

# HAMPSTEAD DISTRICT MANAGEMENT COMMITTEE

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THURSDAY, 21 SEPTEMBER 2023 AT 6.30 PM  
TAPLOW TRA HALL, UNIT 7, TAPLOW, ADELAIDE ROAD, LONDON, NW3 3NY

Enquiries to: **Vinothan Sangarapillai, Committee Services, Committee Services**  
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Telephone: **020 7974 4071 (Text phone prefix 18001)**

**CHAIR**  
**Toyin Majiyagbe (Taplow TRA)**

**VICE CHAIRS**  
**Anne Ward, 5-7 Belsize Grove**  
**Arun Kumar, Abbey Green TRA**

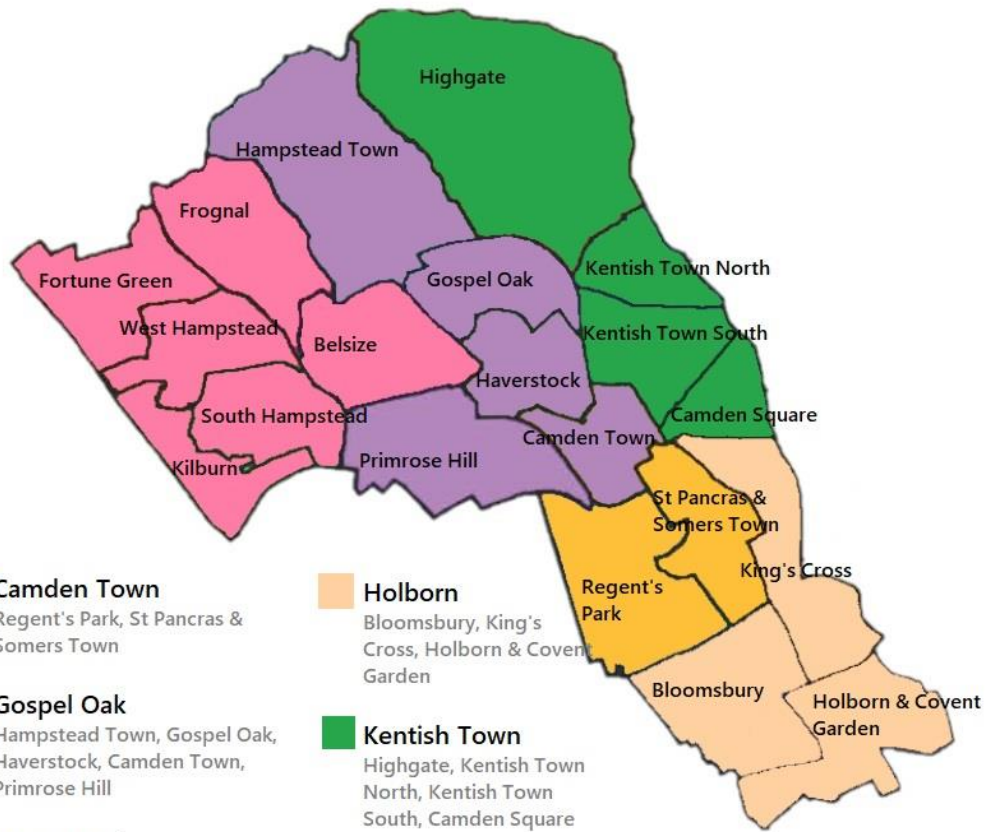
**A full list of voting DMC members and substitutes is set out at Item 1.**

**COUNCILLOR OBSERVERS**  
**Councillors Nancy Jirira (LD), Gio Spinella (C) and Nanouche Umeadi (L)**

**SUBSTITUTE COUNCILLOR OBSERVERS**  
**Councillors Richard Olszewski (L) and Tom Simon (LD)**

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, 7 September 2023



**Camden Town**

Regent's Park, St Pancras & Somers Town

**Gospel Oak**

Hampstead Town, Gospel Oak, Haverstock, Camden Town, Primrose Hill

**Hampstead**

Fortune Green, Frognal, West Hampstead, South Hampstead, Belsize

**Holborn**

Bloomsbury, King's Cross, Holborn & Covent Garden

**Kentish Town**

Highgate, Kentish Town North, Kentish Town South, Camden Square

# HAMPSTEAD DISTRICT MANAGEMENT COMMITTEE

## 21 SEPTEMBER 2023

### AGENDA

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

**Appendix A** lists those Tenants Associations (TAs), 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 TAs whose registrations have lapsed. If a TA 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 Tenants Participation Team together with a membership list and a completed registered form.

2. **APOLOGIES**

3. **ANNOUNCEMENTS**

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

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

6. **MINUTES**

(Pages 11 - 20)

To approve and sign the minutes of the Hampstead DMC held on 22<sup>nd</sup> June 2023.

**7. HAMPSTEAD DMC PROGRESS REPORT - ACTION POINTS UPDATE** (Pages 21 - 36)

The DMC is asked to note the progress of the action points arising from the previous meeting.

**8. CONSOLIDATED HOUSING SERVICES REPORT** (Pages 37 - 68)

Report of the Director of Housing and Director of Property Management.

At this DMC round, members have asked that the report includes performance information to understand and seek to improve contractor performance and address tenants and residents' concerns. Areas for focus are rent arrears, repairs, major works and fire safety, CCTV upgrades, caretaking, grounds maintenance and complaints.

DMCs are asked to comment on the reports, and highlight any area for further discussion.

**9. HAMPSTEAD DMC BUDGET REPORT** (Pages 69 - 72)

Report of the Head of Tenancy Services.

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

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

For more information on DMC bids, please see our webpages: [www.camden.gov.uk/district-management-committees](http://www.camden.gov.uk/district-management-committees).

**10. LOCAL ISSUES**

To consider any local issues raised by DMC representatives.

## **11. MINUTES FOR REFERENCE**

To note the minutes of the following group meetings:-

- i) Leaseholders' Forum (available at: <http://tinyurl.com/camdenlf>)
- ii) Camden Association of Street Properties (available at <http://www.camdencasp.org.uk/casp-meeting-minutes/>)
- iii) Fire Safety Advisory Panel (available at <https://tinyurl.com/camdenfsap>)

Hard copies available on request.

## **12. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

**AGENDA ENDS**

The date of the next meeting will be Wednesday, 6 December 2023 at 6.30 pm

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## Hampstead Appendix A

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

**01 August 2023**

*An updated listing will be prepared for the actual DMC meeting, and presented on the evening, by either the Tenant Participation Service or by the Committee Services Officer if there is any change.*

TRA	DMC Member	DMC Sub Member	Last AGM
50 Fitzjohn TRA	Mr Jeremy Brian Woolcock	N/A	10/08/2022
5 – 7 Belsize Grove TRA	Ms Annie Ward	Ms Nafisa N Ali	09/08/2022
Abbey Road Housing Coop	Mr Malcolm Brinsley Bush	N/A	27/10/2022
Abbey Green TRA	Mr Arun Kumar	Mr Karwan Raza	22/10/2022
Alexandra & Ainsworth TRA	Ms Sara Bell Ms Fionna Cubbins	Ms Zoe Davenport Mrs Ubah Egal	16/11/2022
Arkwright Mansions TRA	Mr Brian George Richardson	Mr Bill Granger	01/12/2022
Blashford TRA	Mr Casey Okezie	Ms Pamela Holmes-Gunsell	18/07/2023
Brassey Road, Barlow Road and Hall Oak Walk	Ms Kinga Salgado	Ms Eliza Chrysanthou	11/05/2023
Bray TRA	Mr Nigel Rumble	Yasmin Kabani	05/07/2023
Burnham TRA	Mr Hasan Shah	N/A	24/03/2023
Camden Association of Street Properties (CASP)	Mr Jeremy Yankey	Ms Marie Molloy	04/09/2023
Hilgrove Estate TRA	Mr Andreas Yennadiou	Ms Janet Obi-Keller	06/10/2022
Kilburn Vale TRA	Ms Zosia Czapska	Ms Eleanor Pedley	16/11/2022
Lymington Road TRA	Ms Janice Smart	Ms Annabella Adomoto-Mensah	27/06/2023
Mortimer Crescent TRA	Ms Tina Daniel	Ms Fatima Abubakur	25/11/2022
Spedan Close TRA	Ms Catherine O'Brien	Ms Deborah Killingback	12/10/2022
Studholme Court TRA	Ms Caroline McHugh	Ms Cara Paul	10/10/2022
Sidney Boyd TRA	Ms Mary Ryan	Ms Ade Osinuga	03/07/2023
Taplow TRA	Ms Nevenka Martin	Ms Toyin Majiyagbe	15/09/2022
Templar House TRA	Ms Giosina Scalzo	Ms Samantha Mulhall	07/09/2022
Webheath TRA	Ms Lynda Stuart	Mr Mohammed Mannan	15/08/2023
Westcroft Close TRA	Mr Jewel Meah	Mr Habibur Rahman	28/07/2022

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# Hampstead Appendix B

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

**01 August 2023**

*An updated listing will be prepared for the actual DMC meeting, and presented on the evening, by either the Tenant Participation Service or by the Committee Services Officer if there is any change.*

TRA	DMC Member	DMC Sub Member	Last AGM
<b>Dorney TRA</b>	Mr Jaman Hussain	Ms Mary-Ann Gilroy	09/09/2021
<b>Kingsgate Estate TRA</b>	Mr Francis Morris	Ms Diana Binstead	17/03/2016

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## THE LONDON BOROUGH OF CAMDEN

At a meeting of the **HAMPSTEAD DISTRICT MANAGEMENT COMMITTEE** held on **THURSDAY, 22ND JUNE, 2023** at 6.30 pm in the Taplow TRA Hall, Taplow, Adelaide Road, London NW3 3NU

### REGISTERED DMC MEMBERS PRESENT

(in person and online)

Toyin Majiyagbe (Chair)	Taplow TRA
Anne Ward (Vice-Chair)	5-7 Belsize Grove TRA
Arun Kumar (Vice-Chair)	Abbey Green TRA
Fiona Cubbins	Alexandra & Ainsworth TRA
Zoe Davenport (sub)	Alexandra & Ainsworth TRA
Ubah Egal (sub)	Alexandra & Ainsworth TRA
George Richardson	Arkwright Mansions TRA
Casey Okezie	Blashford TRA
Kinga Salgado	Brassey Road, Barlow Rd
Eliza Chrysanthou (sub)	Brassey Road, Barlow Rd
Hasan Shah	Burnham TRA
Jeremy Yankey	CASP
Andreas Yennadiou	Hilgrove Estate TRA
Janice Smart	Lymington Road TRA
Fatima Abubakur (sub)	Mortimer Crescent TRA
Mary Ryan	Sydney Boyd Court
Navenka Martin	Taplow TRA
Lynda Stuart	Webheath TRA

### COUNCILLOR OBSERVERS PRESENT

(in person and online)

Councillors Nancy Jirira and Nanouche Umeadi

### OTHER COUNCILLORS PRESENT

Councillor Meric Apak (Cabinet Member for Better Homes)

### OFFICERS PRESENT

(in person and online)

Graeme Beedham	Head of Tenant and Leaseholder Engagement
Ododo Dafe	Head of Innovation and Improvement
Graeme Dyson	Head of Security
Gavin Haynes	Director of Property Management
Maria Jacobs	Head of Neighbourhoods
Stanton La Foucade	Tenant Participation Co-Ordinator
Vinothan Sangarapillai	Committee Services
Darren Smith	Repairs Manager
Nilva Thompson	Neighbourhood Manager

Michael Webb

Head of Finance (Supporting Communities)

**The minutes should be read in conjunction with the agenda for the meeting. They are subject to approval and signature at the next meeting of the Hampstead District Management Committee and any corrections approved at that meeting will be recorded in those minutes.**

**MINUTES**

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

**RESOLVED –**

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

**2. ELECTION OF CHAIR**

Toyin Majiyagbe was proposed and seconded as a candidate for Chair of the Hampstead District Management Committee (DMC). There were no other nominations.

**RESOLVED –**

THAT Toyin Majiyagbe be elected Chair of Hampstead DMC for the municipal year 2023-24.

**3. ELECTION OF VICE-CHAIR(S)**

Anne Ward and Arun Kumar were proposed and seconded as Vice-Chairs of the DMC.

**RESOLVED –**

THAT Anne Ward and Arun Kumar be elected Vice-Chairs of Hampstead DMC for the municipal year 2023-24.

**4. CONSTITUTION**

**RESOLVED –**

THAT the Hampstead DMC Constitution be agreed.

**5. CODE OF CONDUCT**

**RESOLVED –**

THAT the Tenant and Leaseholder Engagement Code of Conduct be agreed.

**6. APOLOGIES**

Apologies for absence were received from Mary-Ann Gilroy (Dorney TRA), Sara Bell (Alexandra & Ainsworth TRA) and Jeremy Woolcock (50 Fitzjohns TRA). Apologies for lateness were received from Pamela Holmes-Gunsell (Blashford TRA).

**7. ANNOUNCEMENTS**

The Chair welcomed new Council officers to the DMC: Maria Jacobs (Head of Neighbourhoods), Ododo Dafe (Head of Innovation and Improvement) and Darren Smith (Repairs Manager).

