

KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE

TUESDAY, 23 JULY 2024 AT 6.30 PM
**KENNISTOUN AND WILLINGHAM TRA HALL, WILLINGHAM TERRACE, LEIGHTON
ROAD, LONDON NW5 2UY**

Enquiries to: Rebecca Taylor, Committee Services
E-Mail: Rebecca.Taylor@camden.gov.uk
Telephone: 020 7974 8177 (Text phone prefix 18001)

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

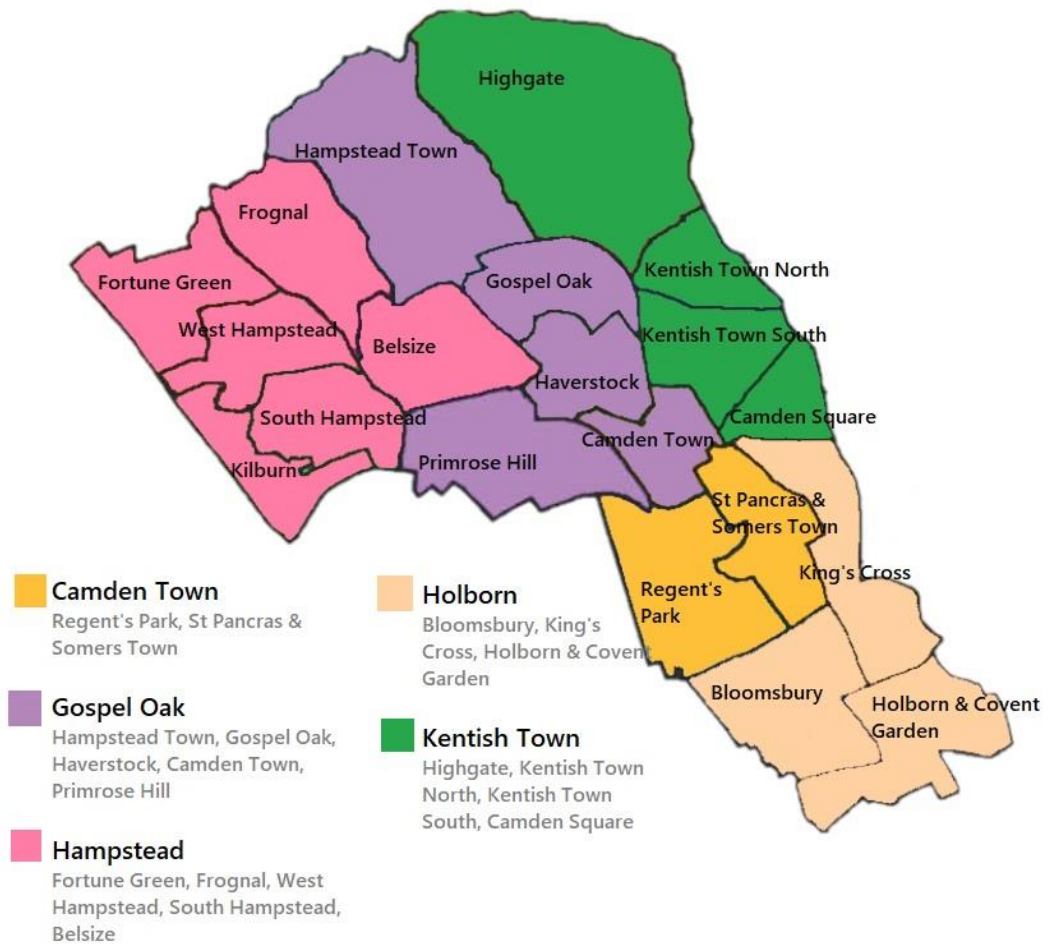
COUNCILLOR OBSERVERS

**Councillors Meric Apak (L), Camron Aref-Adib (L), Richard Cotton (L),
Sylvia McNamara (L), Andrew Parkinson (C), James Slater (L) and
Anna Wright (L)**

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: Tuesday, 9 July 2024

DMC AREAS BY WARD



KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE

23 JULY 2024

AGENDA

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

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

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

2. **ELECTION OF CHAIR**

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

4. **APOLOGIES**

5. **CONSTITUTION AND CODE OF CONDUCT** (Pages 11 - 20)

The Committee is asked to agree the Constitution and Code of Conduct for the 2024/25 municipal year.

