

LEASEHOLDERS' FORUM

TUESDAY, 28 MAY 2024 AT 7.00 PM
COMMITTEE ROOM 1, TOWN HALL, JUDD STREET, LONDON WC1H 9JE

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Issued on: Monday, 20 May 2024

REMOTE MEETING ETIQUETTE

Participants¹ in remote meetings are asked to adhere to the following guidelines:

Preparing for the meeting

- If you are planning to attend, make sure you have informed the committee officer named on the agenda front sheet, so that a full list of those expected at the meeting can be prepared.
- Ensure you have read the report(s) before the meeting.
- Ensure that you are located in an area where you are unlikely to be disturbed.
- Ensure that your broadband connection is sufficiently stable to join the meeting. If your connection has low bandwidth, you might need to ask others using your broadband connection to disconnect their devices from the broadband for the duration of the meeting. If the does not help, you may wish to try connecting your device to your router using an Ethernet cable.
- Ensure that your background is neutral (a blank wall is best) and that you are dressed appropriately for a meeting held in public.
- Ensure that the camera on the device that you are using is positioned to provide a clear, front-on view of your face. This may involve thinking about lighting in the room you are in (for example, sitting in front of a window may plunge your face into shadow) or putting your webcam, laptop or tablet on top of a couple of books so that you can look into the camera face on.
- Ensure that you are familiar with the functions of the software you are using. The committee officer will be online 15 minutes before the meeting start time to give everyone time to join and deal with any technical challenges, so try to join the meeting at least 5 minutes before the meeting start time to make sure that everything is working.
- Ideally, you should use earphones or a headset to participate in meetings as it reduces the risk of feedback from using your device's external speaker and reduces background noise from your surroundings.

At the meeting

- Join the meeting promptly to avoid unnecessary interruptions.
- Mute your microphone when you are not talking. If you are an officer or a depute, please turn off your video when not speaking in order to reduce bandwidth.
- Only speak when invited to do so by the Chair.
- When speaking for the first time, please state your name.
- Keep comments, questions and other contributions brief and to the point.
- If referring to a specific page on the agenda, mention the page number.
- The 'chat' function should be used in an appropriate and professional manner at all times.
- Once the Chair closes the meeting, all remaining participants should leave the call promptly.

¹ Participants are defined as members of the committee; other councillors who seek to address the committee; officers advising the committee or presenting reports; any external partners / third-parties invited to address or advise the Committee; and deputees (including any member of the public with speaking rights).

Reserved Business

The meeting may include “Reserved Business”, normally at the end of the meeting, when Forum Members only meet to consider sensitive items or to plan the future work and direction of the Forum. If this happens, any participant who is not a member of the Forum will be asked to leave the meeting. If you are asked to leave the meeting, please end your connection promptly. Any connections that are not ended promptly will be terminated by the committee officer.

ENDS

Attending Camden Leaseholders' Forum

Leaseholders' Forum meetings are open to the public to attend and observe. Arrangements are in place for four types of people to attend and take part: Representatives, Officers, Councillors and Observers.

Representatives join the Forum every three years. A general invitation is sent to all leaseholders and any necessary election held. Representatives adopt the Constitution and Code of Conduct annually. Representatives define the agenda, discuss items on it and, if there is significant disagreement, vote to decide the Forum's views.

One of the Representatives is elected as Chair each year, and sets the agenda in advance of each meeting, so that relevant Officers have notice to prepare any papers and to attend as necessary. Participants should therefore arrive having read any pre-prepared papers and ready to make informed comments upon them. A particular agenda does not cover all possible topics, but allows some to be heard in depth, or at a suitable time (e.g. if the Council is about to make a policy decision). There is a work programme set out on each agenda. Quite often, there are issues to follow up from previous discussions; attempts to re-debate decisions already taken are resisted. The Chair conducts the meeting and invites people to speak. This ensures that the meeting keeps to the agenda, reaches tangible outcomes, and that the meeting is held in an orderly fashion.

Officers are employees of Camden Council coming to present papers and help inform the discussion on relevant current and prospective Camden Council policy. The "lead officer" is the Head of Leaseholder Services, though more senior officers also attend meetings. The Forum can ask for Council "persons papers and records", but in doing so, bears in mind the extra burden on officers and the cost which leaseholders ultimately pay for through service charges: Requests should be pertinent to significant issues, proportionate to the likely outcome, and the simplest and cheapest approach for getting the necessary information to make a decision. An officer from Democratic Services attends to take minutes and issues the agenda. The officer is there to advise on committee procedure and meeting management; contact details can be found on the front page of this agenda.