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

There were no declarations of interest.

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

There were no notifications of any items of urgent business.

**10. MINUTES**

Consideration was given to the minutes of the meeting held on 9<sup>th</sup> March 2023.

The Chair proposed the following amendments:

- The second paragraph on page 6 of the agenda (under Item 10: Hampstead DMC budget report) was to be amended so the final sentence read: "Residents felt frustrated and disrespected by the long delay".
- The third paragraph on that page was to be amended so the first sentence read: "The Chair, Toyin Majiyagbe, said that residents were dissatisfied with the bids process".

**RESOLVED –**

THAT the minutes of the 9<sup>th</sup> March 2023 meeting be agreed, subject to the amendments above.

**11. HAMPSTEAD DMC PROGRESS REPORT - ACTION POINTS UPDATE**

The progress report was noted.

## **12. CONSOLIDATED HOUSING REPORT**

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

The Head of Tenant and Leaseholder Engagement, spoke to the report. There was an overspend on the Housing Revenue Account (HRA), which was due in large part to the spend on repairs and on capital works, including fire safety work. The bill on social housing regulation going through Parliament was highlighted and members were informed that the Council would be reviewing its complaints processes, with a report on this to go to the September round of DMCs.

The Head of Finance (Supporting Communities), highlighted the pressure on the HRA from rising energy costs and rising interest rates. A report on the financial situation would go to July Cabinet and be available on the Council's website.

Contributions were made by TRA representatives and officers were given the opportunity to respond.

A representative from Burnham TRA queried what he saw as unnecessary use of scaffolding on the Chalcots Estate, which would be costing the Council money. The Director of Property Management, said that there was oversight of Chalcots work and the Council was aiming to run it cost-effectively.

Residents, including the representatives from Sydney Boyd Court and Webheath, said that the automatic lights were left on in the communal areas of their estates, rather than being turned off when it was daylight. The Chair commented that this had been raised with her by a number of residents; and that she had passed this onto Council officers but it did not appear to have been followed up. The Chair asked that this be actioned.

Representatives raised queries about CCTV and the protocol for releasing footage. The Head of Security replied that footage would be released to the Police and to other authorised officers in response to requests from them. A resident raised an incident where a crime had been reported to the Police and the Safer Neighbourhoods team but they had not come back to her despite there being CCTV evidence that could have been consulted. The Head of Security responded that it was a matter for the Police how they handled cases and that the Council would provide CCTV footage if they were asked to provide it by the Police and had it.

A resident also commented that she had been told by the Police that CCTV cameras were not working. The Head of Security stated that it was not the role of the Police to say that without checking with the CCTV service by making a formal request for footage. If such a request came in, the CCTV service would try to action it and, if the equipment was broken, the Police would be informed.

The TRA representative highlighted that the gates in Sydney Boyd Court broke regularly and then remained unrepaired for a long period of time. This was causing a security risk as people were entering the area to deal and consume drugs.

The Director of Property Management undertook to investigate this matter with the contractors, if the repairs they had been undertaking were not satisfactory.

**ACTION: Director of Property Management**

The Chair highlighted difficulties with logging a problem in a communal area with the Repairs Service, as it was often associated with the flat number of the person who made the report.

The Burnham TRA representative raised issues of concern in that block:

- CCTV cameras in the lifts had been smashed. One lift had had its camera out of action for more than a year, and it had not been repaired.
- There was damp and mould in some flats. There had been visits by officers to the flats of residents affected by this but there had not been follow-up.
- Residents were being told that blocked pipes were their responsibility, but the blockages were not in their flats but were in the communal stack system which the Council ought to be responsible for.

The Repairs Manager, said he would arrange a meeting with Chalcots TRA reps to follow up their concerns.

**ACTION: Repairs Manager**

A similar issue about lift cameras being damaged was raised by the representative from Blashford TRA.

The Alexandra & Ainsworth TRA reps raised matters of concern on that estate:

- There had been long-standing problems with heating and hot water supply, and some residents had been left months without it. The service from Repairs had been poor, with some jobs being marked "closed" on the system before they were completed. This implied contractors might be billing the Council for work they had not done.
- Some garages were in a state of disrepair. This meant there were a number of voids and so a potential loss of income for the Council.
- There were some garages may have been sub-let to commercial operators and so this needed to be investigated.
- There were no cameras on the 'red brick' side of Alexandra & Ainsworth and van theft had occurred there.

The Head of Neighbourhoods, said that she would be reviewing the Council's approach to garages as part of her new role.

An attendee raised concerns about the damp and mould in Kilburn Vale estate. This appeared to have become worse since the installation of the new heating system. The Director of Property Management noted the concern about the situation at Kilburn Vale. The Council had undertaken outreach to identify damp and mould in its properties, and had identified 6000 cases. Admin staff, surveyors and mould-washers were being recruited to tackle these cases, and it was hoped the backlog would be cleared by next summer.

The Repairs Manager highlighted that the paint being applied to the mould should create a barrier for 2 years. It needed to be investigated whether some instances of mould had been created by residents' behaviour and if this could be changed.

The Head of Innovation and Improvement introduced the section of the report on the DMC inclusivity charter. She wanted to see inclusivity throughout resident engagement and also wanted to broaden participation. The social housing regulator would require landlords to give tenants the opportunity to get involved in their own way. The Head of Innovation and Improvement proposed that there be a tenant conference and estate action days to get residents who were not currently involved more involved. She appreciated that residents wanted the Council to listen and act on what they said there.

The Chair welcomed the proposal of a tenant conference, and would like to see contractors attending, as they had done at a previous tenant conference.

Residents from the Sidings (Brassey Road, Barlow Road and Hall Oak Walk TRA) queried when contractors would be installing CCTV on the estate. The Head of Security agreed to provide them with information on this.

**ACTION BY: Head of Security**

Residents also said they were frustrated by a lack of response to emails from housing officers. The Chair agreed to follow this up with the Council.

**RESOLVED –**

THAT the report and the comments above be noted.

**13. HAMPSTEAD DMC BUDGET REPORT**

Consideration was given to a report in the supplementary agenda from the Head of Neighbourhoods.

The Neighbourhood Manager introduced the report and acknowledged that there had been problems in the way that bids had been handled in the past. In future officers would review bids at an earlier stage, before they went to committee, to ensure that they had sufficient information to be progressed.



DMC members were informed that there was a larger budget than last year, with £157,730 available for DMC bids.

The TRA representative spoke to the Webheath bid for £1041 for two caged wall lamps to illuminate the ramp, which would improve residents' sense of safety and security. The bid was agreed by the meeting.

**RESOLVED –**

THAT the following bid be agreed:

<b>TRA</b>	<b>BID REQUEST</b>	<b>AMOUNT</b>
<b>Webheath</b>	DMC Funding requested to cover the cost of the installation of two caged wall lamps to illuminate ramp leading to Netherwood Street to improve security	£1,041

**14. LOCAL ISSUES**

Residents raised a number of local issues which were of concern to them.

With regard to the comments made in the presentation by the Head of Improvement and Innovation they welcomed the proposal for estate action days and a tenant conference. There was a view expressed that TRAs did not represent all residents, as only a fraction attended and participated, and that residents did not appreciate the role of the DMC.

A fear was raised that knife crime might increase during summer, and that there might be an upsurge of anti-social behaviour in general. The Responsive Security Patrol and other public agencies needed to be prepared for this. Disappointment was expressed that the Responsive Security did not appear to be doing many foot patrols and were vehicle-based.

Officers said that information about the Responsive Security Patrol role would be brought to a future meeting.

**ACTION BY: Head of Security**

The representative from Blashford reported that there was no lighting or camera in the parking area, which meant residents were nervous about their personal safety

there. The estate also lacked a bike stand to keep tenants' bicycles secure, which was why some residents had been leaving them in corridors.

The representative from Sydney Boyd TRA highlighted water penetration and weeds growing on the roof of the block.

The Repairs Manager said that the service would be doing preventative maintenance and clearing out gutters and drains.

With regard to Burnham, the representative raised safety concerns about motorbikes speeding past the narrow entrance to Fellows Road. He was also concerned that window replacement would worsen mould and damp.

The Director of Property Management said that new cladding would reduce damp and mould and offered to arrange a meeting with the Health and Safety Adviser to consider safety concerns.

**ACTION BY: Head of Security and Health and Safety Adviser**

The Vice-Chair and representative for 5-7 Belsize Grove, Anne Ward, said that the meter room in that block was locked and that residents needed access to it. Also, the view was expressed that their smart meters might not work in future due to changes in Economy 7 charging.

The Director of Property Management undertook to liaise with the Head of Neighbourhoods on this topic.

**ACTION BY: Head of Neighbourhoods**

A member queried whether heating charges were being reviewed mid-year, as had been suggested at the joint DMC in January 2023.

The representatives from Alexandra and Ainsworth TRA said that caretaking standards had fallen on their estate and that they did not have the number of caretakers on duty that they should have.

The Chair urged members to report matters through the correct channels and to keep a record of when they did this. This would enable her to help them follow up long-standing issues.

The meeting thanked officers who were leaving the Council. Graeme Beedham was thanked for his work as Head of Tenant Participation, and for the help he had given many residents and TRAs. They also thanked Sharon Calvey for her work helping residents during her long service with the Council.

The Chair said she had confidence in the new officers who were joining the Council and she hoped they would be able to take housing services forward.

**15. MINUTES FOR REFERENCE**

The minutes were noted.

**16. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

There was no urgent business.

**17. DATES OF FUTURE MEETINGS**

The dates of future meetings would be:

- Thursday, 21<sup>st</sup> September 2023
- Thursday, 6<sup>th</sup> December 2023
- Wednesday, 10<sup>th</sup> January 2024 (Joint DMCs)
- Thursday, 14<sup>th</sup> March 2024

The meeting ended at 8.40pm.

**CHAIR**

**Contact Officer: Vinothan Sangarapillai, Committee Services**

**Telephone No: 020 7974 4071**

**E-Mail: [vinothan.sangarapillai@camden.gov.uk](mailto:vinothan.sangarapillai@camden.gov.uk)**

**MINUTES END**

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## ACTION POINTS ARISING FROM JUNE 2023 DMC MEETINGS

KENTISH TOWN DMC ACTION – 13 <sup>TH</sup> JUNE 2023			
Item	Action	Responsible Individual/Department	Comments
<b>9</b>	<b>MINUTES</b>		
	To explore providing DMCs with Camden Council email addresses.	<b>Hugh Boatswain</b> Senior Tenant Participation Officer	A structure of new Supporting Communities Service Head and direct reports will be included in the September DMC consolidate housing report.
	To provide information to the DMC of a price breakdown of the energy price increase to tenants.	<b>Michael Webb</b> Director of Finance Supporting Communities	<p>This question is interpreted as asking about how the increase in heating pool scale charges for 2023/24 was arrived at.</p> <p>In January 2023, the Cabinet <a href="#">agreed</a> an increase of 175% to heating pool scale charges with a one-off credit to accounts so that the increase was limited to 125%. The one-off credit is funded by £3.5m of funding from outside the heating pool and the HRA.</p> <p>This increase aimed to ensure the heating pool charges cover the heating pool’s cost of gas and electricity in 2023/24 and was based on assumptions set out below. However, the heating pool ran a deficit in 2022/23 because the cost of gas and electricity rose very sharply after the heating pool scale charges were set for the year. The 2023/24 price increases were not forecast to recoup this deficit.</p> <p>The 2023/24 heating pool scale charges were set based on an assumed fuel cost for the year of £27.769m broken down as follows:</p>