6. **ANNOUNCEMENTS**

7. **DECLARATIONS OF INTEREST IN MATTERS ON THIS AGENDA**

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

9. MINUTES

(Pages 21 - 32)

To approve and sign the minutes of the meeting of the Kentish Town District Management Committee held on 5 March 2024.

10. KENTISH TOWN PROGRESS REPORT - ACTION POINTS UPDATE

(Pages 33 - 56)

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

Discussion Items

11(a) ANTI-SOCIAL BEHAVIOUR TASK FORCE UPDATE

(Pages 57 - 58)

Report of the Community Safety Programme Manager.

This report provides an update of the work of the Community Safety Service Anti-Social Behaviour Task Force pilot to date.

11(b) DMC BUDGET BIDS REVISED PROCESS

(Pages 59 - 62)

Report of the Tennant Participation Coordinator.

This report provides a progress update on a review of the process for allocation of, management and monitoring of the DMC budget and bidding process.

12. KENTISH TOWN DMC BUDGET

(Pages 63 - 66)

Report of the Head of Neighbourhoods.

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

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

For more information on DMC bids, please see our webpages:

Information Items

12(a) VOIDS DELIVERY PROGRAMME UPDATE

(Pages 67 -
68)

This report provides a progress update on the voids programme of works and the current position of the in relation to the housing stock.

This report is for information only.

13(a) ESTATE AND OFF-STREET PARKING STRATEGY

(Pages 69 -
72)

This report provides an update on the project to improve parking on Camden's estates.

This report is for information only.

13(b) FRAS, DAMP & MOULD AND CAPITAL WORKS UPDATE

(Pages 73 -
76)

This report provides an update on the fire safety works programme, Damp & Mould and Capital works programmes in train.

This report is for information only.

Local Issues

14. KENTISH TOWN INFORMATION REPORT

(Pages 77 -
80)

Report of the Neighbourhood Managers.

This report provides an update of recent news within the Kentish Town DMC Ward boundary.

15. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

The date of the next meeting will be Tuesday, 3 September 2024 at 6.30 pm in Kennistoun and Willingham TRA Hall, Willingham Terrace, Leighton Road, London NW5 2UY.

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Kentish Town Appendix A

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

6th June 2024

An updated listing will be prepared for the actual DMC meeting, and presented on the evening, by either the Tenant Participation Service or by the Committee Services officer.

Association Name	DMC Member	DMC SUB	Last recognised AGM
Brookfield TRA	Ms Jane McWilliams	Amyjo Lamb	20/05/2024
Camden Square TRAs	Ewa Cobel	John Cowley	12/10/2023
Carrol Close & Sanderson Close TRA	Sophie Rodger	Sue Clarke	13/03/2024
Camden Association of Street Properties	Petra Dando	Andrew Pierce	04/09/2023
Highgate Road TRA	Emily Wickham	Foulla Pashkaj	23/06/2023
Holly Lodge Residents Association	Mr Joshua Cedar Steve Barton	Ms Grace Livingstone	16/11/2023
Lissenden Gardens Tenants Association	Ms Helen Jack		05/07/2023
Ingestre Road Tenants Association	Mr J Loughran	Mrs Helen Duff	22/11/2023
Kenbrook House TRA*	John Legg	Chukwudi Onyebuchukwu	22/10/2023
Kennistoun, Willingham, Rosemary & Margaret TA	Mr D Jarman	Mr John Webb	05/12/2023
Maiden Lane Estate TRA	Mrs Pauline Stafford Ms Joanna Hill		17/01/2024
Raglan Estate TRA	Andrew St. John	Shah Daber	24/05/2023

