£11,130,770	£12,346,862	£14,253,940	£14,932,332
%Collection rate	98.10	98.37	97.92	96.92	97.44
Owe 7 weeks+	2677	2,773	3010	3303	3285
Tenants on UC	4412	4857	5164	5680	5956
Arrears owed by tenants on UC and % of total arrears	£4,099,443 39%	5,265,385 47.3%	£6,515,001 53%	£7,264,844 51%	£6,848,919 46%
*2 Oct 2022 is the week after the specialist rent teams began work					

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

Arrears Values



The arrow shows when the new rent teams began work



Welfare Rights team data April 2022 - January 3

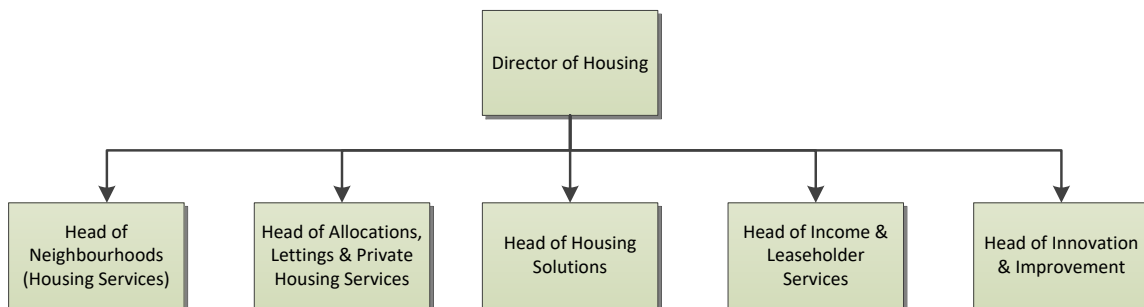
New benefit claims resolved with outcomes	639
Income Generated (excluding cross tenure work for Good Work Camden clients)	£1,321,426
Number of new tenant referrals	560
Number of tenant open cases	985

REPORT ENDS

HOUSING TRANSFORMATION UPDATE

1 SUMMARY

- 1.1 The first phase concluded with a redesign of existing structures and reporting lines as well as newly created Head of Service posts, reducing the total number of service heads from 8 to 5.
- 1.2 We have successfully recruited to all new head of service posts; these will report directly to Glendine Shepherd, Director of Housing. The Council is preparing interim arrangements in the meantime to ensure business continuity. Start dates for the new service heads are being agreed but it is expected that all service heads will be in post by May 2023.
- 1.3 The five new Council services in Housing are:
- Allocations, Lettings and Private Housing Services
 - Housing Solutions
 - Income and Leaseholder Services
 - Neighbourhoods
 - Innovation and Improvement
- 1.4 All existing teams will be integrated into the new services and it envisaged that this will be a seamless exercise. The transformation of Housing services however is not simply about moving teams and personnel, there is also a programme of work being developed to redesign services so that they are better placed to deliver high quality outcomes for residents.



REPORT ENDS

HOUSING REGULATION 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 The Bill which should receive royal assent early this year aims to deliver 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 for the Regulator of Social Housing (RSH) to tackle landlords failing to provide good services to tenants. It aims to drive notable change in landlord behaviour to focus on the needs of tenants and ensure landlords are held to account for their performance. This report provides an update on progress towards implementation of the new regulatory regime in Camden.

2 TENANT SATISFACTION MEASURES (TSMS)

- 2.1 An area of work that the RSH have been able to progress in advance of the new legislation is the introduction of Tenant Satisfaction Measures (TSMs). TSMs will form a key part of the new regime, were finalised in September 2022, and landlords will need to collect satisfaction data from tenants and submit it to the RSH from April 2023. The final data features 22 TSMs that the RSH and tenants will be able to scrutinise and benchmark in order to assess the performance of their landlords.
- 2.2 Early in 2022 the RSH consulted Council and Housing Association tenants on the draft TSMs. To facilitate Camden TRA and DMC representatives input to the consultation about the then draft standards, Camden Council hosted a very well attended Zoom session for Camden and Southwark Council tenant representatives with the RSH on the 1st of February 2022.

Final tenant satisfaction measures	Source
Overall satisfaction 1. Overall satisfaction with the service provided by the landlord.	Survey
Keeping properties in good repair 2. Satisfaction with repairs. 3. Satisfaction with time taken to complete most recent repair. 4. Satisfaction that the home is well-maintained. 5. Homes that do not meet the Decent Homes Standard. 6. Repairs completed within target timescale.	Survey Survey Survey Landlord's data Landlord's data
Maintaining building safety 7. Satisfaction that the home is safe.	Survey
Safety checks 8. Gas safety checks. 9. Fire safety checks. 10. Asbestos safety checks.	Landlord's data Landlord's data Landlord's data

11. Water safety checks.	Landlord's data
12. Lift safety checks.	Landlord's data
Respectful and helpful engagement	
13. Satisfaction that the landlord listens to tenant views and acts upon them.	Survey
14. Satisfaction that the landlord keeps tenants informed about things that matter to them.	Survey
15. Agreement that the landlord treats tenants fairly and with respect.	Survey
Effective handling of complaints	
16. Satisfaction with the landlord's approach to handling of complaints.	Survey
17. Complaints relative to the size of the landlord.	Landlord's data
18. Complaints responded to within Complaint Handling Code timescales.	Landlord's data
Responsible neighbourhood management	
19. Satisfaction that the landlord keeps communal areas clean and well-maintained.	Survey
20. Satisfaction that the landlord makes a positive contribution to neighbourhoods.	Survey
21. Satisfaction with the landlord's approach to handling anti-social behaviour.	Survey
22. Anti-social behaviour cases relative to the size of the landlord.	Landlord's data

2.3 Camden are now planning to conduct a survey on the twelve tenant satisfaction measures listed and submit them along with the ten from our landlord management information to the RSH later this year. Camden will have to submit this data annually to the RSH.

3 REVIEW OF CONSUMER REGULATION

3.1 In January 2023 the Regulator of Social Housing outlined its [implementation plan](#) for its review of consumer regulation in the social housing sector. In the [document](#) setting out its approach, the RSH said the new regulatory regime will be fully active by April 2024, providing the required legislation completes its passage through parliament this year.

3.2 In the introduction to the new plan, the RSH said “there has been significant public and political attention given to the reform of social housing” in recent months. The Grenfell Tower Inquiry and the inquest into the death of Awaab Ishak have informed the debate and scrutiny that the bill has received. These tragedies have highlighted a range of important issues, some of which are at the core of the new approach to consumer regulation. The report states: *“Ensuring that landlords listen to their tenants, communicate effectively, have good quality information about the condition of the homes they are responsible for, and provide responsive and accessible landlord services will be at the heart of the new consumer standards”*.