		Forecast - 23/24																					
Gas		25,289,454																					
Electricity		2,479,420																					
<b>Total</b>		<b>27,768,874</b>																					
<p>At the time the charges were set, the Council had already bought gas and electricity for the first half of 2023/24 through its membership of LASER. Therefore, the Council had to estimate the costs of gas and electricity for the second half of the 2023/24.</p> <p><i>Gas forecast</i> The gas forecast assumed that there would be no further increase in prices in the second half of the year. The forecast breaks down as follows:</p> <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Year 23/24</th> </tr> <tr> <th>April - Sept</th> <th>Oct - M</th> </tr> </thead> <tbody> <tr> <td>Cost of Gas</td> <td>£7,293,034</td> <td>£14,6</td> </tr> <tr> <td>Standing Charge</td> <td>£1,687,300</td> <td>£1,6</td> </tr> <tr> <td>Average Unit Cost ( p/Kwh)</td> <td>8.53</td> <td></td> </tr> <tr> <td>Average Standing charge ( £/day)</td> <td>£32.33</td> <td></td> </tr> <tr> <td></td> <td><b>Total cost of Gas</b></td> <td></td> </tr> </tbody> </table> <p>Note that gas consumption is much higher in the second half of the year because it includes Autumn and Winter.</p> <p><i>Electricity Forecast</i> The electricity forecast assumed that there would be a 20% increase in prices in the second half of the year.</p>					Year 23/24		April - Sept	Oct - M	Cost of Gas	£7,293,034	£14,6	Standing Charge	£1,687,300	£1,6	Average Unit Cost ( p/Kwh)	8.53		Average Standing charge ( £/day)	£32.33			<b>Total cost of Gas</b>	
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			<p>The forecast breaks down as follows:</p> <table border="1" data-bbox="1435 196 2101 371"> <thead> <tr> <th></th> <th colspan="3">Year 23/24</th> </tr> <tr> <th></th> <th>April - Sept</th> <th>Oct - Mar</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Boiler Electricity</td> <td>£991,768</td> <td>£1,487,652</td> <td><b>£2,479,420</b></td> </tr> </tbody> </table> <p><i>Next steps</i>                      The Council now has a much better idea of what the actual cost of gas and electricity were for the second half of 2023/24. Officers are working on an updated forecast for the heating pool for 2023/24. If gas and/or electricity prices paid by LASER for fuel to be consumed in the second half of 2023/24 have fallen (rather than stayed the same/increased by 20% as assumed) then the heating pool may be in surplus for 2023/24. However it would still need to recoup the deficit brought forward from 2022/23 before the Council could consider reducing the charges for 2024/25. That decision will be taken as part of the rent setting process for 2024/25 and using the best information and forecasts available to the Council at the time.</p>		Year 23/24				April - Sept	Oct - Mar	Total	Boiler Electricity	£991,768	£1,487,652	<b>£2,479,420</b>
	Year 23/24														
	April - Sept	Oct - Mar	Total												
Boiler Electricity	£991,768	£1,487,652	<b>£2,479,420</b>												
<b>10</b>	<b>ACTION POINTS UPDATE</b>														
	<p><u>Ongoing action</u> - To contact London Councils to ask if they can signpost to the void property report, or if they have any information or data on the subject.</p> <p>To invite London Councils to attend a DMC.</p>	<p style="text-align: center;"><b>Ododo Dafe</b>                      Head of Innovation &amp; Improvement</p>	<p>Ododo had not been able to access any void property report on the London Councils website, or specialist information on the topic. Their website describes them as follows:  <i>London Councils is the cross-party organisation that represents the interests of the 32 London boroughs and the City of London Corporation.</i></p> <p><i>We act as a collective voice for the boroughs, advocating for their needs and priorities at the regional, national, and international levels. The <a href="#">London Fire and Emergency Planning Authority</a> and the <a href="#">Mayor's Office of Policing and Crime</a> are also members of London Councils.</i></p>												

			We can consider the purpose of inviting London Councils to a DMC, and whether they are the right organisation. Or whether the 'deep dive' meeting across DMC's might present a useful forum to discuss plans for improving voids performance and using good practises shared by specialist housing organisations such as Housemark.
	To circulate information and guidance to TRAs on the causes and how to prevent and mitigate damp and mould.		Links to information on the Council's website and a useful damp and mould leaflet sent to TRA reps w/c Monday 7 August.
	To provide an update to a future meeting on how the Council is progressing in advertising the options of mutual exchange and downsizing to residents.		The information will form part of the 'deep dive' meeting requested on voids, overcrowding, mutual exchanges and downsizing.
	To write to other DMC chairs to propose an all-DMCs special meeting themed on Camden housing allocation. The intention of the special meeting is to receive in-depth information on how and why housing allocation policies function and hold resident discussions on the upcoming housing allocation consultation and review.	<b>Derek Jarman</b> Kentish Town DMC Chair	All DMC Chairs were written to and a deep dive session is to be arranged for September.
<b>10</b>	<b>HOUSING SERVICES CONSOLIDATED REPORT</b>		
	To write to DMC members ahead of DMC agenda publications providing deadlines for TRAs to submit information which can be included in the regular housing officer reports to DMCs.	<b>Tara Cookson</b> Neighbourhood Housing Manager	We agreed at the agenda setting meeting in July to revise the report please refer back to that meeting.
<b>14</b>	<b>ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT</b>		



	To respond to the Camden Association of Street Properties (CASP) statement to the Council in relation to master key scheme.	<b>Gavin Haynes</b> Director of Property Management	A response will be provided to the Chair of CASP and copied to DMC Chair and Vice Chairs.

**CAMDEN TOWN DMC ACTIONS – 14<sup>th</sup> JUNE 2023**

<b>Item</b>	<b>Action</b>	<b>Responsible Individual/Department</b>	<b>Comments</b>
1	<b>DMC special meeting</b> The meeting was advised that there would be a special meeting of the DMC on 19 <sup>th</sup> June to consider repairs, local issues, action-tracker responses from the March cycle (if necessary) and to consider ways of improving communications between the Council and tenants and residents.	<b>Sarah Moore</b> Senior Tenant Participation Officer	The special meeting was held on 19 <sup>th</sup> July as planned. Reps fed back that the meeting and discussion was quite constructive. Maria Jacobs Head of Neighbourhoods and Scot Reid Head of Property Customer Services Engagement attended
2	<b>DMC Questions</b> The meeting asked that officers provide a response to the questions that DMC representatives provided in advance of the meeting.		A separate session with officers, DMC chairs and vice chairs is being arrange of late August for a deep dive into voids and allocations. The session should satisfy questions on voids and allocation asked. Responses to other questions will be circulated to reps with other DMC actions.
3	<b>Leaseholder Services</b> Officers agreed to provide further information regarding the position of leaseholders in funding bids (e.g. could they veto bids, whether they should be charged for DMC bids, whether leaseholder charges for such bids went into the HRA). Officers would also advise on the position of whether DMC funding should be used for community safety and general estate improvements.	<b>Maria Jacobs</b> Head of Neighbourhoods	The current position is that the TRA representatives should consult with residents on any proposed bids and submit to the DMC who raise this with the housing team. If any resident raises an objection this should be considered/declared on the bid for funding. There is an opportunity for us to strengthen the requirements here if that is what the DMC would like to see. Over the past 10 or so years, only three DMC funded works have been recharged to leaseholders. If or where recharges are made, any reimbursement to the DMC budget

			would need to be in line with the service charge estimate/actuals cycle so potentially would not happen in the year of expenditure. If the lease allowed for recovery of charges and the contribution required from each leaseholder exceeded £250 then the formal consultation process would be triggered. See point 12 below for answer on the final point.
<b>4</b>	<p><b>DMC Budgets</b> Officers agreed to ensure that a response was provided regarding the process for rolling over DMC budget bids.</p>	<p><b>Mike Webb</b> Head of Finance (Supporting Communities)</p>	<p>The position relating to the 'roll over' of unspent budgets has been explored previously. It is not possible to roll over any monies unspent. It has been agreed that if DMC's identify and bid for projects during the current financial year, which will then not complete in the current financial year, this funding can be moved to the HRA Reserve to be spent in future years. This would need to be agreed at the DMC meeting in <b>December</b> and minuted. Following a discussion at the special meeting in July – the DMC have required further clarification on any accounting rules or practices from a member of the finance team.</p>
<b>5</b>	<p><b>HRA Budget Monitoring report</b> Officers advised the meeting that a more in-depth financial position report would be available for the September round of the DMCs. This would provide comparative service budget data, along with the position regarding the heating pool proposals for this financial year which would include information on how the heating pool charges compared to what was available on the open market. This report would also cover the issue of the current level of borrowing and interest payments required to service that debt. The current debt servicing costs would be sent to DMC representatives.</p>	<p><b>Louise Coster</b> Senior Energy Management Officer</p>	<p>Camden Council are a commercial energy customer, but it is understood that domestic energy suppliers are not currently publishing energy prices, having been subjected to either the Energy Price Guarantee or the Energy Price Cap since October 2022. Domestic energy prices can only be obtained by a householder requesting a specific quote.</p> <p>Please see Heating Pool response and graph below, which shows that Camden's energy procurement strategy has consistently performed well for Camden and its residents over a long period, and even in the context of global challenges over the last 2 years, that are outside of our control, it has remained competitive at, on average, 52% below domestic market rates since 2015 (domestic rates published by government Department for</p>

			Energy Security and Net Zero - 2022).
6	<p><b>DMC Constitution and Code of Conduct</b>            THAT the Constitution and Code of Conduct be approved for the 2023/24 Municipal Year, subject to further consideration of the documents at the September meeting as set out above.</p>	<p><b>Fran Heron</b>            DMC Chair</p>	On the agenda for consideration
7	<p><b>DMC Inclusivity Charter</b>            Officers agreed to look into the sharing of information in the Drummond Street TRA area as it seemed that not all tenants and residents were receiving information updates.</p> <p>Officers would look into the issue raised on proposed dates for events regarding Ampthill Square.</p>	<p><b>Ododo Dafe</b>            Head of Innovation and Improvement</p>	Officers met with Ampthill Square TRA committee members on Friday 16 June, and settled on approach and dates for the Estate Action Day events that were successfully held in July.
8.	<p><b>Voids Performance</b>            The DMC agreed that they would join with the proposed session being arranged for Kentish Town DMC regarding voids and allocations.</p>	<p><b>Gerry Crowley</b>            Head of Allocations, Lettings and Private Housing Services</p>	Session planned for late August. Agreed KT and CT DMC vice chairs will draft paper of the session to include any agreed actions
9.	<p><b>Grounds Maintenance &amp; Tree Management</b>            Officers would provide a response regarding the issue of leaseholders living in street properties being charged for grounds maintenance (as a requirement of the lease), when the Council had stated that it would not provide this service for these types of properties. Officers would contact David Auger directly if they needed further clarification on this matter.</p>	<p><b>Geraldine Littlechild</b>            Leaseholder Services</p>	<p>The lease/tenancy agreement sets out our obligations to maintain communal areas whether that's grounds maintenance, cleaning, repairs etc. in some areas this might not be regular grounds maintenance but there could be one off charge for weed spraying etc.</p> <p>In some areas there are local agreements whereby residents have opted to undertake services and we are satisfied that these areas are being maintained. If there are individual cases where leaseholders have queries, then these should be directed to the team for response.</p>

<b>10.</b>	<b>Complaints Update report</b> Officers would ensure that future updates provided information on the number of stage 2 complaints that were upheld along with a summary of the issue.	<b>Jim Read</b> Service Manager Information Governance	This has been conveyed to the submitting officer who will provide information as required from the next issue of the DMC consolidated housing report.
<b>11.</b>	<b>Camden Housing &amp; Property Resident's Panel</b> The meeting was informed that the Panel provided tenants and residents with an opportunity to understand how a service was being provided and for them to identify issues they wished to raise. Officers agreed to seek the views of the Panel regarding whether they would allow audio recordings of the sessions so that hear the discussions when meets were being held.	<b>Scot Reid</b> Head of Property Customer Services Engagement	Panel members were asked if they wished for the sessions to allow audio recordings to take place, and there was no clear agreement on this, so this will not be taken forward. We will continue to update the dedicated webpage on the Camden website with the work the panel is focussing on and provide updates to the DMC where required.
<b>12.</b>	<b>DMC Budget</b> Officers would consider whether in future such initiatives (e.g. example Gerda Keys) should be funded by the Council rather than from DMC budgets.	<b>Maria Jacobs</b> Head of Neighbourhoods	<a href="https://www.camden.gov.uk/086ef970-1036-d976-43cb-8701bd4f4480">086ef970-1036-d976-43cb-8701bd4f4480</a> ( <a href="https://www.camden.gov.uk">camden.gov.uk</a> ) The guidance given on DMC funding does include security works as suitable for bidding. Neighbourhood Housing Managers should consider any presenting factors such as reports of ASB etc along with asset plans for works when reviewing bids for additional security.