St Pancras Way Est TRA	Mrs Momota Khatun		28/02/2024
Torriano Estate TRA	Tim Morgan	Greg Hattingh	15/05/2024
Whittington TRA	Sam Sully	Agnieszka Slominska-Karachuk	12/11/2023
Leighton Crescent TRA	Ms Jane Hickson	Susan Corder	09/04/2024
Spencer Rise and Churchill TRA	Ella Davies	Joe Thornton	22/05/2024

Kentish Town Appendix B

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

6th June 2024

B listed TRAs are those who have not had a recognised AGM within 15 months of their previous ones. In 2020 we gave them a year's grace because of the pandemic. After 18 months they drop off the list altogether (very rare)

Association Name	DMC Member	DMC SUB	Last recognised AGM
Peckwater Estate Tenants Association	Mrs June Dodds		09/09/2021
Una House TRA	Hazel Saunders		18/11/2021

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Kentish Town District Management Committee

CONSTITUTION

1. Purpose of the District Management Committee (DMC)

- a) District Management Committees (DMCs) are advisory forums to address Council housing and related issues
- b) The DMC will discuss and make recommendations to the Council's Cabinet
- c) The DMC will focus on all matters related to the services for management, maintenance and expenditure within their District area including regeneration and the environment
- d) Other matters as may be referred to DMCs from the Council or matters which the DMC decides to address.

2. Membership and Voting Rights

- a) Each Tenants' and Residents' Association (TRA) registered with the Council within the area of the DMC may elect one representative and one substitute representative, the latter being entitled to vote only in the absence of the full member.
- b) Only tenants and leaseholders may be representatives on the DMC.
- c) Where a DMC representative is elected Chair of the DMC, the TRA concerned shall be allowed to elect one additional voting member.
- d) Each TRA representing more than 300 properties shall be entitled to elect one additional voting member and substitute.
- e) Tenant Management Organisations recognised by the Council and Camden Association of Street Properties shall enjoy the same rights of representation as Tenants and Residents' Associations.

3. Attendance and invitations

- a) Meetings are open for observers to attend without voting rights, and with the right to speak at the discretion of the Chair.
- b) The Cabinet Member for Housing (Better Homes) will be expected to attend all scheduled meetings and will be invited to all DMC meetings
- c) Members of Camden Council for the DMC representing their Ward will be invited to that District Management Committee meeting without voting rights.
- d) Representatives of the following groups will be invited to DMC meetings:

Sheltered Housing Forum

Camden Leaseholders Forum

Any other tenant group or organisation as the DMC may decide

- e) Trade Union representatives have observer status.

4. The Chair

- a) The DMC shall elect a Chair and up to two Vice-Chairs annually at the first meeting in the municipal year.
- b) If there is more than one nomination, there will be a secret ballot.
- c) Only TRA representatives or substitutes on the DMC can be Chairs of DMCs.
- d) If a TRA representative or substitute on the DMC is elected as Chair, he/she no longer is a representative of their TRA. The resulting vacancy can then be temporarily filled by the TRA. The DMC Chair will only have a casting vote in the case of a tie.
- e) At the end of the DMC year the Chair will step down from their position and return to their original position as DMC representative or substitute.

5. Vote of no confidence

- a) DMC members can exercise a vote of no confidence; however this can only be done for serious matter (fraud, criminal activity, undisclosed conflict of interest or repeated breaches of the code of conduct by the same rep or reps) not covered by the code of conduct.
- b) A vote of no confidence shall not be used as a means of sanctioning DMC officers as this is will be dealt with via the code of conduct.
- c) Members should be informed two weeks before a DMC meeting of an intention to raise a No Confidence Motion and full details of reasons for doing so.

6. Representation on other Committees and Groups

- a) Elections will take place at the first meeting of the DMC each municipal year to relevant groups and forums.
- b) Representatives elected by the DMC to other bodies will report back to it and be accountable to the DMC.