- 3.3 Over the next 12 months, the regulator's next steps will include consulting with tenants, landlords and other stakeholders on the consumer standards, alongside developing a new approach for landlord inspections, including carrying out further engagement with tenants, landlords and other stakeholders.
- 3.4 When the regulatory approach is fully active, the RSH will inspect all large social landlords, both housing associations and local authorities, against the new consumer standards at least every four years. The RSH will be setting out new expectations on the services that landlords need to provide for their tenants, introduce regular consumer inspections of social landlords and the RSH will be given stronger powers to hold landlords to account.
- 3.5 The broad themes of the new standards for consumer services will include safety, quality, neighbourhood, transparency, engagement and accountability, and tenancy. A consultation is due to be launched this Summer on their precise details and the RSH has contacted Camden Council to ask if we would like to host another session for them with DMC / TRA representatives so that our tenant reps. can input to the consultation.
- 3.6 The RSH said the new consumer standards would be "*outcome focused*", meaning it will "*focus on what landlords achieve, but we do not prescribe how they how they should do it*". Draft new standards will be published alongside the consultation questions so DMCs will be able to comment on the RSH's proposals collectively or individual residents are likely to be able to respond to the consultation posted of the RSH website.
- 3.6 Camden's Housing Services are likely to face a consumer inspection every four years. Inspections will be modelled on the current in-depth assessment process, which the regulator uses to assess performance against economic standards that Housing Associations are currently measured against. The RSH say that where it has uncovered poor economic performance, it has taken action that has involved changes in leadership and restructuring the way that the landlord is organised and run and that its approach to consumer regulation would be equally robust.
- 3.7 The RSH said it will "*publish the conclusions of individual consumer inspections*". The bill will provide new powers to require performance improvement plans, which will be backed up by enforcement notices and penalties for landlords that do not meet the standards.

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. The works will happen in three phases and is due to complete by the summer.

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 five 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 recovering the roof and conducting external repairs to the fabric of the building where required. Boiler upgrade works have recently been completed to the blocks. The project is now on site.

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	In progress
Tybalds	Tybalds	In progress
2-4 Calthorpe street	2-4 Calthorpe Street	Procurement
Powis House	Powis House	Procurement

3 CAMDEN TOWN

3.1 Larger schemes reaching site 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 vary 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	Scoping
1-31 Churchway (odd)	Churchway Estate	Scoping
1-32 The Chenies (cons)	Goldington St Estate	In progress
1-5 Platt street (odd)	Penryn Street Estate 1	Procurement
11-19 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	In progress
1-29 (cons) Monica Shaw Court	Monica Shaw Court	In progress
38-47(cons) Monica Shaw Court	Monica Shaw Court	In progress
33 Crowndale Road (flats a-b)	33 Crowndale Road	Procurement
Brockham house 1-17 (cons)/ Rainham	Bayham Place Estate	In progress
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)	Ampthill Square Estate	In progress
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 Spring. 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.

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. 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	Procurement
1-27 Rowan house (cons)	Maitland Park Estate	Scoping – tender shortly
1-14 Maple house (cons)	Maitland Park Estate	Scoping – tender shortly
190-197 Maitland Park Road (Cons)	Maitland Park Estate	Scoping – tender shortly
198-205 Maitland Park Road (Cons)	Maitland Park Estate	Scoping – tender shortly
1-32 Hornbeam house (cons)	Maitland Park Estate	Scoping – tender shortly
1-43 Alder house (cons)	Maitland Park Estate	Scoping – tender shortly
117-164 Kiln place (cons)	Kiln Place Estate	In progress
28 Quadrant grove	28 Quadrant Grove	In progress

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.

5.2 Projects being mobilised at present include:

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

6 KENTISH TOWN

6.1 There are a number of projects being mobilised.

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 is now on site.

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 are now on site.

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	In progress

Clevedon, Parliament and Chester	Lissenden Gardens	In progress
Kenbrook Phase 2	Kenbrook House	In progress
236-240, 242-244 Royal College Street	Royal College Street	In progress
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	In progress
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 twenty-seven street properties (two separate grant allocations)
- Deep retrofit of 5-7 Belsize Grove, which comprises fifty-eight homes – these works are progressing
- Energy efficiency works at Brookes Court, which comprises thirty-two homes – these works are progressing
- Internal wall insulation to fifty 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 two 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 is 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 eighty-three 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	Works on site and due to complete early 2023
St Silas	St Silas Estate	Gospel Oak	District heating	Works on site due to complete Spring 2023
Weedington	Weedington Estate	Gospel Oak	District heating	Works on site due to complete January 2024
Rowley Way	Alexandra & Ainsworth	Hampstead	District heating and windows	Scoping ready for tender
Spedan Close 1-42	Branch Hill Estate	Hampstead	District heating plant room upgrade	In progress
Great Ormond Street 9-17	Great Ormond Street	Holborn	District heating plant room upgrade	In progress
Maiden Lane	Maiden Lane Estate	Holborn	District heating	Design stage
Lift packet 7	Cromer and Birkenhead	Holborn	Lift Refurbishment	In progress
Holly Lodge	Holly Lodge Estate	Kentish Town	District heating	Design stage
1-23 Elsfield	Elsfield	Kentish Town	Bulk Gas Works	Design stage
Heat Metering phase 3	Multiple Estates	Multiple	Installation of heat meters	In progress
Lift packet 6	7 blocks and 13 lifts	Multiple	Lift Refurbishment	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 eighteen 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	In progress
2	FRA Packet 002	Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the North of the borough	In progress
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	In progress
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	In progress
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.	Procurement

6	FRA Packet 06 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to blocks in Gospel Oak area.	Procurement
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.	Procurement
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	Procurement
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.	Procurement
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 brough. 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.	In progress

17	FRA Packet 17	Installation of hard-wired smoke and carbon monoxide alarms to properties in the North of the borough.	To be reviewed – merge into packet 16 tbc
18	FRA Packet 18	Renewal of flat entrance doors – North of the borough	To be reviewed

REPORT ENDS

CARETAKING PERFORMANCE UPDATE

1. INTRODUCTION

1.1. The following is an assessment of performance for the third quarter of 2022/23, ending December 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.