Councillors frequently attend the meetings. All Council powers ultimately rest with the Leader (a Councillor elected each year by councillors after nomination by the largest single party (currently Labour)). The Leader appoints Cabinet Members with defined responsibilities, and delegates powers to officers too. The Cabinet Member for Better Homes attends the Forum regularly.

Observers are Camden Council leaseholders. Unlike the general public, with the Chair's permission and the tolerance of other attendees, they may speak to issues on the agenda, but not vote. If observers wish to raise concerns about something not on the agenda then the following should be borne in mind:

The Forum aims "To represent leaseholders in matters of general concern and to improve relations between Council and leaseholders by identifying issues whose resolution will improve efficiency and cost-effectiveness for all. (the first line of the Forum's [Constitution](#)) – i.e. it is **not** to address individual issues. It is not appropriate for personal issues to be discussed in public. If the issue is essentially a complaint, follow our guide to "[Complaining Effectively](#)", and only seek Forum help if resolution has proved impossible. You could:

- Find a Member and get them to raise the subject...
([list of Members by District on www.leaseholdersforum.org.uk](#)); or
- Submit the request to the Chair (camden@leaseholdersforum.org.uk) who can then consider how best to get it addressed, whether through the Forum or outside it. If the Forum route is chosen, the deputation process generally used by the Council for full Council meetings will be adopted as set out at <http://www.camden.gov.uk/deputations>. This means you will have three minutes to present the issue and submit a paper in advance so a response can be agreed. If the issue is not felt relevant to the Forum, the Chair may seek agreement that the leaseholder and the Head of Leaseholder Services discuss the issue outside the meeting. If no resolution is possible, that may be brought back to the Forum as an issue in itself.

Typically the reason that a request is rejected is that it is personal in nature (between the Council and the person submitting the request and (on occasions) other residents).

All above documents are available from the Forum website: www.leaseholdersforum.org.uk

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**LEASEHOLDERS' FORUM
28 MAY 2024**

AGENDA

- | | Timing |
|-----------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 1. APOLOGIES FOR ABSENCE AND INTRODUCTIONS | 7.00pm -
7.10pm |
| 2. ELECTION OF CHAIR

Members to elect a Chair for the municipal year 2024-25. | 7.10pm -
7.15pm |
| 3. ELECTION OF VICE-CHAIR

Members to elect a Vice -Chair for the municipal year 2024-25. | 7.15pm –
7.20pm |
| 4. ELECTION OF COMMUNICATIONS MEMBER

Members to elect a Communications Member for the municipal year 2024-25. | 7.20pm –
7.25pm |
| 5. DECLARATIONS OF PECUNIARY AND NON-PECUNIARY INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA | |
| 6. CONSTITUTION AND CODE OF CONDUCT

To note the Leaseholders' Forum Constitution and Code of Conduct. | (Pages 11 -
22) |

- 7. MINUTES** **7.25pm –
7.30pm**
- To consider and approve the minutes of the previous meeting held on 19th March 2024. (Pages 23 - 34)
- 8. MATTERS ARISING** **7.30pm –
7.40pm**
- To address items on the Action Sheet not covered by topics on the current meeting’s agenda. (Pages 35 - 38)
- 9. CABINET MEMBER FOR BETTER HOMES** **7.40pm –
7.55pm**
- To express thanks to the previous Cabinet Member for Better Homes, (Councillor Meric Apak) and to invite the newly appointed Cabinet Member for Better Homes (Councillor Sagal Abdi-Wali) to introduce herself.
- Councillor Abdi-Wali has agreed to take questions.
- 10. CAPITAL WORKS** **7.55pm –
8.10pm**
- To receive an update on the Capital Works Forward Programme from the Head of Capital Works. (Pages 39 - 40)
- To invite comment on the relevant Action Sheet item.
- To note the reports of the CLF Major Works Working Group, including the proposed case study.

11. LEASEHOLDER SERVICES

**8.10pm –
8.35pm**

To note the:

(Pages 41 -
48)

- Content of the Leaseholder Services Working Group report.
- Question-and-Answer paper on Insurance Services and to invite comments.
- Report on the Meeting with Camden on Digital Transformation and to invite CLF's Billy Byatt to field or to pass on questions.
- Report on the Resident Action Day.

12. ENERGY

**8.35pm –
8.45pm**

To note the report of the Energy Working Group and the message from Camden regarding "The Apportionment of Heating Costs to Leaseholders and Tenants".

(Pages 49 -
50)

To invite comments and to hear from a Camden representative of Finance, who can speak to the apportionment issue.

13. REPAIRS

**8.45pm –
8.55pm**

To note the report of the Repairs Working Group.

(Pages 51 -
54)

14. ANY OTHER BUSINESS

**8.55pm –
9.00pm**

15. TIME AND PLACE OF NEXT MEETING

9.00pm

AGENDA ENDS