7. Sub-Committees and Working Groups

The DMC may propose setting up sub-committees and working groups with their terms of reference, membership and reporting arrangements. Sub-committees will have the power to meet as necessary during the municipal year, and stand down at the end of it. Working Groups have defined number of meetings and a date to report and stand down. Either may be set up across District boundaries.

7. Requirements for membership of DMC

- a) All TRAs wishing to be represented on the DMC shall register with the Tenant

Participation Team in accordance with the requirements of the Council.

8. Meetings

- a) There will be at least four meetings of the DMC each year.
- b) TRA representatives on the DMC have the right to call Special DMC meeting at the discretion of the Chair and Vice-Chairs.
- c) The quorum for DMC meetings shall be 20% of the voting members.
- d) The quorum for all Special meetings of the DMC shall be 5 of the voting members.

9. Agenda and Dispatch of papers

- a) Reports will be prepared and the agenda for meetings dispatched to DMC members and substitute members and at least 2 weeks before the meeting.
- b) Items for the agenda will be received by the servicing body at least 4 weeks before the meeting.
- c) Verbal reports on issues arising since the agenda was dispatched may be taken with the agreement of the meeting.
- d) Minutes of DMC meetings will be recorded and distributed in a manner agreed by the DMC.

10. Other Requirements

- a) The DMC may request reports from the Council and these reports will be accompanied by an appropriate Council officer where agreed.
- b) All meetings will be run in line with the approved Code of Conduct.
- c) TRA representatives on the DMC are entitled to claim expenses for travel, childcare and other costs incurred due to attendance at the DMC meetings in accordance with the guidelines agreed by the Housing Strategy and Policy Forum.

JUNE 2019

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LONDON BOROUGH OF CAMDEN TENANT & LEASEHOLDER ENGAGEMENT CODE OF CONDUCT

1 INTRODUCTION

- 1.1 The aim of this Code is to help those tenants and leaseholders who engage with the Council about how we manage their homes to get the most out of their voluntary efforts.
- 1.2 This code sets out the behaviours we expect of all tenants and leaseholders involved in our formal and informal engagement activities; including but not exclusive to:
- Tenant & Resident Associations
 - District Management Committees
 - Sheltered scheme and Forum meetings
 - Fire Safety & Compliance Advisory Panel
 - Housing Security Monitoring Panel
 - Focus Groups
 - Works group meetings
- 1.3 It covers expected standards of behaviour when participating in resident involvement activities, both in at and outside of formal meetings.
- 1.4 The chair of any meeting is responsible for enforcing this Code of Conduct, with the support of the other people present. For other tenant and leaseholder engagement activities, the organiser or staff member will be responsible for enforcing this Code. If the Chair breaks the code, the vice-chair or any other member can call the Chair to account under this code of conduct.
- 1.5 To be recognised and supported by Camden Council, tenants and residents' groups must abide by this Code.

2 CHAIRING CODE

The Chair should:

- 2.1 Consult members in advance on the content of agendas.
- 2.2 Run the meeting in accordance with the rules of the group.
- 2.3 Encourage and allow all to participate during meetings.

- 2.4 Sum up at the end of each discussion/agenda item.
- 2.5 Appropriately manage the agenda and timing of meetings.
- 2.6 Take appropriate action in cases where there is a breach of this Code of Conduct.

3 PERSONAL CONDUCT FOR THOSE TAKING PART BEFORE MEETINGS

- 3.1 Send apologies by the time the agenda appears if you cannot come.
- 3.2 Read the papers and bring them to the meeting.
- 3.3 Arrive by the time the meeting is due to start.
- 3.4 Switch off or silence mobile telephones and similar devices.