Q3 (Oct – Dec 2022/23)	A	B	C	D
Borough	10.3%	86.7%	3.0%	0.0%
Camden Town	5.0%	90.7%	4.3%	0.0%
Gospel Oak	10.4%	83.9%	5.7%	0.0%
Hampstead	28.1%	71.5%	0.4%	0.0%
Holborn	8.3%	90.7%	0.9%	0.1%
Kentish Town	0.1%	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	Flyposting	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

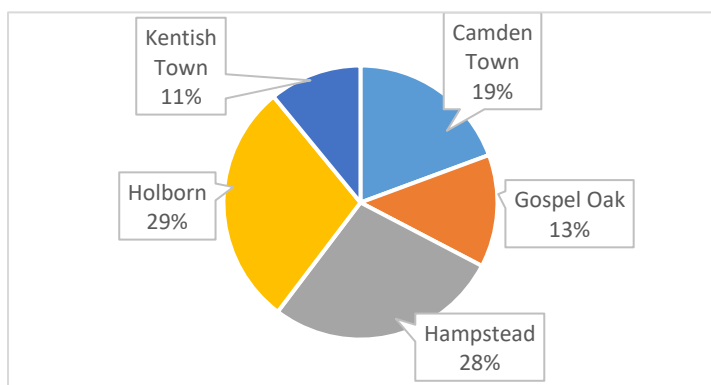
- 2.7. The Caretaking Support and Response team (CSR) is a mobile service that is tasked with delivering enhanced cleaning and project work to estates. This service is a huge asset to the Caretaking Service and is currently in its winter works programme.
- 2.8. Caretaker Managers, often after discussion 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 or cleaning up human waste found in lifts.
- 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 third quarter, the team achieved 167 individual window cleaning operations, with the chart (right) indicating the time spent in each district.
- 2.12. With over six hundred 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 fifty readings, assists with five smart meter installations and provides access for top-up meters, meter resets and access for other electrical works. Importantly whilst performing 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 (TMOS)

1. BACKGROUND

- 1.1. Camden's Estate and Neighbourhood mission states that by 2030, Camden's estates and their neighbourhood are healthy, sustainable and unlock creativity. The Estate Parking programme is one of the various ways we are enabling people to contribute to their communities and have a say in decisions about their lives and neighbourhoods. We want all our neighbourhoods to support everyone to be healthy, to achieve their wellbeing and self-fulfilment and collectively, to meet and exceed our climate action goals.
- 1.2. This report continues from the update provided to DMCs in December and 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 twenty-six 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 twenty-six locations, confirming that a TMO could be implemented and would improve our ability to manage parking effectively.

3. ROADMAP

- 3.1. The core ambition of the Estate Programme is to improve estate access and safety by managing poor parking more effectively, however, the programme also creates opportunities for us to achieve the objectives of the Estate Missions programme by fostering local participation with residents. We will continue conversations with residents about how the space around an estate should be used and what each estate could look like, as well as identify the communities' priorities for their estates.

- 3.2. 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.
- 3.3. 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.
- 3.4. It is proposed that the new parking schemes, alongside any other estates improvements, will be implemented in groups of up 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.
- 3.5. 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 Q3	Borough-wide consultation on TMO principles
22-23 Q1	Engage with residents of the first group estates on the design proposals, 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

- 3.6. The first element on the above timetable is completed and is only required once. The final two elements will be repeated for each subsequent group of estates.
- 3.7. Before moving starting engagement work with the specific estates selected for group 1, it will be necessary for Cabinet to formally decide on the matter of implementing a TMO on estate land. This decision is scheduled for 29 March 2023.

4. BOROUGH-WIDE CONSULTATION

- 4.1. Ending on 19th December 2022, this exercise ran for over 6-weeks and consulted residents and other stakeholders on the principal of introducing Traffic Management Orders on our estates. Almost one thousand people responded to the consultation, with around two-thirds supporting the implementation of a TMO.
- 4.2. Analysing the results have developed our thinking on implementing a TMO on estate land, and the detail/outcomes from the consultation will be published

alongside an upcoming Cabinet report in March, under decision reference SC/2023/03.

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 evaluate 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 (up to ten sites) will be confirmed alongside the Cabinet report in March 2023.

6. SUBSEQUENT GROUPS

- 6.1. As we implement estate improvements and parking controls in one location, it is possible that parking issues may migrate to a nearby estate that does not have 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 twenty-six 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.

REPORT ENDS

GROUNDS MAINTENANCE AND TREE MANAGEMENT

1 REPORT SUMMARY

- 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 three hundred green spaces and 28,000 trees in Camden which are 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.

Enquires should be raised by:

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

2 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 5 th January 2023	2	82

- 2.3 The Council's Green Space service contract with idverde for the delivery of grounds maintenance tasks was agreed in 2017 for an initial 5-year term, with option for three individual year extensions. Green Spaces have secured full extension years to allow for timely managed recommissioning of the service following a review of the priorities, structure and specification of the service, whilst maintaining value for money service delivery. The current contract ends in March 2025.
- 2.4 As part of the above recommissioning process, internal workshops were carried out with key stakeholders from a number of departments across

Camden. A number of themes arose from the internal workshops which will be fed into the modelling of the new service. Areas that were found to be working well and which stakeholders would like to see continue into the new service included good standards of;

- **Communications** – Between term contractor, residents and Camden departments
 - **Governance Structure**
 - **Horticultural Model and above core delivery**
 - **Standard monitoring and Rectification process**
- 2.5 Those areas that were found to be working poorly and that stakeholders either wanted to stop or improve in the new service included;
- **Resource & Capacity issues**
 - **Response to Anti-Social Behaviour** – Play areas/MUGAs in Housing – Planters used to hide things – Parks closing – Drug use and paraphernalia across green spaces
 - **Inadequate funding** – Play replacement of older equipment for new - New green space asset requests, such as planters, water points and green roofs on bin stores and bike sheds etc.
 - **New Green Spaces and assets and lack in resource growth**
- 2.6 External stakeholder consultation will be completed throughout the Spring where residents, TRAs, DMCs and members of the public will be able to feed into the recommissioning process and help us to develop a new grounds maintenance and play service. Details of engagement will be shared nearer the time.
- ### 3 DELIVERING SAFE AND ACCESSIBLE PLAYGROUNDS ACROSS HOUSING
- 3.1 Green Space Operations currently inspect 189 play areas (play and sports) across 104 Camden housing estates, of these six play areas over four estates are currently TMO maintained and 183 are maintained by Green Space Operations and our term contractor Idverde.
- 3.2 The team also manages a further seventy play areas across thirty-six park sites.
- 3.3 96.3% (182 separate play/sports areas) of play areas managed by Camden Green Space Operations on housing estates are open for play. Seven play areas/MUGAs are currently closed. Two sites, Russell Nurseries Jim's Pitch and Somers Town Estate play area, will be undergoing major repair and replacement works commencing February 2023. Quotes have been received for three further sites for major repairs and will progressed subject to agreement with TRAs/ residents. Two further sites are currently being considered for major works and communications are ongoing regarding future use and design.

- 3.4 During the financial year 2022/23 8 sites underwent major works to replace surfacing or assets and a further eleven sites have works commissioned to commence in February or March 2023. Works completed include a new 3G pitch at Alexandra & Ainsworth Estate and new play area surfacing at Maitland Park, South End Close, Kingsgate Estate and Wellesley Play Area.

