

HOUSING SCRUTINY COMMITTEE

MONDAY, 7 OCTOBER 2024 AT 6.30 PM
COMMITTEE ROOM 1, TOWN HALL, JUDD STREET, LONDON WC1H 9JE

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Telephone: 020 7974 1914 (Text phone prefix 18001)

MEMBERS

Councillor Kemi Atolagbe (Chair) (L)

Councillors Meric Apak (L), Richard Cotton (L), Tommy Gale (L),
Eddie Hanson (L), Nancy Jirira (LD), Samata Khatoon (L), and 1 vacancy

Co-Opted Members

Charles Bertlin, Larissa Hope and Vic Seedman

SUBSTITUTE MEMBERS

Councillors Nina De Ayala Parker (L), Edmund Frondigoun (L),
Lorraine Revah (L), Tom Simon (LD) and Jonathan Simpson (L)

L = Labour, C = Conservative, LD = Liberal Democrat, G = Green

Issued on: Friday, 27 September 2024

TOWN HALL FIRE/EMERGENCY EVACUATION PROCEDURE

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

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

Do not wait immediately outside the building – proceed to the assembly point on Bidborough Street (outside the Openreach building) and await further instructions.

MEETINGS IN CAMDEN

Everyone is welcome to come to the public meetings in Camden and agendas for these meetings are available in advance on the Council's website at www.camden.gov.uk. If you are interested in a particular item being considered at a meeting and you wish to speak (called making a deputation), please write to the Committee Officer listed on the front of the agenda. The deadline for deputation requests for this meeting is **5pm on Thursday, 3 October 2024**.

The Council is allowed to discuss some items in private, although this does not happen often – any such items will be discussed at the end of the meeting and you will be asked to leave at this point.

Members of the public have a right to film, record or photograph public meetings for reporting purposes. This does not apply to any of the Council's meetings which are private or not open to the public. Laws on public order offences and defamation still apply, and you should exercise your rights with responsibility. Please respect the views of others when reporting from a meeting.

You may be asked to stop filming, photographing or recording a meeting if the Chair feels that the activity is disrupting the meeting.

[Where applicable] This meeting will be webcast and can be watched live or viewed for six months afterwards at www.camden.gov.uk/webcast. If you are attending a meeting but do not wish to appear on the webcast you are advised to sit in the public gallery.

If you have any views or questions about meetings at Camden Council please call Committee Services on 020 7974 1915.

Gender inclusive minutes: Camden seeks to write the minutes of its committees in a way that does not misgender individuals. If you are contributing to the meeting and you wish to let us know what your pronouns are, please contact the Committee Officer named on the front of this agenda. Otherwise, we will use job titles, full names or neutral terminology. We will not assume gender.

WEBCASTING NOTICE

This meeting will be broadcast live by the Council via www.camden.gov.uk/webcast. The whole of the meeting will be filmed and recorded, except where there are confidential or exempt items, and the footage will be on the Internet for at least a year. A copy of it will also be retained in accordance with the Council's data retention policy.

If you make a representation to the meeting you will be deemed by the Council to have consented to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

The Council is obliged by law to allow members of the public to take their own recordings and images of this remote meeting. The Council will only seek to prevent this should it be undertaken in a disruptive or otherwise inappropriate manner.

The Council has a privacy notice and further details that you can see at www.camden.gov.uk/privacy. We also have a privacy notice that explains our use of webcasting data that you can see at www.camden.gov.uk/data-protection-privacy-and-cookies#webcasting

If you have any queries regarding webcasting or the recording of meetings by the public, please contact the webcasting co-ordinator on 020 7974 5653.

HOUSING SCRUTINY COMMITTEE

7 OCTOBER 2024

THERE ARE NO PRIVATE REPORTS

PLEASE NOTE THAT PART OF THIS MEETING MAY NOT BE OPEN TO THE PUBLIC AND PRESS BECAUSE IT MAY INVOLVE THE CONSIDERATION OF EXEMPT INFORMATION WITHIN THE MEANING OF SCHEDULE 12A TO THE LOCAL GOVERNMENT ACT 1972, OR CONFIDENTIAL WITHIN THE MEANING OF SECTION 100(A)(2) OF THE ACT.

AGENDA

Wards

1. APOLOGIES FOR ABSENCE

To consider any apologies for absence

2. DECLARATIONS BY MEMBERS OF STATUTORY DISCLOSABLE PECUNIARY INTERESTS, COMPULSORY REGISTERABLE NON-PECUNIARY INTERESTS AND VOLUNTARY REGISTERABLE NON-PECUNIARY INTERESTS IN MATTERS ON THIS AGENDA

3. ANNOUNCEMENTS

Broadcast of the meeting

The Chair to announce the following: 'In addition to the rights by law that the public and press have to record this meeting, I would like to remind everyone that this meeting is being broadcast live by the Council to the Internet and can be viewed on our website for twelve months after the meeting. After that time, webcasts are archived and can be made available upon request.'

If you have asked to address the meeting, you are deemed to be consenting to having your contributions recorded and broadcast, including video when switched on, and to the use of those sound recordings and images for webcasting and/or training purposes.'

Any other announcements

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

5. MINUTES

To consider the minutes of the meeting held on 16th July 2024.

(Pages 7 -
16)

6. DEPUTATIONS

Requests to speak at the Committee on a matter within its terms of reference must be made in writing to the clerk named on the front of this agenda by 5pm two working days before the meeting.

7. REGULATOR OF SOCIAL HOUSING - TENANT SATISFACTION MEASURES

All Wards

Report of the Director of Property Management

(Pages 17 -
48)

This report introduces a presentation to the Housing Scrutiny Committee covering the new regulatory Tenant Satisfaction Measures (TSMs) for 2023/24 related to tenant satisfaction, compliance and management information. This information was submitted to the Regulator and published on the Council's website in July 2024.

8. UPDATE ON HOUSING REPAIRS AND CAPITAL WORKS

All Wards

Report of the Director of Property Management

(Pages 49 -
68)

This report provides information on the repairs service and the delivery of capital works to Council homes.

9. RESPONSE TO THE REPORT OF THE CABINET ADVISER ON IMPROVING SERVICES TO CAMDEN LEASEHOLDERS AND ADVOCATING FOR LEASEHOLDERS (TO FOLLOW)

All Wards

Report of Cabinet Member for Better Homes

This report sets out commentary and actions in response to Councillor Slater's Cabinet Advisor report on Improving Services to Camden Leaseholders and Advocating for Leaseholders.

10. WORK PROGRAMME AND FORWARD PLAN

Report of the Director of Property Management.

(Pages 69 -
76)

This report suggests a possible work programme for the scrutiny committee

11. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

The date of the next meeting will be Tuesday, 12 November 2024 at 6.30 pm in Committee Room 1, Town Hall, Judd Street, London WC1H 9JE.