**GOSPEL OAK DMC ACTIONS – 15<sup>th</sup> JUNE 2023**

<b>Item</b>	<b>Action</b>	<b>Responsible Individual/Department</b>	<b>Comments</b>
<b>11.</b>	<b>HOUSING SERVICES REPORT</b>		
	Bring an update on repairs with a focus on missed appointments	<b>Darren Smith</b> Repairs Manager	We recognise that any missed appointment is frustrating and inconvenient for our residents.  Last-minute sickness can often result in having to cancel or rearrange appointments. This is a last resort approach as we always seek alternatives, and we should always try

			<p>to call the resident, followed by a text message advising of the revised appointment date.</p> <p>Where there is a report of no access to a property, the Operative should call the planning team to ask them to contact the resident by telephone. If this is unsuccessful, the operative should leave a calling card and take a photograph on their mobile phones of the entrance to the property. The image is sent to the Planner for records.</p> <p>In Q1 23/24, we recorded 90 Missed appointments logged by Agents or through complaints. This number has fallen from 104 in the same period the previous year.</p>
	<b>LOCAL ISSUES</b>		
<b>13.</b>	Request attendance from CIP team at future meeting to provide an update on GO projects	<p><b>Rosemarie Jenkins</b> Team Leader Regeneration</p>	Officer of the CIP team have agreed to attend and present at the September meeting of the GODMC
<b>13.</b>	The DMC requested an update report on void properties at a future meeting.	<p><b>Gerry Crowley</b> Head of Allocations, Lettings and Private Housing Services</p>	<p>In total we have 800 voids. This does not include an additional 51 in Antony Grey Court that have handed back by CIP as completed and are in the process of being let. The 800 are broken down as</p> <ul style="list-style-type: none"> <li>• 169 in the letting process (plus the additional 51 in Antony Grey Court)</li> <li>• 258 in the repair process and</li> <li>• 373 being held - properties in this category include those being demolished to be redeveloped, complex repairs taking over 6 months to be completed, and Regent's Park estate decants</li> </ul> <p>Session planned for late August.</p>
<b>13.</b>	The DMC requested an update report on the programme of works for installing new boilers at a future meeting.	<p><b>Paul McHugh</b> Programme Manager</p> <p><b>John Stow</b> M&amp;E Operations Manager</p>	In the past year, we successfully replaced a total of 659 individual heating boilers, investing £1.7 million in this initiative. This proactive approach was taken to enhance both efficiency and reliability for our residents. The boilers

			<p>we replaced were, on average, between 12 to 18 years old, making this upgrade timely and necessary.</p> <p>I am pleased to share that our momentum continues in the current 23-24 financial year. We have already replaced 326 boilers at a total cost of £872,000. Our focus remains on collaborating closely with our contractors to maintain the highest standards during the execution of these projects. Specifically, we are prioritizing boilers that exhibit poor performance and have reached an age where the availability of replacement parts could potentially lead to delays in restoring service to our valued residents.</p> <p>Looking ahead, I anticipate a budget similar to last year's allocation of £1.7 million for these essential enhancements. Our commitment to providing top-notch services and comfortable living environments for our residents remains firm.</p>

**HOLBORN DMC ACTIONS – 20<sup>th</sup> JUNE 2023**

Item	Action	Responsible Individual/Department	Comments
<b>4.</b>	<b>Constitution and the Code of Conduct</b>		
	To consider the trial time limit on speeches and potentially bring a formal proposal to the September meeting to amend the Constitution.	<b>Peter Wright</b> Chair of Holborn DMC	<p>This has now been added to the constitution as worded below for adoption at the September DMC:</p> <p>7 d) If any speech reaches four minutes, the Chair should ask the meeting if it wishes it to continue. Any member may ask the Chair to apply this provision to a speech.</p>
<b>10.</b>	<b>Consolidated Housing Services Report</b>		
	Officers to check whether tenant service charges other than the heating pool are individually ring-fenced in respect of tenant	<b>Mike Webb</b> Head of Finance (Supporting Communities)	Service charges that are included in tenants' rental agreement are not ringfenced for rent arrears purposes.

	rent arrears.		
	Officers to update the Brunswick TRA representatives on the position with Spring Clean and fire safety works on the estate.	<b>Susanne Afra</b> Head of Capital Works	Susanne has contacted the TRA to clarify what the outstanding works were.
	Officers to follow up on lights being left on all day in communal areas of Flaxman Court.		Susanne has followed up with Julian Duke from M&E who is leading on this matter.
	The potential for heat metering to be followed up with Tybalds Close TRA and Brunswick TRA.		Susanne followed up with Tybalds TRA.
	Officers agreed to discuss with GEM and respond to the TRA on heating remaining on during the summer months.		Both Trentishoe Mansions & the Brunswick Estate residents' radiators should be fitted with TRV's which will allow the residents to control their heating. We can arrange a home visit from the Home Energy Advice Officer if there are residents that are concerned about their individual energy consumption, however without doing major upgrades to these systems and fitting HIU's to improve resident's user controls then there is not much more we in can do, if residents are unable to turn off radiators this would need to be reported to repairs.
	The refreshed heat metering programme for estates to be published.		This will be available via Open Data soon.
	Officers to follow up with the maintenance team once Brunswick TRA confirmed which lift was breaking down constantly.		Susanne has followed up with Sam Hulbert in M&E who has updated the TRA.
	Officers to follow up with lift repairs about a power supply fault to the lifts at Langdon House.		Susanne has followed up with Sam Hulbert in M&E who has updated the TRA.
	Officers to look at the history of Flaxman Court and follow up on damp issues with the TRA representative.		The enquiry received from the TRA is in relation to maintenance approach. Darren Smith (repairs manager) will feedback.
	Officers to discuss support for residents during lift maintenance at Birkenhead Estate with Councillor Lotis Bautista.		The Lift Works project manager has followed up regarding this request.

	Officers to investigate problems of damp and mould at Brunswick Estate once the TRA representative confirmed the flat concerned.		Information required from TRA
	An update on Bourne Phase 3 to be provided to the TRA.		This action is complete.
	A list of all blocks included in FRA Packet 09 to be circulated.		This is being confirmed and will be shared when ready.
	Officers to discuss potential planning restrictions impacting on works at Tybald's Close with the project manager.		The project manager has followed up with the TRA.
	Officers to update on fire safety works to be done at Langdon House with the TRA.		FRA project manager has followed up with the TRA.
	A list of estates that would be part of the resident engagement work to be circulated.	<b>Hugh Boatswain</b> Senior Tenant Participation Officer	The following estates are in the first tranche: Bourne, Brunswick, Birkenhead (Riverside) and Tybalds
	Officers to follow up for an update on the CCTV upgrade to Riverside (Birkenhead) TRA.	<b>Stephanie Marsh-Aldis</b> Neighbourhood Manager	The update has been requested.
	Officers to follow up on the caretaker being abused after challenging people leaving bags of rubbish at the rubbish chute on the Brunswick Estate.	<b>Dilip Shah</b> Principal Caretaking Manager	We are reviewing our Lone Working for resident facing team with a view to strengthening our approach. We have a zero tolerance policy to any form of abuse towards our employees and appropriate and proportionate action will be taken.
	The Chair requested that Grounds Maintenance officers attend the September meeting.	<b>Andrew Hinchley</b> Head of Green Space	Noted a member of the Green Space team will attend September meeting of the DMC
	Officers to seek an urgent update on the Riverside (Birkenhead) TRA funding for a project approved by the DMC.	<b>Stephanie Marsh-Aldis</b> Neighbourhood Manager	The update has been requested.
	Officers would discuss requirements for the GLA funding for greening at Falcon Estate with the TRA.	<b>Wen Quek</b> Senior Development Manager Supporting Communities	A cross-section of officers from different teams will meet on 3 <sup>rd</sup> August to discuss the project, council remit and responsibility and agree a named officer/team that will continue to work with Falcon TRA to bring the project into fruition. The TRA will be advise in due course.



	Officers to follow up problems with reporting repairs for Brunswick TRA and Falcon TRA with the Head of Property Customer Services and Engagement.	<b>Scot Reid</b> Head of Property Customer Services Engagement	The Head of Property Customer Services and Engagement has made contact on this matter and offered to investigate this wait time further. All calls are recorded, and the route taken can be easily identified as to what may have gone wrong here. In the past 6 months, the longest wait time recorded for any call to be answered by the housing repairs team is 18 mins and 40 seconds and this was during a very high peak demand. Typically calls are responded to in under 60 seconds, and we update our website daily with our performance levels. All requests from enhanced tenants or to raise an emergency repair can be logged via the contact centre. However, all other requests are to be raised via the Camden account, live web chat, WhatsApp or SMS. Over 75% of all new repair requests are submitted this way.
	Someone from the Asset Management Strategy Team to attend the September meeting and address concerns about deferring works while prioritising schemes.	<b>Susanne Afra</b> Head of Capital Works	A member of the Property Management team will be present at each DMC and will be able to update on this matter.
<b>11.</b>	<b>Holborn DMC Budget Report – 1<sup>st</sup> Quarter 2023/24</b>		
	Officers to support Tybald’s Close TRA in developing a bid.	<b>Stephanie Marsh-Aldis</b> Neighbourhood Manager	The TRA has been contacted and assistance has been offered for when a bid is to be submitted.
<b>HAMPSTEAD DMC ACTIONS – 22<sup>nd</sup> JUNE 2023</b>			
<b>Item</b>	<b>Action</b>	<b>Responsible Individual/Department</b>	<b>Comments</b>
<b>8</b>	<b>HOUSING SERVICES CONSOLIDATED REPORT</b>		
	Officers to investigate with the contractors the regular break and repair of the gates at Sidney Boyd Estate	<b>Darren Smith</b> Repairs Manager	A meeting is being arranged with the TRA, and an update will be provided at the DMC.
	Officers to arrange meeting with Chalcots TRA reps to follow up concerns raised including safety and fear of crime	<b>Alex Blake</b> Health & Safety Advisor	We are arranging for a date for Alex Blake to meet the TRA representative at Burnham.
	Officers to confirm when new CCTV cameras will be installed at West End	<b>Graeme Dyson</b> Head of Security	We don’t currently have a start date for the Sidings Estate. There is a meeting at the end of August

	Sidings Estate		where the next round of estates to install will be discussed with the contractors and we may have a better update following that meeting.
<b>10</b>	<b>BUDGET REPORT</b>		
<b>11</b>	<b>LOCAL ISSUES</b>		
	Officers to provide information on the Responsive Security Patrol to a future meeting of the DMC	<b>Graeme Dyson</b> Head of Security	<p>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 if they want. In the first half of this year they have carried out over 25,000 patrols. About 25% of these are targeted patrols to proactively disrupt ASB and the RSP dealt with more than 1265 residents call outs in 6 months. 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 <a href="mailto:RSP@camden.gov.uk">RSP@camden.gov.uk</a></p> <p>Hampstead has generated 2% of the calls to the RSP in the first 6 months of this year and accounted for 6% of the patrols over the same period.</p>
	Officers to provide residents of 5-7 Belsize Grove with access to the meter room	<b>Nilva Thompson</b> Neighbourhood Housing Manager	Previously there was a fatality that occurred as an indirect result of access to an electrical intake cupboard. As a result, the Health and Safety Executive (HSE) recommended that Camden Council institute more robust controls on access to

			<p>these areas. This meant that the meter rooms and intake cupboards were locked, and a procedure was introduced that only energy suppliers and qualified electricians were allowed access to these rooms. The Meter Reading team provide access for top-ups to electrical key meters and access to swap electrical meters to smart meters. To access the service you can call Contact Camden on 020 7974 44444 option 3 then option 5 or email <a href="mailto:meterreading@camden.gov.uk">meterreading@camden.gov.uk</a></p>

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**DMC Round September 2023**  
 Director of Housing &  
 Director of Property Management  
 Supporting Communities

**Title:** Consolidated Housing Services Report

**Discussion Report**

**Report summary:** At this DMC round, members have asked that the report includes performance information to understand and seek to improve contractor performance and address tenants and residents’ concerns. Areas for focus are rent arrears, repairs, major works and fire safety, CCTV upgrades, caretaking, grounds maintenance and complaints.

**Recommendation:** DMCs are asked to comment on the reports, and highlight any area for further discussion.

Discussion report	Officer Contributing
HRA budget monitoring update	Michael Webb
Performance update reports for information	Officer Contributing
Repairs	Gavin Haynes
Capital works and fire safety	Susanne Afra
CCTV & Responsive Security Patrol	Graeme Dyson
Income management	Jo Adams
Neighbourhoods	Maria Jacobs and
Caretaking	Michael Wood
Estate parking	Michael Wood
Grounds maintenance	Andrew Hinchley
Complaints	Jim Read and Scot Reid

# HRA Budget Monitoring Update

## 1. Introduction

- 1.1 HRA expenditure in 2022/23 was £12.054m above what had been forecast during the budget setting process. The additional expenditure related to:
  - £6.9m on heating and electricity costs
  - £5.6m on repairs, of which £3.2m related to the work on damp and mould
- 1.2 The additional expenditure was funded by a call on reserves.
- 1.3 Our current forecast for 2023/24 is that expenditure will be £6.879m above budget. The main drivers for this being:
  - Approx. £3.5m to address remaining damp and mould casework
  - £2m of pressure related to building works following disrepair cases
  - £1.1m of pressure from the fees charged by solicitors in relation to disrepair and the compensation payable to residents
  - £0.6m expenditure on communal repairs which has been carried forward from 2022/23
- 1.4 Interest payable is also forecast to be £2.6m over budget due to rising interest rates. Much of the HRA's borrowing is from the Council's General Fund at a floating rate (so called internal borrowing). The HRA's current rate of internal borrowing is now 4.65% compared with 1.13% at this point last year.
- 1.5 The forecast overspend on expenditure in 2023/24 is partially offset by income being £4.2m above the forecast that was set, particularly in relation to leaseholder service charges. This reflecting increased actual costs, particularly for energy.
- 1.6 The table overleaf shows the budget headings, budget actuals for 2022/23 and forecast expenditure for 2023/24.
- 1.7 Detailed work is being carried out across services to determine how the additional forecast in expenditure can be managed and any potential impact on HRA reserves mitigated. We will report back on this work at future DMCs.