4 PERSONAL CONDUCT FOR THOSE TAKING PART DURING MEETINGS

- 4.1 Treat people with dignity and respect and always demonstrate good manners.
- 4.2 Do not record the meeting unless the meeting allows you to do so.
- 4.3 Declare any specific interest you might have in any item which would affect your views on it.
- 4.4 Do not disturb the meeting by conversations with other individuals.
- 4.5 Seek permission to speak from the Chair.
- 4.6 Co-operate with the Chair in dealing with the business and keeping to the agenda and time available for the meeting/ agenda items.
- 4.7 Do not interrupt others when they are speaking and value their contributions.
- 4.8 Refrain from behaviour which others could perceive as aggressive, racist, sexist, abusive, defamatory or otherwise offensive.
- 4.9 Avoid what could be seen as party political speeches.
- 4.10 Speak to the agenda item being considered, concisely and to the point.
- 4.11 Listen to other views and not dominate discussions.
- 4.12 Do not use a position as a representative to seek preferential treatment for yourself, your family or particular friends.
- 4.13 Seek a consensus acceptable to the meeting wherever possible.

- 4.14 Respect votes if they are taken.
- 4.15 Ensure that confidentiality is always maintained in relation to matters of a personal or sensitive nature, or anything which has been shared in confidence.

5 PERSONAL CONDUCT FOR THOSE TAKING PART BETWEEN MEETINGS

- 5.1 Do not claim to represent a group or Camden Council tenants and leaseholders, unless specifically sanctioned do so by the group itself.
- 5.2 Do not seek preferential treatment by virtue of status as a representative.
- 5.3 Respect the privacy of contributions others make to the meeting.
- 5.4 Do nothing to those who attended (or later via social media) which could be seen as bullying or harassment, as defamatory or as anti-social behaviour.
- 5.5 Attend training or other events signed up to, unless there are unavoidable circumstances, in which case the Chair or Camden Council should be informed immediately.
- 5.6 Use email and social media appropriately.

6 BREACHES OF THIS CODE OF CONDUCT

- 6.1 All members of the group or activity are responsible for abiding by the Code of Conduct and helping to ensure that others do so.
- 6.2 On becoming aware of a breach, the Chair will notify a meeting and issue a warning.
- 6.3 If a meeting is getting heated a five-minute time out can be called at the discretion of the Chair (who may consult the lead Housing Officer present). Any member of the group can suggest this option to the Chair.
- 6.4 Group members or Council representatives attending a meeting who believe the Code is being breached may ask the Chair to propose to the meeting that:
- It moves to next business (abandons the debate completely); or
 - The debate stops and a vote is held on a resolution to be defined.

This resolution might be:

- That *a person or persons* be no longer heard (that the named individual(s) takes no further part in the debate); or
- That the meeting breaks for five minutes (to allow for private discussion to resolve an issue).

- The Chair will then seek a seconder for the proposal.
- If the motion is seconded it is put to a vote without debate and by secret ballot unless all are content to vote openly; the decision is then implemented with no further discussion of it.

6.5 The Chair may also ask an individual to leave and (on Council premises) seek Security assistance if required.

6.6 Where a meeting is online, the Chair may ask the host to mute or remove a participant from a meeting.

7 ROLE OF THE COUNCIL DURING A MEETING

7.1 Where staff are present at meetings chaired by a resident where serious or persistent breaches of the code of conduct occur, the role of the Council is to:

- Provide advice and support to a Chair/ group in taking its own action where appropriate;
- step in in cases where personal conduct of a member (or members) breaches the code and the Chair's instructions are not respected or the Chair does not take appropriate action when breaches occur. Action would include stepping in to remind perpetrators to abide by the Code of Conduct or muting those involved if online and where problems persist;

and where meetings become seriously disruptive due to the behaviour of participants;

- advise the Chair to bring forward a motion, asking voting participants to take immediate action to sanction the individual(s) responsible; or agree that they should be removed from a meeting (if online); or ask a member or members to leave the meeting; or suspend / end a meeting.

7.2 Should officer advice not be followed and inappropriate behaviour persists or the perpetrator(s) refuse to comply with instructions, the lead officer may after first issuing a warning, announce that all staff in attendance will leave the meeting and ask the Chair to close the meeting immediately.

8 ROLE OF THE COUNCIL AFTER A MEETING

8.1 Following a meeting where breaches of the Code of Conduct have occurred in the presence of staff, the following action may be considered appropriate:

- Advice to the Chair on how an organisation might take its own action against the perpetrators.
- Notify other resident bodies represented by those breaching the code of conduct and ask them to take their own action in response to their member's behaviour.