4 TREE MANAGEMENT

Enquires should be raised by:

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

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

- 4.1 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.
- 4.2 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.
- 4.3 The tree term contractor, Treehab Ltd, took over the contract from City Suburban Tree Surgeons Ltd, who had gone into voluntary liquidation, on 31st October 2022. The transfer of the operation has gone smoothly and Treehab Ltd continue to increase the amount of work completed each month. However, there are still delays and work is being prioritised based on risk.

5 HOUSING TREE ENQUIRIES

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

Enquiries Received	Apr - Dec 2021	Apr - Dec 2022
Housing Communal	325	305
Street Property	111	125
Total	436	430

Enquiries closed	Apr - Dec 2021	Apr - Dec 2022
Housing Communal	305	245
Street Property	167	121
Total	472	366

Work completed	Apr - Dec 2021	Apr - Dec 2022
Housing Communal	3,773	599
Street Property	228	140
Total	4,001	739

- 5.3 As can be seen from the tables above the number of enquiries received are almost the same. However, the number closed is down by 106 and works completed is below last year's total for the same period. This has been down to a lack of resources in the team, which has meant our safety inspections are 3 months behind. Also, the change of our term contractor has caused a delay to work while they fully mobilise. Therefore, we have continued to prioritise works based on risk to maximise work capacity.
- 5.4 The tree planting season runs from October to April and so far, forty-one trees have been planted on housing sites. These trees have been planted through a mixture of our tree planting programme and HS2 projects. There are another sixty trees planned for this season through the Communi-tree programme run by the [Camden Forest](#).
- 5.5 Trees planted in urban areas have a hard beginning to their life, we welcome your help in helping these new trees establish in their new homes by supporting our watering of them for the first 3 years. A map of new trees and a video on how you can supplement the Council's watering can be found at: <https://www.camden.gov.uk/trees#taiz>

5 HOUSING TREE INSPECTIONS

- 6.1 The programme of three yearly health & safety inspections and maintenance for 2022/23 on Housing estates covers the following wards:
- Bloomsbury
 - Camden Square
 - Camden Town
 - Holborn & Covent Garden
 - Kings Cross
 - Primrose Hill
 - Regents Park
 - St. Pancras
- N.B. these are the pre-2022 ward boundaries.

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

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

REPORT ENDS

CCTV & RESPONSIVE SECURITY PATROL

1 CCTV

1.1 Work has continued on the planning and design stages of the new housing CCTV installation project over the last three months.

- 47 Estates identified with CCTV as a priority for upgrade in the next financial year
- Twenty-five estates visited to date and full assessments completed, with four more planned in March
- All forty-seven estates hoped to be visited and designed by the end of August

1.2 Camera installations are continuing:

- Three estates are now fully upgraded (51 cameras working in the CCTV Control Room)
- Four estates are being worked on (52 being connected)
- Four estates are waiting for work to start

1.3 A forward plan of works (subject to change due to operational and technical reasons) has been published on the Council's website. It will be updated monthly and can be accessed here - [CCTV and Responsive Security Patrol \(RSP\) - Camden Council](#)

1.4 During the tragic Euston incident the CCTV Control Room was working closely with the Police and arranged for 1290 minutes of footage to be made available to the investigation.

1.5 Also of note was at Christmas time a CCTV operator was proactively monitoring public space cameras and a male was spotted acting suspiciously, Police were called on the radio and guided in. They detained the male, and we were later informed he was wanted on suspicion of murder.

1.6 Recruitment for CCTV staff has now nearly concluded, since the move away from contractors and to inhouse staff we have recruited seven new staff with just one vacancy remaining to fill.

1.7 Please remember 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 two 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.

1.8 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.

2 Responsive Security Patrol

2.1 The Council's five vehicle Responsive Security Patrol (RSP) is available for residents to call out 12 hours a day, 7 days a week, from 4pm to 4am. The main purpose is to act as a deterrent and to detect and disrupt ASB on housing land. The RSP can be called out for any type of ASB, and residents can call them out without sharing their personal details. Last year they carried out nearly 55,500.

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 During the recent tragic incident at Euston the RSP was the first council department to attend and over the course of the following week they carried out over three hundred high visibility foot patrols in the estates close to Phoenix Road.

REPORT ENDS

COMPLAINTS PERFORMANCE

Housing Complaints Quarter 3 22/23

Division	Housing Management Qtr 3	Qtr 2 22/23	Property Management Qtr 3	Qtr 2 22/23
Number stage 1 complaints in Qtr	46	66	387	215
cases responded to within time (10 wkg days)	39%	35%	55%	62%
cases responded to late	33%	35%	35%	31%
Open cases currently overdue	28%	30%	10%	7%
Number of "not a complaint" cases & not included in above figures	49	53	180	139
Number stage 2 complaints in Qtr	15	19	87	58
Number Housing Ombudsman decisions in Qtr	0	1	2	0

Housing Management (by Main Service Areas)	Landlord Services Qtr 3	Qtr 2 22/23	Estate Management Qtr 3	Qtr 2 22/23
Number stage 1 complaints in Qtr	21	38	22	15
cases responded to within time (10 wkg days)	43%	21%	18%	47%
cases responded to late	38%	45%	46%	33%
Open cases currently overdue	19%	34%	36%	20%
Number of "not a complaint" cases & not included in above figures	22	30	17	18
Number stage 2 complaints in Qtr	7	6	5	5
Number Housing Ombudsman decisions in Qtr	0	0	0	0

Property Management	Repairs & Operations Qtr 3	Qtr 2 22/23
Number stage 1 complaints in Qtr	381	210
cases responded to within time (10 wkg days)	55%	62%
cases responded to late	35%	32%
Open cases currently overdue	10%	6%

Number of "not a complaint" cases & not included in above figures	166	133
Number stage 2 complaints in Qtr	85	55
Number Housing Ombudsman decisions in Qtr	2	0

1 COMMENTARY

- 1.1 The data shows a significant increase in complaints received relating to Repairs with a decrease in Landlord Services.
- 1.3 Overall, the service levels for Repairs & Operations and Estate Management decreased as their volume of complaints increased. Whilst Landlord Services saw an improvement in service levels by doubling the percentage of cases responded to on time whilst seeing a reduction in the number of complaints received.
- 1.4 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.
- 1.5 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

CAMDEN HOUSING & PROPERTY RESIDENTS PANEL

1 INTRODUCTION

- 1.1 The Camden Housing & Property Residents Panel is a new open and honest approach to putting residents in the driving seat when it comes to improving Camden's services.
- 1.3 The Housing & Property Residents Panel is not just another an officer-led group; residents voices, needs, and ideas are at the centre of the panel's purpose. To help ensure that the panel operates 'by residents, for residents', the panel sessions are being facilitated independently by the UK's leading public participation charity – Involve.