Expenditure:	Current Year					
	22/23 Actuals £'000	Approved Budget £'000	Present Budget £'000	2023/24 Forecast £'000	Variance £'000	Forecast vs Last Year Outturn
Repairs and Fire Safety	68,832	63,381	63,381	71,219	7,837	2,387
Housing Management Services	25,988	26,147	26,481	27,231	751	1,244
Commercial Properties	1,358	1,778	1,778	1,778	-	420
Housing Needs	1,236	1,321	1,321	1,321	-	86
Supported Accommodation	1,765	2,941	2,850	2,439	(411)	674
Estate Management	18,247	18,939	18,802	18,703	(99)	456
Power	21,986	38,593	38,593	38,602	9	16,617
Rent and Rates	5,054	5,141	5,141	5,042	(99)	(12)
Tenant Mgmt Organisations	2,447	2,570	2,465	2,418	(47)	(29)
Debt/Capital Outlay/Contingency	57,654	68,830	68,830	72,478	3,648	21,121
Bad Debts Provision	4,496	2,694	2,694	2,694	-	(1,802)
Corporate & Democratic Core	801	4,470	4,470	4,470	-	3,669
<b>Total Expenditure</b>	<b>209,862</b>	<b>236,806</b>	<b>236,806</b>	<b>248,396</b>	<b>11,590</b>	<b>44,830</b>
<b>Income:</b>						
Government PFI Grant	-	-	-	-	-	-
Dwelling Rents	(139,310)	(149,091)	(149,091)	(149,668)	(577)	(10,358)
Shops, Garages, Sheds and Parking	(12,898)	(13,945)	(13,945)	(14,187)	(242)	(1,289)
Charges for Services	(44,007)	(72,770)	(72,770)	(76,662)	(3,892)	(32,655)
HRA Investment Income	(1,593)	(1,000)	(1,000)	(1,000)	-	593
<b>Total Income</b>	<b>(197,807)</b>	<b>(236,806)</b>	<b>(236,806)</b>	<b>(241,516)</b>	<b>(4,711)</b>	<b>(43,709)</b>
Actual/forecast funding from reserve	(12,054)	-	-	(6,879)	(6,879)	5,175
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**Table:** 2022/23 outturn and 2023/24 forecast (as at 30 June)

## 2. Rent arrears

- 2.1 Rent collection reduced from 97.4% as at Q4 2022/23 to 94.7% at Q1 2023/24. The arrears increased from £14.9m to £16.6m during that quarter. This period also saw an increase of 377 tenants claiming Universal Credit, taking the total to 6,257 households.
- 2.2 The cost-of-living crisis continues to significantly impact lower income households who make up a significant proportion of council tenants. Also, while Housing Benefit and Universal Credit levels increased to cover the 7% annual

rent increase in April for those on benefits, the benefit increases do not cover the heating charge increase that residents experienced as a result of needing to pass on some of the fuel cost increase.

- 2.3 The rental income team pilot was launched in September 2022 for a more focused approach to rent income recovery. The new team quickly developed ways of working to better support tenants through close working with Welfare Rights, Contact Camden, Housing Benefit and other colleagues; making better use of data; and through enhanced training and development.
- 2.4 Some of the team's successes include increasing the proportion of Universal Credit claimants in arrears and on direct payments to the council from 71% when the team formed to 83% as at Q1; contacting all non-payers who had not been spoken to or supported regarding their arrears; having residents respond positively to the team's contact and being pleased to be making arrangements to manage their debt; and networking with and learning from other social housing landlords.
- 2.5 Approximately £1.1m of debt contained within two specific groups. There are just over 260 homes where the tenant has passed away or is not in occupation of their home but have someone else in residence. These unauthorised occupation cases carry around £840k debt, and urgent work is taking place along with tenancy teams and Legal colleagues to resolve these tenancy matters. Future mitigation work includes further training on, and monitoring of, our end of tenancy processes. The second group relates to debt of approximately £270k among 17 tenancies awaiting eviction. There have been significant delays with London bailiffs, and the advice is that this will continue until October 2023 when the current backlog will be worked through. In mitigation, the team is looking into using high court processes to resolve pending eviction cases rather than the county court bailiffs.
- 2.6 Other work that the team is focussing on to mitigate against more severe increases in rent arrears includes piloting using data analytics to focus attention on arrears prevention through early contact, resolving cases where there are static debts, and embarking on a project with other teams to support those tenants who are in rent arrears and are under-occupying homes to downsize. In these cases, the tenants' incentive payment will be used to offset arrears, and the council will benefit from a larger home for overcrowded households.

### 3. Heating Pool outturn 2022/23

Expenditure	2022/23 Budget	2022/23 Actuals	Variance
Electricity Costs	3,738,000	5,251,676	1,513,676
Gas Costs	6,772,000	15,716,143	8,944,143
Increase in Bad Debt Provision	387,600	518,082	130,482
<b>Total Expenditure</b>	<b>10,897,600</b>	<b>21,485,901</b>	<b>10,588,301</b>



<b>Income</b>	<b>2022/23 Budget</b>	<b>2022/23 Actuals</b>	<b>Variance</b>
Heating - Meter + Scales + Compensation	(7,679,090)	(7,761,733)	(82,643)
Leaseholders	(3,317,570)	(3,388,026)	(70,456)
<b>Total income</b>	<b>(10,996,660)</b>	<b>(11,149,760)</b>	<b>(153,100)</b>

<b>Surplus/Deficit</b>	<b>(99,060)</b>	<b>10,336,141</b>	<b>10,435,201</b>
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Heating Pool surplus drawn down from reserve	(3,418,257)
Overspend	6,917,884

A verbal update on the heating pool will be provided at the DMC meetings.

**Report ends**

# UPDATE REPORTS

## Repairs

Reporting officers: **Darren Smith, Head of Repairs & Operations and Scot Reid, Head of Property Customer Services & Engagement**

### 1. Lift Repairs

- 1.1 Camden has 554 lifts around the Borough which are serviced and maintained regularly by specialist lift contractors, to ensure that breakdowns are kept to a minimum. We understand the inconvenience caused to residents by lift breakdowns so Camden and Apex, our lift contractor, have been working together to improve the service, including trialling a remote lift monitoring service that can alert us to potential issues, and help us to resolve them as quickly as possible.
- 1.2 12 months ago we were in a very different position, with a number of lifts switched off and awaiting parts. With the improvements we've made since then, we were able to reach a key milestone on 25 July this year, when only one lift had been reported to us as out of service, out of the 554 lifts we maintain.
- 1.3 Even with regular checks and maintenance, we can't avoid breakdowns completely, as lifts consist of many moving parts which can fail at any time. We are however, actively looking to make further improvements to the service by launching a critical spares store at Holmes Road Depot. The store will hold any part we have identified, meaning a lift can be repaired the same day.

### 2. Plans to Replace Old Heating Systems

- 2.1 We currently have live heating projects at the St Silas Estate and the Weedington Estate each with an investment of approx. £7 million.
- 2.2 We also have boiler house/plant room upgrade projects which will provide our residents with a more reliable and energy efficient heating system. These are currently in progress at five sites with a total value of approx. £1.2 million: Tonbridge House; 22-38 Southampton Road; Great Ormond Street; 217-255 Camden and New Harmood.
- 2.3 In the next 12-24 months we are finalising and mobilising a number of other heating projects with an approx. total value of £19 million, these including Holly Lodge; Rowley Way; Dunboyne Road Estate; Spedan Close; Brookes Court; Clyde Court; Dudley Court; Chester Court and 13-29 Belmont

### 3. Royal Free Hospital and District Heating System

- 3.1 In response to concerns raised by DMC reps we offered to meet TRA reps on 11 August 2023 and are happy to follow up any further queries. In brief, the heating connection worked well between 2014 and the Summer of 2020, providing up to 50% of the heat required across a number of estates in Gospel Oak. Unfortunately, a fault developed

which could not be resolved without major adaptations to the system and shutting down the heat turbine for the hospital. This complex work is being designed and procured in dialogue with the hospital and the contractor Mitie who manage the system. The work will be undertaken later this year and should complete by February / March 2024. We will also be looking back over the leaseholder heating charges between 2020/21 and 2023/24 for the estates connected to the system. We will make sure that the leaseholder charges are adjusted to take account of the waste heat not being captured and the difference in costs are reimbursed.

#### **4. Heat Metering Programmes Link to Helping People Suffering Fuel Poverty**

- 4.1 Camden has been carrying out a heat metering programme for a number of years – some meters are fitted as standalone retrofits in residents’ homes, some as part of regeneration new build developments, and some as part of large heating upgrades at estates. Currently, homes and blocks at approximately 40 estates are metered for heating, hot water, or gas.
- 4.2 The Heat Network (Metering and Billing) Regulations 2014 (amended in 2020) require us to meter homes where technically and financially viable. We have assessed the remaining homes on our heat network against the cost effectiveness tool published by the government in Nov 2020, with the result that 157 homes still needed to be metered. The rest of the homes on our heat network were either exempt from metering under the Regulations, or deemed not cost effective through the tool.
- 4.3 These 157 homes are going to be prioritised under the next phase of our heat metering programme (Phase 4) as they are the ones we are legally required to meter. These are certain homes at Sanderson Close; Cressfield and Woodyard Estate; Lymington Road Estate; Netherwood Estate and Bacton Estate.
- 4.4 This part of the programme is in the procurement phase, and we intend to do the meter installs later this year.
- 4.5 We still have plans to meter as many other homes on our heat network as possible, including those we are not legally required to meter. However, the speed of the rest of the programme will depend on budget, resource, supplier constraints and resident access issues. We may also decide to change our retrofit approach and install meters as part of bigger heating upgrades at estates, rather than as standalone work.

#### **5. Damp and Mould Programme**

- 5.1 Our Damp & Mould Team are continuing to work hard to visit, inspect, and resolve all the reports we are continuing to receive. Reports about the home of an at-risk resident (eg due to age or respiratory problems) are prioritised and inspected within 24h, while other reports are currently responded to and inspected within 7 to 10 working days.
- 5.2 In January this year, we made outbound calls to residents that had previously been identified as vulnerable, or at-risk. For those residents that confirmed damp and mould was present, we arranged for a member of the team to visit the property and resolve any issues. We are now planning to reconnect with those residents during August/September to check their homes are still free from damp and mould.

5.3 Since December last year we have actioned and closed 2464 inspections. In July we received 155 new mould reports; and carried out 512 mould inspections and 556 mould washes.

## 6. Missed Appointments

6.1 We recognise that any missed appointment is frustrating and inconvenient for our residents.

6.2 Last-minute sickness can often result in having to cancel or rearrange appointments. This is a last resort approach as we always seek alternatives, and our policy is to always try to call the resident, followed by a text message advising of the revised appointment date.

6.3 Where there is a report of no access to a property, the Operative calls the planning team to ask them to contact the resident by telephone including any alternative contact numbers. If this is unsuccessful, the operative leaves a calling card and takes a photograph on their phone of the entrance to the property. The image is sent to the Planner and retained to evidence the attempted visit.

6.4 In Q1 23/24, we recorded **90 missed appointments logged by Agents or through complaints**. This number has fallen from 104 in the same period the previous year.

**Report ends**

# Capital works and fire safety

Reporting officer: Susanne Afra, Head of Capital Works

## 1 Introduction

- 1.1 The Council is currently carrying out its latest stock condition survey. This will conclude in the Autumn, and we will then look at the investment required, what needs to be prioritised and the resources available. At the time of the last survey which concluded in 2018/19, it was noted that there was a gap of c. £180m between the investment required and the resources available. This means that we have had to prioritise schemes that we bring forward; also that we have to focus on the main building elements such as roofs and windows, in addition to infrastructure such as heating, communal electrics and lifts. We have also had to divert resources to fire safety works with c. £50m set aside for investment in this area over this financial year and next.

## 2 Better Homes

- 2.1 Previous DMC reports have provided detailed information regarding the Better Homes projects that are included in the programme by DMC area. Please refer to previous reports for the detail. Residents living at these sites will be contacted in advance of the works taking place.

## 3 Sheltered and Temporary Housing Schemes

- 3.1 There are a number of sheltered and temporary housing schemes that are currently being progressed by the team.

Block Address	District	Ward	Status
61 Kingsgate	Hampstead	Kilburn	Procurement
Holmes road Hostel	Kentish Town	Kentish Town South	In progress
Levine and Abbotts	Hampstead	South Hampstead	Procurement
Argenta House	Gospel Oak	Gospel Oak	Procurement
Henderson court	Hampstead	Hampstead Town	Procurement
10 Bramshurst	Hampstead	Kilburn	Procurement
154 Broadhurst Gardens	Hampstead	South Hampstead	Procurement
180 Haverstock Hill	Gospel Oak	Gospel Oak	Procurement
Dartmouth Park Avenue	Kentish Town	Highgate	Procurement

## 4 Retrofitting housing stock and delivering against the aims of the Camden Climate Action Plan

4.1 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:

- Full deep retrofit of 10 street properties, tenders from London Housing Consortium Framework have been returned and currently being reviewed.
- Deep retrofit of 5-7 Belsize Grove, which comprises 58 homes – these works are progressing
- Energy efficiency works at Brookes Court, which comprises 32 homes – these works are progressing
- Internal wall insulation to 50 homes with solid walls included as part of the Somers Town Future Neighbourhoods project are progressing.
- 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). The GLA have allocated ‘United Living’ as the principal contractor via their RE:NEW framework. The GLA together with LBC are finalising contracts
- Successfully secured £3.6m of central government grant funding to retrofit 283 homes in 23/24 & 24/25, Baily Garner have been instructed to commence surveys.

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.

## 5 Mechanical and Electrical Programme

5.1 **Lifts** - the Council monitors its lifts remotely and has a robust servicing regime in place through its term contractor Apex. As part of its capital programme, the Council has replaced 383 of its 554 lifts since 2010, addressing the oldest and hardest to maintain lifts first. The current capital programme has 71 lifts scheduled for installation, these lifts are prioritised through analysing repairs data and advice from engineers. The data on repairs is included below in the M&E repairs summary.

5.2 **Communal heating** - a number of large schemes and communal heating plant upgrades are in progress borough wide. Large heating replacement schemes are complex and require extensive works both in the communal areas and within properties. Once complete however they provide well insulated heating distribution networks and heating that can be fully controlled within dwellings. Over time we will also explore how we de-carbonise the communal heating network as technology develops.

## 6 Fire Safety Works

6.1 This section of the report note provides the background to the Council's current position and the Notice issued by the Regulator of Social Housing on 21 July 2023.

### *Background*

6.2 The Chalcots evacuation and the fatal fire at Daleham Gardens in 2017 brought into sharp relief the need for the Council to change its approach to fire and building safety, both in terms of how it commissioned and published Fire Risk Assessments (FRAs) but also its governance and the resources needed to deliver the works identified.

6.3 Many of the changes made were reported to Cabinet in July 2021 and this also saw the introduction of the Council's fire and building safety charter. Key points to highlight are:

- The appointment of a Director of Resident Safety who reviewed our FRA cycle and methodology. This led to a new FRA survey form, a change control process for immediate high-risk issues and a strict three-year programme for FRAs to be completed
- The introduction of a new fire safety panel, co-chaired by the Cabinet Member and a resident representative. This has met quarterly since early 2018 and is held in public with the LFB, residents, elected members and senior officers as panel members
- The expansion of our fire safety advisory team in 2018, and further changes in 2020 which established:
  - A new building and resident safety team
  - A dedicated fire safety capital works team
  - Additional dedicated resources in the repairs team
  - A new property data and systems team to track all compliance data
- A commitment to install hard-wired smoke detection in all tenanted homes
- A thorough internal audit carried out in 2019 to determine what additional improvements were needed to governance, systems and performance.

Key outcomes from this work include:

- Every block that needs one has a valid FRA, with assessments consistently delivered through a dedicated supplier
- Strong governance with fortnightly meetings across relevant teams (repairs, landlord services, capital works, estate services) to track progress, risks and monitor performance on the delivery of fire safety actions
- A referral route for emergency issues identified by FRA assessors and 15 occasions when our risk change control process has been used to deal with immediate risks
- A new fire safety policy and a new communal area policy which balances how residents use their home with the need to remove combustible items

- Additional resources and new ways of working assigned to clearing combustible items
- Quarterly checks of communal areas and testing of alarms in all street properties
- Excluding the Chalcots, we have spent over £66m on fire safety works since 2017 and our future capital works budgets now total £68m. Once the Chalcots is included, the Council has allocated £208m to the delivery of fire safety works.
- The Council has set aside £4.5m each year to fund its work to deliver the requirements of the Fire Safety Act 2021 and the Building Safety Act 2022, to help deliver these legislative requirements we have appointed 10 new Building Safety Managers

*How we have been communicating this work*

- 6.4 We report changes in our policy and approach to the resident-led Fire Safety and Compliance Advisory Panel which meets on a quarterly basis.
- 6.5 We signed off our Fire and Building Residents Safety Charter in July 2021 and we published our first annual report to all residents in October 2022. The corresponding report the October 2022 Panel meeting highlighted the volume of fire safety works we were delivering and the need to make additional progress.
- 6.6 Aside from the above we have had regular articles in our Housing News publication, a survey of residents on their perceptions of safety in their home and regular reports to the Housing Scrutiny Committee.

*Why the Regulator issued a Notice*

- 6.7 The Regulator engaged the Council following the Daleham Gardens sentencing hearing which concerned the tragic death in the fire that took place in 2017. It recognised the substantial work done by the Council and the programmes it has in place.
- 6.8 It noted that although the Council had delivered 40,000 actions since 2020, it had 9,000 overdue actions that remained and that 400 of these were high risk. The Regulator also stated that the Council should have made better progress in installing hard-wired smoke and Carbon Monoxide detectors, as it has 9,000 hard-wired smoke detectors and 4,000 Carbon Monoxide detectors still to install.

*Why were there 400 overdue high-risk actions*

- 6.9 At the time of our engagement with the Regulator we had 400 high-risk actions overdue and of these one-third had a timescale of 10 days to resolve. The number of overdue actions has been reducing as we focus on the oldest and highest risk actions first and as at 21 July 2023, the number of overdue high risk actions had fallen to 231.

The majority of the overdue high-risk actions related to:



- Metal security grilles placed on front entrance doors by residents. These accounted for 89 of the “10 day” actions – we have been reviewing our advice to residents regarding these and have recently sent a further letter advising these should be removed. We will then work with residents to remove gates and determine any concerns we need to address in doing so.
- Repairs to front entrance doors – for example checking the fire rating of glazed panels or reinstating a door closer – these are all assigned to our repairs service
- 30 related to combustible items – we have a new process and dedicated resources in place to clear these more quickly
- 4 related to alarm queries
- 5 related to mobility scooter storage and 10 related to compartmentation checks
- The remainder related to miscellaneous actions such as trip hazards

*When will the 9,000 actions be addressed*

6.10 Our current FRA cycle has generated over 50,000 actions in total and we’ve closed 40,000 since 2020 as below, with between 10,000 and 15,000 actions closed each calendar year:

	2020	2021	2022	2023 (as at 31 July)	Total
Actions closed	10,231	15,531	10,923	6,018	41,261

Of the remaining actions:

- 4,700 are being delivered by the Capital Works team – we do this when we have similar works across a wide range of homes and it helps us to get value and put in place resources like Resident Liaison Officers. We have just awarded five large geographical packages covering items such as door replacements, this work covers over 9,000 homes and will take place this year and next. Capital works take time to arrange as we sense check all actions and make sure we are being consistent within a block, we then package and tender the works.
- 2,945 are with the Repairs service and are scheduled to be completed by Autumn 2023, these typically relate to standalone repairs to doors and simple elements such as signage. We have had to repackage our repair works following non-delivery by a contractor and have gone directly to specialist suppliers in most cases
- 879 actions are being delivered by our Landlord Services team, with approximately 400 of these requiring the removal of security grilles over front doors (89 of which were classed high risk as above). The remaining actions are general housekeeping actions for items in communal areas to be either removed or alternative storage found, clearances are projected to be completed this Summer with support from the repairs service.
- 327 are actions related to our Estate Services with 47 relate to the relocating of bin stores and the remainder the removal of items in communal areas, dedicated resources are in place to address the remaining actions, these will be closed this year
- 391 are actions that are being reviewed by the building safety team or fire safety advisors which generally require commissioning of further investigative surveys to provide further assurance, these will be closed this year

*Why are internal hard-wired alarms not installed in all tenanted homes*

- 6.11 The Council's Cabinet agreed in July 2021 to install hard-wired detection in all tenanted homes and this was signed off as part of the investment programme. At this stage it was not a regulatory requirement.
- 6.12 Our first alarm packages reached site in August 2022, we would have started sooner but our first contractor would not deliver against the prices it had submitted. To speed things up we also asked our individual heating contractor to install Carbon Monoxide alarms as part of the annual servicing programme.
- 6.13 In October 2022 the Government passed a regulation to make hard-wire smoke detection and Carbon Monoxide detection in tenanted homes mandatory. The regulation stated that the detection, or a programme to install detection had to be in place.
- 6.14 The Council is compliant with the regulation, however the Regulator of Social Housing has stated that it would expect better progress to have been made at this point.
- 6.15 The Council's programme will see smoke detection installed in all tenanted homes by March 2024 – subject to getting access – and Carbon Monoxide detection in all homes that need them installed by December 2023.

*When will all fire safety actions be completed?*

- 6.16 New actions arise all the time, for example if combustible items are found or equipment needs to be replaced. However, most of the 9,000 actions will be delivered this calendar year with the Capital Works packages continuing into 2024.

*What will we do next?*

- 6.17 We have many measures already in place such as our resident-led Panel, programmes of work and internal governance, it's now stepping up again to drive performance further and provide more detailed reporting to all stakeholders. To achieve this we will:
- Agree an action plan with the Regulator – this will set out how the Council will tackle the issues in the Notice and will be submitted to Cabinet for approval
  - Report publicly on progress to the Fire Safety and Compliance Advisory Panel and the Housing Scrutiny Committee
  - Make sure the action plan is correctly resourced and we have robust arrangements to maintain the pace of delivery.

**Report ends**

# CCTV

Reporting officer: **Graeme Dyson, Head of Security**

## 1. CCTV

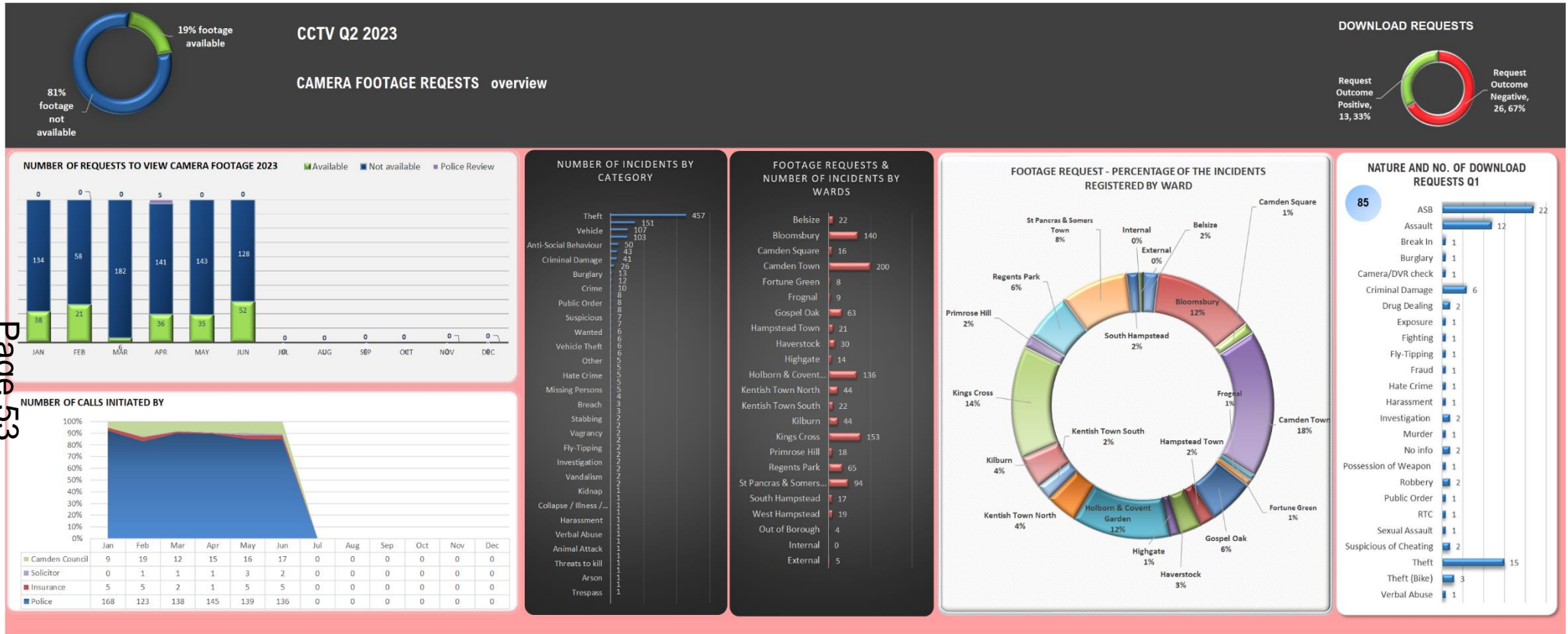
- 1.1 Work has continued on the planning and design stages of the new housing CCTV installation project over the last three months.
  - 53 estates identified as a priority for upgrade
  - 38 estates visited to date and full assessments completed
  - 11 more estates booked in for August
  - Leaving just 4 estates to complete site visits on
  
- 1.2 Camera installations are continuing:
  - 8 estates are now fully upgraded and operational – about 30% of the estates
  - 7 estates are being worked on – 13%
  - 3 estates are waiting for work to start shortly – 6%
  - 205 new cameras now working in the CCTV Control Room
  - 25 more cameras being finalised and due to come online over the next few weeks.
  
- 1.3 A document with more details about the upgrade (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 There has been some good, pro-active work from CCTV operators again over the last three months, proactive work continues in recording mobile phone snatches in the south of the borough. On two separate occasions proactive work by CCTV operators has resulted in people being detained in public armed with machetes. We are currently doing a deep dive into processes in the control room to free up operators' time to do less admin and be more proactive and learn the best practice ways of being proactive.
  
- 1.5 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 and TRA can send 2 people along at the moment. If you are interested in visiting, then please email the Control Room Operations Manager direct at [tawanda.majasi@camden.gov.uk](mailto:tawanda.majasi@camden.gov.uk) and he will make the arrangements.
  
- 1.6 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 2023 and the increased service charge will be applied in April 2024. You will be notified in advance but the majority if not all estates should be upgraded by this time.

## **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. In the first half of this year they have carried out over 25,000 patrols. About 25% of these are targeted patrols to proactively disrupt ASB and the RSP dealt with more than 1,265 residents call outs in 6 months.
- 2.2 The two most common causes of incidents are ASB (2,951 incidents to date) and drug use (2,504 incidents). St Pancras and Somers Town was the busiest ward for residents calls and patrols to date, with Haverstock and Kilburn following on behind.
- 2.3 As well as responding to residents' 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
- 2.4 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.