2 INVOLVE

- 2.1 Since 2003, Involve have been working with governments, parliaments, civil society, academics, and the public to create and deliver new forms of public participation that re-vitalise democracy and improve decision-making. They have also worked with Camden for some time, including around successful public democracy groups like Camden's Data Charter Residents' Panel, and Camden's Citizens' Assembly on the Climate Crisis.

3 PANEL SESSIONS SO FAR

- 3.1 The panel are taking the lead themselves on how they want to work going forward; they are co-designing their own working methods, and the topics and subjects they wish to explore are up to them.
- 3.2 The panel's first session was on 01 December, and was opened by Director of Property Management, Gavin Haynes.
- 3.3 The session was all about the panel meeting and getting know each other, understanding broadly the types of work carried out under the Housing and Property Directorates, and co-designing how the panel want to work together and approach things in future.
- 3.4 The second session of the panel on 17 January was opened by Director of Housing, Glendine Shepherd. This session was for the panel to explore what topics they may want to investigate more deeply at future panel sessions.
- 3.5 The panel produced lots of topic suggestions which they reviewed and prioritised, and some of the key themes were around safety & security, housing repairs, damp & mould, communication, innovation seven technology, and accessibility & inclusion.

REPORT ENDS

HEATING POOL UPDATE

1 INTRODUCTION

- 1.1 The Council were asked by the DMCs to provide information for them regarding the final decision regarding heating pool charges, how much they have gone up to and how the Council had sought to mitigate this increase.

2 DECISION

- 2.1 Cabinet on the 18th of January agreed to increase the heating pool scales by 175%, to defer repayment of the 2022/23 heating pool deficit into future years and apply credits to bring the net increase down to 125% and to agree an in-year review of charges during 2023, rather than January 2024.

3 MITIGATING THE INCREASE

- 3.1 There are three mitigations to get the increase down to 125%. This is largely taken from the 18th January [Cabinet report](#) and the [addendum](#).
- 3.2 To shield tenants from the start of extremely high energy prices and limit the increase to 15%, the heating pool utilised all of the remaining heating pool reserve during 2022/23. However, fuel and energy costs continue to rise which is predicted to lead to a deficit in the heating pool during 2022/23 meaning the heating pool reserve is unable to offset the price increases. The Cabinet agreed to carry forward the pool reserve deficit into 2024/25 rather than recover this deficit in the 2023/24 charges. This brought the increase down to 220%.
- 3.3 Secondly, the 220% increase is predicated on an assumed 20% increase in gas prices during the second half of 2023/24 (Oct 23 to Mar 24). Cabinet decided to assume that prices will remain flat for that duration reducing the gas forecast by £3m and enabling the base case option to be limited to 175%. Once the change in prices for the second half of the year becomes known in the Autumn, after the Council completes its advance purchases, the Cabinet may need to change the heating pool charges if prices have gone up.
- 3.4 Finally, the Cabinet agreed to cap the 175% increase temporarily for 2023/24 to a 125% increase. This would be funded by applying one-off funding of £3.5m in credits to tenants' rent accounts.

REPORT ENDS

DMC ELECTION NOMINATION FORMS

1 INTRODUCTION

- 1.1 This report provides details on the election process for DMC committee officers (chairs and vice chairs) at its June 2023 meeting that is the start of the municipal year. The report includes the prescribed forms DMC members are asked to complete and return should they wish to nominate themselves or another member.

2 WHO CAN YOU NOMINATE?

- 2.1 You can nominate yourself or another DMC member/substitute as a candidate to be your DMC chair, vice chair(s) or representative to other groups.
- 2.2 Whoever you nominate must be the elected DMC member or substitute from a registered Camden Tenants and Residents Association (TRA). To check if their TRA is registered with the Council or to find out anything about the elections, please contact your Senior Tenant Participation Officer, email tp@camden.gov.uk.

3 HOW TO NOMINATE

- 3.1 Each nomination must be made on a separate nomination form.
- 3.2 A person can be nominated for more than one position.
- 3.3 All candidates must sign the nomination form.
- 3.4 The candidate being nominated must also provide an election statement saying why they think they should be elected. Information about nominated candidates and their elections statements will be available at the June meeting.
- 3.5 Completed nomination forms should be sent back to the Tenant Participation Service by email to tp@camden.gov.uk (see form included in agenda pack)
- 3.6 Nomination forms must be received before **5pm on Friday 19th May 2023**

4 WHAT HAPPENS ON ELECTION NIGHT?

- 4.1 Elections for the chair, vice chair(s) and representatives will all take place at the June DMC meeting. You can also nominate yourself or another DMC member on the night, but we would recommend doing this before then using the enclosed nomination forms.
- 4.2 If more than one person is nominated for each position, a confidential ballot will be held to find out who gets the most votes. If only one person is nominated for a role there will be no need to have a confidential ballot as they will be elected unopposed.

- 4.3 The results of the elections will be announced on the night and included in the DMC minutes when these are sent out.

5 WHO CAN VOTE ON ELECTION NIGHT?

- 5.3 Only DMC members of registered Tenants and Residents Associations (as set out in the A list of registered TRAs provided on election night) can vote for the candidates. DMC substitutes are only allowed to vote on election night if they are standing in for the named member.

6 WHAT'S INVOLVED IN BEING A DMC CHAIR OR VICE CHAIR?

- 6.1 DMC chairs and vice chair/s are elected every year and they are responsible for helping to run the DMC and do its work in between meetings. The chair also "chairs" DMC meetings. The Code of Conduct will provide a helpful guide on how DMC Chairs and vice-chairs(s) should help manage and DMC meetings and the conduct of DMC representatives.
- 6.2 In addition to the chair and vice chair, your DMC also elects representatives onto other groups and organisations in Camden.
- 6.3 If you would like an informal chat about the role of DMC chairs and vice-chairs and the June election process, please contact your Senior Tenant Participation Officer or email tp@camden.gov.uk

REPORT ENDS

District Management Committee 2023 Annual Elections NOMINATION FORM FOR CHAIR

(PLEASE WRITE IN BLOCK CAPITALS)

You can nominate yourself or another District Management Committee (DMC) member or substitute. The candidate must fill out this form.

CANDIDATE'S DETAILS (to be completed by the candidate)

Full Name	Title (e.g., Ms, Mr, Mrs, Dr)
Address for correspondence:	
Email address:	Post code:
Contact phone number	Mobile:
How would you describe your ethnicity:	
Do you consider yourself to have a disability? If you have a disability, how can we support you if you are successfully elected?	
PLEASE NOTE: your address and telephone information is only for the use of the Tenant Participation Services team so they can contact you and will remain confidential.	