### 3. CCTV dashboard – call types, locations, footage requests - April to June 2023

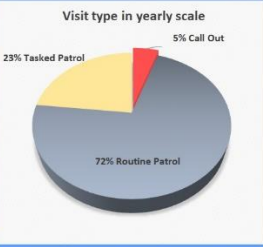
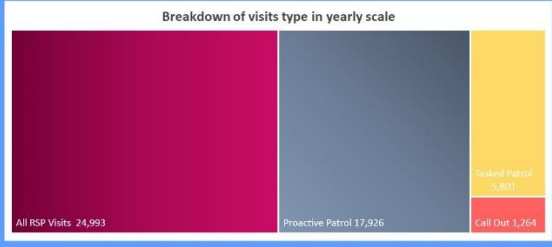
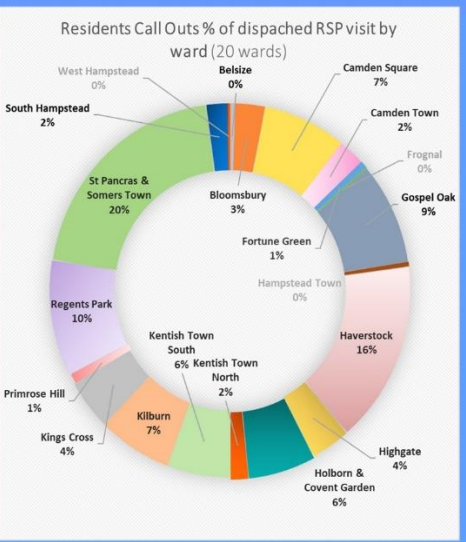
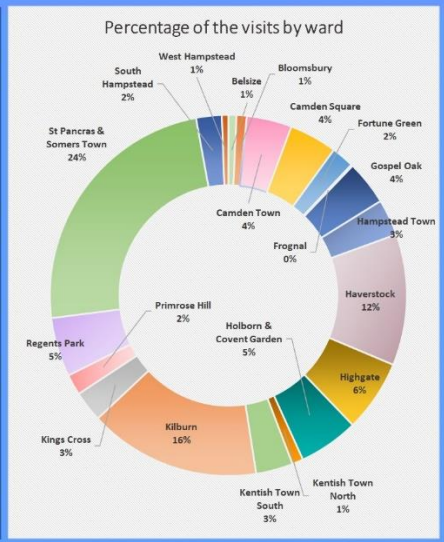
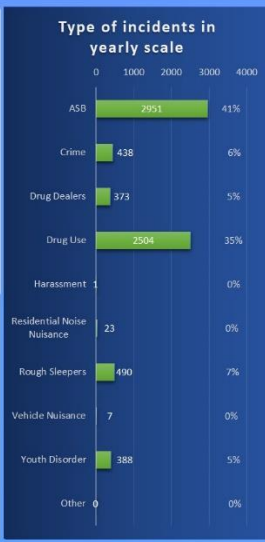
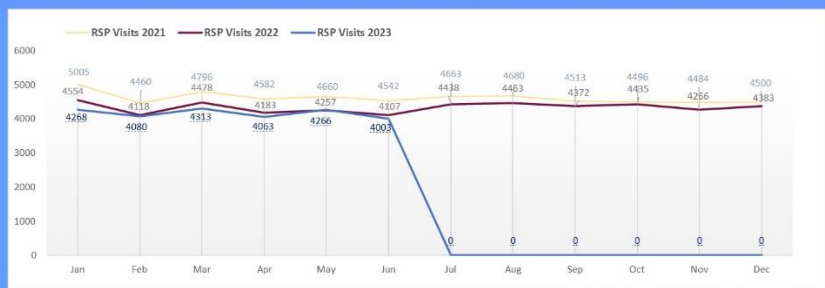


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# RSP dashboard April – June 2023

RSP VISITS Q2 2023 overview

➔ Total Visits YTD 24993



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Report ends

# Income management

Reporting officer: Jo Adams, Senior Neighbourhood Manager (service development & partnerships)

## 1. Rent collection

- 1.1 Supporting people to make their rent payments and to maximise their incomes remains a high priority Housing.
- 1.2 The increase in arrears is in part a reflection of people struggling with the cost-of living crisis and the fuel cost increases - £16.9m as at end of June 2023.
- 1.3 Work is continuing to increase the number of Universal Credit claimants whose rent is paid direct to the Council by the Department for Work & Pensions.
- 1.4 Making personal contact and ensuring that tenants know where to get help when they need it will remain a priority for our service.
- 1.5 New Head of Leaseholder Services and Housing Income has been appointed and will prioritise collection of arrears.

### Rent collection data

	4 Apr 2021	4 Apr 2022	2 Oct 2022	2 April 2023
Rent arrears	£10,387,511	£12,346,862	£14,253,940	£14,895,163
% collection rate	98.10	97.92	96.92	97.37
Owe 7 weeks+	2,677	3,010	3,303	3,337
Tenants on UC	4,412	5,164	5,680	6,076
Arrears owed by tenants on UC and % of total arrears	£4,099,443 39%	£6,515,001 53%	£7,264,844 51%	£7,410,272 50%

Report ends

# Neighbourhoods

Reporting officer: Maria Jacobs, Head of Neighbourhoods

## 1. Introduction

- 1.1 The chairs of the respective DMCs (District Management Committees) had given feedback from their members regarding problems in contacting their Neighbourhood Housing Officer.
- 1.2 This report sets out the changes we have undergone in recent months along with some challenges for our service.
- 1.3 We have 66 NHOs managing around 22,000 tenancies. Currently there are six vacancies and five posts where staff are on long-term absence. This represents a 17% reduction in the workforce at a time of increasing pressures impacting housing services generally, as outlined below.
- 1.4 Where vacant patches or long-term sick these are covered by existing Neighbourhood Housing Officers. A full list of current Neighbourhood Housing Officers can be found on our website.
- 1.5 External factors have impacted on the Neighbourhood Housing Officers in recent months including cost of living crisis, damp and mould, and management actions arising out of our fire risk assessments.

## 2. National trends

- 2.1 There has been a significant increase in voluntary resignation across the sector with a recent survey of local authorities showing that turnover for customer facing roles had doubled from 4.5% in 2017 to over 9.8% in 2022<sup>1</sup>.
- 2.2 The Better Social Housing Review, created by the National Housing Federation and the Chartered Institute of Housing and published in January, acknowledged that “exceptional pressures and demands” on frontline staff working directly with tenants “are contributing to very high turnover rates... and making it harder for many tenants to communicate with their landlord.”
- 2.3 The employment sector remains buoyant and highly competitive with London being a particular pressure point. House mark<sup>2</sup> predict that London landlords will need to replace 1 in 5 housing officers this year if the current trend continues.

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<sup>1</sup> Inside Housing 28 July 2023 cites 67 Local Authorities responded

<sup>2</sup> Housemark is a leading data insight company for the social housing sector ([www.housemark.co.uk](http://www.housemark.co.uk))



### **3. Looking forward**

- 3.1 The housing service is on a journey of transformation that will include our people and how we deliver our services. This is against a backdrop of legislation, new regulation, and constraints on our budgets.
- 3.2 We have undertaken a recruitment drive to appoint fixed term Neighbourhood Housing Officers for any vacant roles along with agreeing temporary appointments for any areas where the officer is (or is likely to be) on long-term sickness absence.
- 3.3 As part of our transformation we will be exploring how we deliver our services and looking at ways in which we can increase the ease and range of options for our residents to connect with us.
- 3.4 We will also be reviewing and redefining the role of our housing officers so that they have a clear purpose along with the right tools to enable them to deliver a first-class service in line with our vision that we deliver an exemplary housing and repairs service that is proactive, responsive, relational, and empathetic.

**End of report**

# Caretaking

Reporting officer: Michael Wood, Project Manager - Estate Services

## 1. Performance

1.1 Our caretaking service is responsible for the upkeep and safety of our communal areas on our estates. We assess our communal areas against a quality control framework with A being the highest. The performance for the last quarter is as follows:

Q1 (Apr-Jun 2023/24) Borough	A	B	C	D
Camden Town	4.9%	90.9%	4.1%	0.1%
Gospel Oak	4.0%	95.6%	0.4%	0.0%
Hampstead	27.2%	72.4%	0.4%	0.0%
Holborn	9.0%	89.5%	1.5%	0.0%
Kentish Town	0.3%	97.0%	2.8%	0.0%

1.2 Our estates are independently audited by Keep Britain Tidy, the table below demonstrates how we compare against the borough-wide audit:

Survey period	Litter	Detritus	Flyposting	Graffiti	Fly Tipping
2022-23 T3 Social housing only	5.56%	3.33%	0%	3.33%	6.67%
2022-23 T3 Without social housing	10.32%	7.7%	9.21%	15.08%	2.06%

1.3 In addition to our day-to-day services, we also have a caretaking response team who undertake small projects to enhance the quality of our estates.

District	Projects completed
Camden Town	12
Gospel Oak	23
Hampstead	2
Holborn	25

Kentish Town	5
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- 1.4 The window cleaning team carried out 162 communal window cleans across the five district areas.
- 1.5. Our meter reading team has seen an increase in demand for meter readings. Along with providing access, the team also checks for hazards in these secure and infrequently used locations.

Type of request	No
Access for electrical work	6
Meter reading	217
Smart meter installation	23
Top-up a pre-payment meter	1

**Report ends**

# Estate Parking

Reporting officer: Michael Wood, Project Manager - Estate Services

## 1. Background

- 1.1. This report continues from the update provided to DMCs in March 2023 and outlines progress so far.
- 1.2. In March 2023, Cabinet formally agreed the matter of implementing a traffic management order (TMO) on estate land, and confirmed the sites selected for group 1. You can view the full report here:  
<https://democracy.camden.gov.uk/ieDecisionDetails.aspx?ID=3952>
- 1.3. This area is highly regulated, and each group will consist of two consultations (a design consultation and a statutory consultation) before physical changes and new enforcements can take place. The roll out of parking schemes will be carried out in groups of 10 sites and will be programmed alongside any other improvements as detailed below.

## 2. Progress

- 2.1. At the time of writing this report, the group 1 design consultation is still live. However, early results suggest that around 10% of group 1 households have responded to the survey at <https://www.estateparkingcamden.co.uk/>, with around half of the estates supportive of the proposed design changes.
- 2.2. We will now closely examine the results of the design consultation to make improvements to proposals in line with resident feedback.
- 2.3. The timetable below takes us through to the implementation of the first group of locations :

2023-24 Q1	Estate consultations on proposed Group 1 designs [in progress]
2023-24 Q2	Review designs based on resident feedback; Undertake statutory consultation
2023-24 Q3 - Q4	Make any physical changes to estates and begin parking enforcement

## 3. Monitoring and Feedback

- 3.1. We will continue to monitor the projects in terms of impact on surrounding areas and any lessons learnt. This will be used to inform future projects where parking is identified as an issue.

**Report ends**

# Grounds maintenance and tree management contractor performance

Reporting officer: Andrew Hinchley, Interim Head of Green Space

**Summary:** The role the Green Spaces service undertakes across housing estates was set out in the March 2021 report. The below sets out an update to that report and provides service performance information. It also responds to a number of enquiries raised by DMCs in advance of this meeting, regarding alternative contracting and DMC funded projects.

## Grounds Maintenance

- 1.7 Grounds Maintenance Monitoring Officers undertake a range of monitoring including complaint led and programmed inspections, across housing green spaces. If a task has not been completed a rectification (financial and contract penalty) can be raised against the task to ensure that it is completed in a specific time. Data for the number of rectifications issued is as follows:

	Non Rectifiable Default	Stage 2 Rectification
<b>2021/22</b>	36	197
<b>2022/23</b>	37	127
<b>2023/24 – (April – July)</b>	2	129

## Delivering safe and accessible playgrounds across housing

- 1.8 96% (182 separate play/sports areas) of play areas managed by Camden Green Space Operations on housing estates are currently open for use. 7 play areas/MUGAs are currently closed.
- 1.9 The resurfacing works at St Silas Lenham play area have been completed. New roundabouts and safety surfaces have been installed at New Calthorpe Estate and St Silas Shipton

## Grounds Maintenance Service Recommissioning

- 1.10 The Council's Green Space service contract with idverde ends in March 2025. As part of the early stages of this process, an online consultation for residents and other stakeholders was undertaken throughout spring 2023. The online consultation receiving 188 responses.
- 1.11 Responses have been collated and we are currently in the process of summarising themes, which will be shared with stakeholders in due course. We will be completing further stakeholder engagement regarding playground maintenance through the coming months.

- 1.12 The current recommissioning process provides Camden with the opportunity to explore what future service delivery will look like; which includes considering a number of different delivery models such as fully outsourced, fully in-house or a number of different mixed service delivery models. We are currently exploring these potential models and the internal and external feedback received will inform this process.
- 1.13 We plan to provide a more detailed update to DMCs in the December meetings.