I, the above-named candidate consent to my nomination and agree to stand for election. I confirm that to the best of my knowledge the information provided on this form is accurate.

Signature:

Date:

ELIGIBILITY CRITERIA FOR CANDIDATES

All proposed candidates must be:

- the elected DMC representative or substitute of their Tenants and Residents Association

District Management Committee 2023 Annual Elections NOMINATION FORM FOR VICE CHAIR

(PLEASE WRITE IN BLOCK CAPITALS)

You can nominate yourself or another District Management Committee (DMC) member or substitute. The candidate must fill out this form.

CANDIDATE'S DETAILS (to be completed by the candidate)

Full Name	Title (e.g., Ms, Mr, Mrs, Dr)
Address for correspondence:	
Email address:	Post code:
Contact phone number	Mobile:
How would you describe your ethnicity:	
Do you consider yourself to have a disability? If you have a disability, how can we support you if you are successfully elected?	

PLEASE NOTE: your address and telephone information is only for the use of the Tenant Participation Team so they can contact you and will remain confidential.

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Signature:

Date:

ELIGIBILITY CRITERIA FOR CANDIDATES

All proposed candidates must be:

- The elected DMC representative or substitute of their Tenants and Residents Association

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1 Introduction

- 1.1 Your District Management Committee (DMC) will be electing its Chair, Vice-Chair(s) and representatives to other groups at the June 2023 meeting. If you are a DMC member, you can nominate yourself or another DMC member or substitute.

2 Who can you nominate?

- 2.1 You can nominate yourself or another DMC member/substitute as a candidate to be your DMC chair, vice chair(s) or representative to other groups.
- 2.2 Whoever you nominate must be the elected DMC member or substitute from a registered Camden Tenants and Residents Association (TRA). To check if their TRA is registered with the Council or to find out anything about the elections, please contact your Senior Tenant Participation Officer, email tp@camden.gov.uk.

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nominated for a role there will be no need to have a confidential ballot as they will be elected unopposed.

- 4.3 The results of the elections will be announced on the night and included in the DMC minutes when these are sent out.

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- 6.2 In addition to the chair and vice chair, your DMC also elects representatives onto other groups and organisations in Camden.
- 6.3 If you would like an informal chat about the role of DMC chairs and vice-chairs and the June election process, please contact your Senior Tenant Participation Officer or email tp@camden.gov.uk

Report Ends

District Management Committee 2023 Annual Elections NOMINATION FORM FOR CHAIR

(PLEASE WRITE IN BLOCK CAPITALS)

You can nominate yourself or another District Management Committee (DMC) member or substitute. The candidate must fill out this form.

CANDIDATE'S DETAILS (to be completed by the candidate)

Full Name	Title (e.g. Ms, Mr, Mrs, Dr)
Address for correspondence:	
Email address:	Post code:
Contact phone number	Mobile:
How would you describe your ethnicity:	
Do you consider yourself to have a disability? If you have a disability, how can we support you if you are successfully elected?	
PLEASE NOTE: your address and telephone information is only for the use of the Tenant Participation Services team so they can contact you and will remain confidential.	

I, the above named candidate consent to my nomination and agree to stand for election. I confirm that to the best of my knowledge the information provided on this form is accurate.

Signature:

Date:

ELIGIBILITY CRITERIA FOR CANDIDATES

All proposed candidates must be:

- the elected DMC representative or substitute of their Tenants and Residents Association

District Management Committee 2023 Annual Elections NOMINATION FORM FOR VICE CHAIR

(PLEASE WRITE IN BLOCK CAPITALS)

You can nominate yourself or another District Management Committee (DMC) member or substitute. The candidate must fill out this form.

CANDIDATE'S DETAILS (to be completed by the candidate)

Full Name	Title (e.g. Ms, Mr, Mrs, Dr)
Address for correspondence:	
Email address:	Post code:
Contact phone number	Mobile:
How would you describe your ethnicity:	
Do you consider yourself to have a disability? If you have a disability, how can we support you if you are successfully elected?	
PLEASE NOTE: your address and telephone information is only for the use of the Tenant Participation Team so they can contact you and will remain confidential.	

I, the above named candidate consent to my nomination and agree to stand for election. I confirm that to the best of my knowledge the information provided on this form is accurate.

Signature:

Date:

ELIGIBILITY CRITERIA FOR CANDIDATES

All proposed candidates must be:

- The elected DMC representative or substitute of their Tenants and Residents Association

Title: Gospel Oak DMC Budget Report

Discussion Report

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

Report Summary: This report outlines the spend relating to the revenue budget for 2022/23.

Revenue Works Budget for 2022/23

For the financial year 2021/22 there was an underspend of £100,000, which is being held for the Beaumont Walk gating project as agreed at the DMC meeting on 10 March 2022.

Ordinarily funds must be spent in the year allocated, however, in certain circumstances, such as a large project Beaumont Walk, funds can be held in this way.

The total budget for the current year 2022/23 is £135,800.

All TRAs are encouraged to consider any improvement schemes that would benefit their estates/areas and residents. They should then be discuss these at an early stage with either their Neighbourhood Manager or Neighbourhood Housing Officer, so that schemes requiring either technical input or pricing can be looked into and progressed.

Please find some feedback at the bottom of this report from Denton Sheltered Housing about how they used their funds allocated by the DMC.

Bid Criteria

DMC funding guidelines have been circulated to TRA representatives.

DMC Agreed Criteria

- The DMC will only approve bids from TRAs for funding where a member of the TRA is present at the meeting, except in extenuating circumstances. The DMC will decide on exemptions on a case-by-case basis.
- To be eligible for funding a TRA must have been represented (not necessarily through their designated representative or substitute representative) at a minimum of two meetings in the past twelve months, except in extenuating circumstances. The DMC will decide on exemptions on a case-by-case basis.

DMC spend 2022-2023

Bacton Tower (Carried forward from previous year)	£6,798.55
Cayford House (Agreed at March meeting)	£20,026.15
School holiday football scheme.	£7,700
Beaumont Walk	£20,000
Castle Road	£3,500
Bassett Street	£573
DMC	£17800
Total Spend	£76397.70
Unallocated	£59402.30

New bids received for consideration by the March 2023 DMC meeting.

TRA	BID SUBMITTED	AMOUNT	COMMENTS
Kiln Place	Replacement Tables x5 Replacement Planter x1 Plants and bulbs for the gardening clubs	£1330.00	Planters were destroyed by some unknown persons. TRA hall tables broken and need replacing.
Mansfield	Railway sleeper retaining wall	£8875.00	The concrete paving is always suffering from subsided soil falling across it due to the steep incline of the attached landscaping. The rail sleepers will create a low retaining wall to ensure the soil is levelled and can then be planted with low-profile shrubs/plantings to enable a solid foundation can take hold naturally.

Clarence Way Officer Bid	Clarence Way Hall refurb	£27690.00	Stanton will present this
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Bids agreed from previous meeting to be paid from this year's budget

TRA	Bid submitted	Amount	comments
	QCCA foodbank & The cooperation town warm project	£13000.00 £4800.00	Feedback has been received from the Warm project and an article was written in the CNJ
Bacton Tower	Blinds for windows in refurbished TRA hall. These are specific blinds for the large windows	£3608.55	Paid.
Bacton TRA	5 tub chairs 8 Tables Cleaning Cupboard Gardening items <ul style="list-style-type: none"> • Bulbs • Soil • Plants • Rake • Shears and gardening equipment 	£3190	Paid.
Cayford House TRA	The installation of fencing and a gate to increase security of residents and to deter anti-social behaviour at the garden and at the sheds at the back of the block.	£20,026.15.	Agreed and works to begin. Paid.
School holiday football scheme raised by Kiln Place TRA.	To provide the provision of a specialist facilitator- (Realm Sport) during the school holidays	£7,700	Paid.

	which form part of the half term and summer holidays. Open to all Local children within the catchment area of Gospel Oak DMC whose ages range from six to thirteen years of age. To promote interaction, healthy play, team building, football mastery skills and participation in competitive in house mini tournaments on a Monday to Friday basis from 10.00am to 15.00 pm.		
Beaumont Walk TRA	Top up fund for gating project.	£20,000	Held until project has planning consent and can proceed.
Castle Road TRA	Garden project.	£3,500	Paid
6-16 Bassett Street TRA	Bassett Street have put in a bid towards the costs of fitting a new lock and providing keys to residents to secure the garden. Also costs of maintenance tools, spades, hoes etc	£573	The original lock was not feasible and so officers to confirm exact amounts due to be paid.

Feedback on the funds spent so far from Denton Sheltered Housing

Jubilee Party – 10th June 2022

This party was enjoyed by over 25 residents in Denton and as you can see from the photo's (sent separately) many of the local non sheltered housing residents) came out to see and hear everyone having fun to celebrate the Queens Jubilee

The outside garden space was decorated to its fullest with vibrant decorations, bunting, balloons, table decorations which brought back memories from way back to childhood street parties and a great feeling of a community, The musician cancelled at the last minute due to Covid) So one of our SHM turned up with his guitar and song sheets and the tenants had such fun singing songs through the last 7 decades “ Most knew the words off by heart “ Below are a few comments from the tenants

Aldo – “Fantastico”
Rose – “ Never had such a great time... food, wine, music,
Roy - “ Never danced so much”
Janet – “ Had the best day ever”
Flo – aged 102 – cried with joy
Marco - “what a party”

The total costing for the Party was £365.50... musician was free

Breakdown
£132.00 Sainsburys online food delivery
£23.25 M&S – food/drink
£19.40 – Balloons
£44.05 – Morrisons food/drink
£46.80 – Morrisons Drinks
£100.00 – Jubilee partywear

Fish & Chips lunch 30th September

Photos sent separately

This was a very popular event held in our common room where 15 tenants enjoyed a slap up lunch of local “fish & chips.”. served with all the trimmings and of course luscious puddings, wine and beer... and we also had the piano played by one of the tenants and everyone joined in singing

Total costs: £137.35

At the present time we have only spent over £500.00 of the funding this is due to the bank account change of details. Previous Manager of Denton no longer works here so it took several months for the account to be changed to my name and of course (2 tenants)

We have great plans for the usage of the remaining funds

With Xmas approaching the tenants are looking forward to big celebrations... entertainment, panto, parties
A boat ride with lunch along the canal

A pop up gazebo for the garden

Updating the common room

On behalf of all the tenants here at Denton we would like to say a big “THANK YOU FOR THIS FUNDING”

Kind regards

Julia Laurie
Sheltered Housing Manager
Sheltered Services
Supporting Communities

London Borough of Camden

Report ends

Report of the Cabinet Member for Better Homes Housing Scrutiny Committee – 21 February 2023

Introduction

1. As the Cost-of-Living crisis deepened in 2022, the Council continues to prepare for the future, striving to deliver the best possible service to our residents. In my view, transformational change is essential, because I strongly believe the HRA and Housing Service must adapt and must improve if it is to survive and provide the services expected by our residents.
2. My priority is always to ensure that any “efficiencies” are from true improvements in ways of working, combatting silo work ethics, optimising good practice, and avoid front-line service cuts.

Housing management in the community

3. Our neighbourhood housing officers and other staff have stepped up support to tenants. In October they took on a new role helping tenants who need it to access support from the Council’s Cost-of-Living Crisis fund.
4. In November our tenant visiting programme began and is now in full swing. Our aim is to visit as many tenants as possible during 2023 and into 2024 to offer advice, help and support when it is needed. We are prioritising visits to our most overcrowded households, and at the same time, we are reviewing how we work with tenants who live in homes that are bigger than they need.

Enhanced support for our caretakers

5. One of the most notable innovations to come out of the 2018 Caretaking Review was the mobile Caretaking Support and Response team (CSR), tasked with supporting Caretakers by delivering enhanced cleaning and project work. This has continued to great effect in the last year.
6. Residents are keenly aware of the boost this team provides our estates and how it works closely with Tenants and Residents Associations (TRAs) to identify and deliver work that is beyond the scope of Caretakers, but not enough of a priority for Capital works programmes. This team is a practical response to bridging that gap and delivers improvements for our residents quickly and in a cost-effective way.
7. The CSR have proven, time and again, to be a huge asset to the Caretaking Service and I am pleased to confirm that we are introducing a second team to increase our capacity and continue this success.

Tackling parking issues on estates

8. The first estate Traffic Management Order (TMO) was introduced on the Maiden Lane Estate in 2020, addressing health and safety concerns on the estate, which had been suffering from high pressure parking demand and non-compliant parking. 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.
9. Two years on, the conclusion of the changes to Maiden Lane pilot has 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 and use their bays safely.
10. Following the success of this work, and the proven benefits to residents, we are proposing to extend the TMO model across the borough. Late in 2022 we held a borough-wide consultation to get residents views on TMOs, and while we are currently waiting for that report to be published, early indications are that residents are keen for this change to happen, to address the endemic issue of non-compliant and inconsiderate parking, and provide safer site layouts and better service-vehicle access.
11. 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.
12. 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.

Promoting our "meter reading service"

13. Due to recent uncertainty in the energy market, we know how important it is for our residents to have access to their electrical meter readings in order to manage energy consumption effectively for finance and budgeting. For many residents this information can be difficult to obtain, as in some older buildings meters are often located in electrical intake cupboards, where access is restricted for safety reasons and is limited to qualified staff and utility company personnel only.