#### Question response: Opting out of the contract

- 1.14 A question has been raised about whether TRAs could opt out of the contract to source an alternative provider if they went through the proper channels, and what these channels would be.
- 1.15 The existing grounds maintenance contract enables site, or part of sites, to be removed from contract relatively easily, so cessation of the existing grounds maintenance arrangements can be arranged. This facility is intended for use where community members or residents wish to take on gardening tasks or establish growing areas. We facilitate community management of planting beds through the contract at present, with many successful examples.
- 1.16 If TRAs wished to manage their own grounds maintenance services, a Local Management Agreement (LMA) can be considered. Under these agreements TRA's can do the work themselves, employ somebody or appoint a contractor. The group would need to be registered as a Tenant and Resident Association, have a bank account and require training on health and safety and finance. Further information on setting up an LMA can be requested from the Tenant and Leaseholder Engagement team.
- 1.17 Larger tasks, such as grass maintenance or playground management can require specialist equipment or skills, and require legislative, health and safety and landlord obligations to be met. The existing contract ensures these are met. Any alternative providers would have to demonstrate how they meet these requirements to ensure sites are managed safely.
- 1.18 The council is currently exploring alternative approaches to the management of budgets at Hillgrove Estate within the participatory budgeting trial. This is at early stages and we are not yet in a position to roll out similar approaches elsewhere until this trial has been undertaken and evaluated.

#### Question response: DMC project costs

- 1.19 A question has been raised about whether TRAs can offset grounds maintenance costs where a DMC-funded project is commissioned.
- 1.20 The DMC funds are usually used to deliver one-off capital works. These are works that are outside the scope of the core grounds maintenance contract and which involve a change to a site (rather than maintenance of the existing assets). As such, they are in addition to the routine grounds maintenance tasks, rather than instead of them – and therefore cannot be offset.

- 1.21 Any variations in the maintenance costs resulting from capital works delivered through a DMC-funded project (which can arise from changes in the measurements for different assets, or introduction of new features) will be reflected in future contract payments, once the change details are communicated and applied to the green space asset register. This could be an increase or decrease depending on the changes made.

## Tree Management

### Housing Tree enquiries

- 2.1. We are experiencing a very high number of enquiries at present and are seeing some longer than normal response times. The tree section has been struggling to recruit to a full complement of staff due to a shortage of suitably qualified people in the sector. We hope to have a full team in place by September 2023. Our term contractor is experiencing the same staffing problems which is causing a delay in some works being completed.
- 2.2. Following the complete year of reporting, it is now possible to provide performance information compared to the same period last year:

<b>Enquiries Received</b>	<b>Apr -June 2022</b>	<b>Apr – June 2023</b>
Housing Communal	140	<b>99</b>
Street Property	52	<b>46</b>
<b>Total</b>	<b>192</b>	<b>145</b>

<b>Enquiries closed</b>	<b>Apr – June 2022</b>	<b>Apr – June 2023</b>
Housing Communal	84	<b>67</b>
Street Property	48	<b>48</b>
<b>Total</b>	<b>132</b>	<b>115</b>

<b>Work completed</b>	<b>Apr – June 2022</b>	<b>Apr – June 2023</b>
Housing Communal	31	<b>221</b>
Street Property	25	<b>7</b>
<b>Total</b>	<b>56</b>	<b>228</b>

- 2.3. As can be seen from the tables above the number of enquiries received has reduced by 47 and enquiries closed by 17 compared to the same period last year.. However, the amount of work completed has increased by 172 jobs compared to last year. We will continue to prioritise works based on risk to maximise capacity.

**Report ends**

# Complaints

Reporting officers: Jim Read, Service Manager – Information Governance and Scot Reid, Head of Property Customer Services & Engagement

## 1. Housing Complaints Quarter 1 2023/2024

Division	Housing Management Qtr 1 23/24	Qtr 4 22/23	Property Management Qtr 1 23/24	Qtr 4 22/23
Number stage 1 complaints in Qtr	59	91	293	379
Cases responded to within time (10 wkg days)	25%	30%	50%	50%
Cases responded to late	34%	39%	37%	43%
Open cases currently overdue	39%	31%	13%	7%
Number of "not a complaint" cases & not included in above figures	39	51	155	194
Number stage 2 complaints in Qtr	20	25	75	82
Number of upheld stage 2 complaints	4	4	66	40
Number Housing Ombudsman decisions in Qtr	2	2	3	3

Housing Management (by main service areas)	Landlord Services Qtr 1 23/24	Qtr 4 22/23	Estate Management Qtr 1 23/24	Qtr 4 22/23
Number stage 1 complaints in Qtr	34	46	18	28
Cases responded to within time (10 wkg days)	18%	15%	6%	11%
Cases responded to late	47%	50%	28%	50%
Open cases currently overdue	34%	35%	67%	39%
Number of "not a complaint" cases & not included in above figures	26	34	14	11
Number stage 2 complaints in Qtr	16	8	1	2
Number of upheld stage 2 complaints	4	2	0	2
Number Housing Ombudsman decisions in Qtr	2	2	1	0



<b>Property Management</b>	<b>Repairs &amp; Operations Qtr 1 23/24</b>	<b>Qtr 4 22/23</b>
Number stage 1 complaints in Qtr	284	372
Cases responded to within time (10 wkg days)	51%	50%
Cases responded to late	37%	44%
Open cases currently overdue	12%	6%
Number of "not a complaint" cases & not included in above figures	147	183
Number stage 2 complaints in Qtr	75	79
Number of upheld stage 2 complaints	66	39
Number Housing Ombudsman decisions in Qtr	3	3

### **Stage 1 Complaints**

- 2.1 The data shows a significant decrease in Stage 1 complaints compared to the previous quarter with Housing Management services seeing a 35% drop and Repairs a 23% drop. However, the number remains high and consequently the number of complaints responded to on time remains low due to pressures on resources.
- 2.2 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 Council receives the complaint.
- 2.3 Housing Repairs prepare their own specific performance data to measure the performance of the actual service rather than the Council as a whole where the 10 working days is counted from the date Housing Repairs case management team receive the complaint. These figures are reported separately by Housing Repairs as part of their regular performance data.

### **Stage 2 Reviews**

- 3.1 Over the last year there has been a significant increase in the number of Stage 2 complaints where complainants remain dissatisfied with the outcome of a Stage 1. This has created delays in responding to Stage 2 reviews within the required timescales. In order to address this, the complaints team has reviewed the Stage 2 handling process to make it more efficient and have increased resources to manage the increased workloads (see section 4 below).
- 3.2 Stage 2 reviews are carried out by complaints officers in the Central Complaints Team who carry out an investigation independent to the service area involved.
- 3.3 A higher proportion of Stage 2s relating to Repairs have been upheld this quarter whereas in Housing Management a relatively low proportion are upheld.

- 3.4 The main reasons for being upheld are continued delays in carrying out repairs and delays in handling the complaint.
- 3.5 The Repairs service is working with the Central Complaints team to look at themes and lessons learnt from reviews to ensure complaints are resolved at the earliest stage as possible.

### **The Central Complaints Team**

- 4.1 The complaints team has increased staff resources with two additional complaints officers, plus a third complaints officer starting in Autumn 2023 to manage the increase in Stage 2 reviews. They are currently recruiting an additional case co-ordinator to provide advice and support to residents at the initial stages of the process. The complaints team remains on track to reduce delays by August 2023.

### **The Complaints Policy and Procedure and Compliance with the Housing Ombudsman's Complaint Handling Code**

- 5.1 The Council's Complaints Policy and Procedure has been reviewed and updated. This has been done in collaboration with the Housing Ombudsman's Compliance Team. It now provides more information on reasonable adjustments and changes the stage 2 timescales to 20 working days making it fully compliant with the Housing Ombudsman's Complaint Handling Code.
- 5.2 The revised policy and procedure took effect from 1<sup>st</sup> July 2023 and is available on the Council's website - [Complaints - Camden Council](#)

### **6. Housing and Property Services - A new approach to improving the customer service we provide to our residents.**

- 6.1 Across Housing and Property Services, customer satisfaction should be front and centre in delivering our work. Yet, in part, our customer feedback and complaint numbers can often tell a different story. Our customers tell us that communication is a high concern for them. Not being ignored and being kept up to date with an enquiry is their number one concern, but often this is what lets us down. We are proactively collecting customer satisfaction feedback, and this should be a driver for change. With this in mind, we are launching some new concepts to help improve overall customer satisfaction.
- 6.2 Working with colleagues in central complaints and our outbound call provider KWEST, we will introduce a new way of measuring customer satisfaction in handling stage one complaints. We want to understand from our customers whether the process was handled correctly. From when a formal complaint was logged, how the service handled the case, whether the customer believed it was responded to promptly and meaningfully, and whether it showed understanding

and empathy. The aim is to have a relational telephone conversation where the feedback can help drive performance and customer satisfaction. We plan to launch this in the Autumn.

- 6.3 A new resident complaints oversight panel concept will be introduced. Fully supported by the wider Property Customer Services and Engagement team, this panel of up to five members will meet at least bi-monthly to review the current level of stage one, stage two, and ombudsman cases and review the trends that have been identified. The panel will carry out a lessons-learned approach and will meet with Senior Managers to report on improvements to avoid repeated issues. The panel recruitment will commence in the Autumn, with a plan to have this group in place for January 2024.
- 6.4 The work of the complaints oversight panel will be fully tracked and shared with the Director of Housing, the Director of Property Services and across the organisation, including the DMCs. The panel will produce regular lessons learned reports, and where possible, the output of this work will be made available on our website. This new concept aligns with the Ombudsman's recommendations, where we include residents in the areas that directly affect them and continue along our agreed path of being more open and honest about the decisions we make and how it helps improve overall customer satisfaction.
- 6.5 Due to the nature of the work involved, following a robust recruitment process, remuneration will be paid to the five-panel members. In line with the current London Living Wage, currently set at £11.95. A payment of £40, including travel costs for the 3-hour session, will be made.
- 6.6 Further updates will be provided to the DMC as we progress through the panel recruitment.

**Report ends**

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21 September 2023  
Maria Jacobs  
Head of Neighbourhoods  
Supporting Communities  
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**Title: Hampstead DMC Budget Report**

**Discussion Report**

**Recommendations:** The DMC is asked to note the report and approve any new bids it considers appropriate.

**Report Summary:** This report outlines the spend relating to the revenue budget for 2023/24

**Minor & Major Revenue Works Budget 2023/24**

For the financial year 2023/24 the DMC Budget allocation is £157,740, this budget is the consolidated total of the former minor works, and major revenue works budgets.

DMC funding guidelines have been circulated to TRA representatives. TRAs are encouraged to submit their bids as early as possible to allow enough time for their projects to be completed.

There is no scope to carry over unspent budgets as associated funds go back into the Housing revenue account.

TRA's are asked to consider any improvement schemes that would benefit their estates/areas and discuss these at an early stage with either their Neighbourhood Manager or Neighbourhood Housing Officer, so schemes requiring either technical input or pricing can be investigated and progressed.

**1 New bid received for approval**

TRA	BID REQUEST	AMOUNT	COMMENTS
Taplow	DMC Funding requested to cover the cost of the purchase of various items to support the residents community allotment project and help revamp and enhance the community hall and shared spaces to increase community cohesion	£2040.84	Quotations provided by TRA -various on line websites: New Electric cooker Del, install and recycle- £604 New folding Tables x 5 -£420.84 Lockable Storage unit x 1 - £166 Additional folding chairs x25 - £500 Replacement kitchen essentials, Microwave, kettle, Tea mugs, cutlery/Utensils - £350

**Late Submissions**

All bids should be discussed prior to presenting to the Committee with Ward Housing Managers. This will ensure the correct information regarding costs, resident's consultation and surveyors input if necessary will be presented. It has therefore been agreed that late bids and verbal bids received at the meeting will not be considered until the following meeting.

**Bid Criteria**

The criteria for bidding for both budgets are outlined in the letter sent to all TRA's during the year when requesting new bids and can be found on the council website.

**Report ends**



Submitted to DMC	TRA	Request	Bid Agreed	Actual cost	Comments
Jun-23	Webheath	Funding requested to cover the cost of the installation of two caged wall lamps to illuminate ramp leading to Netherwood Street	£1,041	£1,041	Quotation provided by OpenView Security Solutions Limited- LBC approved contractor- Planned stat date 28/8/23
Sep-23	Taplow	Funding requested to cover the cost of the purchase of various items to support the residents community allotment project and help revamp and enhance the community hall and shared spaces to increase community cohesion		£2,041	Quotations provided by TRA -various on line websites:New Electric cooker Del, install and recycle- £604 New folding Tables x 5 -£420.84 Lockable Storage unit x 1 - £166 Additional folding chairs x25 - £500 Replacement kitchen essentials, Microwave, kettle, Tea mugs, cutlery/Utensils - £350
<b>Total Spend</b>			<b>£1,041</b>		

**DMC Budget 2023/24  
Hampstead**

**DMC Budget 2023/24  
Hampstead**

**£143,730**

<b>Webheath</b>	<b>£1,041</b>
<b>Budget</b>	<b>143,730</b>
<b>Total Spend</b>	<b>£1,041</b>
<b>Unallocated</b>	<b>£142,689</b>