14. Our Meter Reading service accesses these restricted areas on request and support residents with meter readings and provides access for top-up meters. They will also work with residents and their utility providers to relocate prepayment energy meters inside homes, helping to address fuel poverty, and facilitating smart meter installations and meter resets and access for other electrical works. We are monitoring service demand to ensure we continue to support residents and help to prevent fuel poverty.

Striving to reach out to vulnerable and disabled residents

15. Across the organisation, we recognise that our support must be accessible to all our residents and are working to better enable disabled or other vulnerable residents to engage with the Council.

16. For example, we recognise that how a resident initially engages with the housing repairs centre must be inclusive and accessible for all. For the past two years, we have rolled out many new contact-channel options. These include options for deaf residents and for those where English may not be a resident's first language. Furthermore, not everyone is comfortable or able to have a telephone conversation, so we now provide multi-lingual Live-chat, WhatsApp and SMS reporting options, which are already proving to be a massive success with very high customer satisfaction levels being recorded.

17. The team aims to have in place a new video calling platform that would enable deaf and other more vulnerable residents the opportunity to have a 'virtual face-to-face' conversation with one of the team with the ability to bring translators onto the call as well.

18. We are also keen to make sure that all our tenants have the opportunity to talk to their neighbourhood housing officer, and that's why visiting tenants at home and seeing them face to face remains at the heart of our service, if that's how they prefer to engage with the council.

19. We rely on residents to let us know about the issues in their neighbourhoods that need tackling. When their housing officer is a familiar face, tenants are more likely to contact us if they need help, or to let us know if they are worried about a neighbour.

20. As Camden faces significantly higher rates of mental ill health than the national average, we have a team of mental health professionals working alongside our neighbourhood housing teams. The team support our housing officers to work with

tenants who struggle with mental health issues, improving the services they receive and strengthening links between housing teams and specialist mental health services

21. As part of our visiting programme we are asking tenants to let us know if they would need help if they needed to evacuate their home in an emergency. Improving our records on this will help services to respond more quickly to keep people safe. At the same time, asking tenants to let us know if they struggle with their mobility provides an opportunity to also establish if they need support with aids or adaptations in their home or advice about disability benefits, or signposting to appropriate help with blue badge applications.
22. All housing services will continue to explore more ways in which the provision we offer focuses on addressing all our residents' needs, including by working closely with colleagues across the Council, such as Contact Camden, to share these experiences and best practices.

Money

23. The events of the past few years have created an almost perfect storm for Camden's Housing Revenue Account (HRA). The period from 2016-2020 saw enforced annual rent reductions of 1% as part of the government's efforts to reduce welfare expenditure, even though, this did not include the private rented sector. This resulted in a cumulative loss of rental income stream amounting to just under £70 million, and it meant that the HRA entered the current period of economic volatility with its finances in a weakened state. Brexit, Covid and the war in Ukraine have all contributed to inflation reaching a 40 year high with CPI at 11.1% in October, which has put unprecedented pressure on the costs of energy, repairs, maintenance, and housing services. This is alongside increased regulation for fire and building safety and increased legal compliance required of social landlords in the Social Housing Regulation Bill introduced to Parliament in the last year. Alongside this we are actively addressing instances of damp and mould that are constantly emerging.
24. At the same time funding for the HRA has consistently failed to keep pace with these rising costs. With no central government support available, the Council will need to make some difficult decisions to secure the long-term viability of the HRA.

My focus for the next year

25. In the recent Joint Meeting of District Management Committees (DMCs), a key theme that I heard was a perception of poor and disjointed communication from the Council, both internally and externally. A second key message I took away was a perception of wastefulness, and inefficiencies in how we do things.

26. It is clear to me that there is a lot more we can do to improve these two areas in how we work. However, I also know there has been a lot done to improve things, and we must recognise and acknowledge this work as well, as I have tried to set out some of this work in this report.
27. But to do that effectively, we must be better communicators. For instance, if residents are unaware of why the repairs service has been slower to react, or why scaffolding remains up for months and years, then, they will come up with their own reasons for this.
28. Residents need to know that our repairs service has had to catch up with more than half a million backlog of enquiries due to the shutdown in the pandemic without extra resources. They need to know that, this has also meant the way we live, combined with increased leaks from above and roofs, has led to a significant increase in damp and mould, and as we are now proactively seeking out damp and mould cases, our workload in this area has shot up more than tenfold. They also need to know that capital spending has had to be diverted away from routine Better Homes works so that we could comply with the extra regulatory safety requirements in fire safety works. And they need to know that, when there is masonry falling off our buildings, we need to put up scaffolding to protect those below while we scope and cost remedial works, set out to identify increasingly depleted funding sources to do the necessary works, consult leaseholders and tenants, and then go out to tender and appoint a contractor. All this takes time, especially when our reserves are under pressure. We live in a climate in which a government can still raid HRA funds through the front door by placing unfunded legislative burdens and rent caps to reduce welfare budgets in its own Treasury coffers. All this adds to delay, and that means scaffolding will unfortunately have to remain in place for far longer than we would like it to. But we need to explain this and while I strongly believe officers are leaving no stone unturned, we also need to be open to suggestions on how we might be able to improve this.
29. Having said this, I agree that these two areas are giving rise to increased dissatisfaction to residents and will be my focus for the next 12 months.
30. As well as focusing on effective communication with our residents, responding to their emails within acceptable protocols and throughout the ranks, I do firmly believe that our transformation agenda will lead to working in more efficient and effective ways maximising available resources and extracting the most out of every pound we spend.

31. Our two directors, Glendine Shepherd and Gavin Haynes, are leading on this and I thank them for their hard work in this past year. However, helping me drive this change have also been tenant representatives on our DMCs, fellow councillors, and our frontline officers, some of whom have recently agreed to defer their holidays to help colleagues address the increased demands in our damp and mould cases. I would like to particularly thank them for their thoughtfulness.
32. Finally, I pay tribute to our DMC representatives who tried to grapple with the harsh difficulties of maintaining a healthy HRA and recognising the need to pay for the maintenance of our homes at a decent standard. Increasing rents, service charges and energy prices to keep up with high inflation and rising costs at a time of cost-of-living crisis is a painful exercise, and I witnessed this pain etched in the faces of our DMC reps when they contemplated the available options in our January DMC meetings. Ultimately, those decisions were tight with a number of abstentions, and the majority supporting the recommended increases was very slim. It was the heavy caveats attached on more efficiency and limiting waste, which has influenced my decision to focus my attention on these areas. Change does not happen quickly. It takes courage to recognise what does not work so well. But once this happens, improvements do follow. My personal commitment, and that of our officers' will ensure that improvement comes.

Report Ends

Cllr Meric Apak – 9 February 2023