- Writing to / speaking to perpetrators directly.
- Exploring training and mediation as options if appropriate.
- A suspension or ban on engagement activity of individual's or their organisations.

8.2 In very serious cases, the Council will investigate and take further action. This action could include:

- Action against the tenancy or lease should the behaviour of an individual(s) result in a breach; and / or
- A referral to the Police should a crime have been committed.

9 ABOUT THIS CODE OF CONDUCT

9.1 Further information or advice about this Code of Conduct can be obtained from the Council's Tenant Participation Service

Tenant Participation Service
Town Hall, Judd Street, London, WC1H 9JE
TP@camden.gov.uk

June 2021

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THE LONDON BOROUGH OF CAMDEN

At a meeting of the **KENTISH TOWN DISTRICT MANAGEMENT COMMITTEE** held on **TUESDAY, 5TH MARCH, 2024** at 6.30 pm in the Kennistoun and Willingham TRA Hall, Willingham Terrace, Leighton Road, London NW5 2UY

REGISTERED DMC MEMBERS PRESENT

Derek Jarman (Chair)	Kennistoun & Willingham TRA
Jane McWilliams (Vice-Chair)	Brookfield Estate TRA
Momota Khatun (Vice-Chair)	St Pancras Way Estate TRA
Steve Barton	Holly Lodge Residents Association
Josh Cedar	Holly Lodge Residents Association
John Cowley	Camden Square TRA
Petra Dando	Camden Association of Street Properties
Barbara Daniel	Carol Close & Sanderson Close
Helen Duff	Ingestre Road Tenants Association
Greg Hattingh	Torriano Estate TRA
Deidre	Maiden Lane TRA
Helen Jack	Lissenden Gardens Tenants Association
Victoria Jago	Whittington Estate TRA
Tim Morgan	Torriano Estate TRA
Andrew Pierce	Camden Association of Street Properties
Sophie Roger	Carol Close & Sanderson Close
Agnieszka Slominska-Karachuk	Whittington Estate TRA
Pauline Stafford	Maiden Lane TRA
John Webb	Kennistoun & Willingham TRA

OTHER RESIDENTS PRESENT

Representative of Kentish Town Neighbourhood Forum

COUNCILLOR OBSERVERS PRESENT

Councillors Meric Apak

COUNCILLOR OBSERVERS ABSENT

Councillors Camron Aref-Adib, Richard Cotton, Sylvia McNamara, Andrew Parkinson, James Slater and Anna Wright

OFFICERS PRESENT

Hugh Boatswain	Senior Tenant Participation Officer
Tara Cookson	Neighbourhood Manager
Natasha Constantinides	Consultation Officer
Scot Reid	Head of Property Customer Services and Engagement
Johaun Seesahai	Estate Management Service Manager

Jane Seaman
Maria Jacobs

Principal Caretaking Manager
Head of Neighbourhoods

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

MINUTES

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

The 'A' and 'B' lists were noted.

2. APOLOGIES

Apologies for absence were received from John Loughran (Ingestre Road Tenants Association).

Abdilatif Shidane, Neighbourhood Manager, advised that he was unable to attend the meeting.

3. ANNOUNCEMENTS

The Chair announced the sad passing of Carol Delany. Carol was secretary of the Torriano Estate Tenants and Leaseholders' Association and had worked tirelessly for her estate and would be greatly missed. The DMC gave their condolences.

The Chair also announced that June Dodds, Peckwater Estate TRA, had stepped down from her role. June was thanked for her valuable contribution to Kentish Town DMC.

The Chair announced that Hugh Boatswain, Senior Tenant Participation Officer, was retiring. The DMC commended Hugh for all the work he had done for the Kentish Town DMC and the residents of Camden and thanked him for his service.

Hugh thanked the DMC for their kind words and introduced Natasha Constantinides, who would be Hugh's replacement.

4. DECLARATIONS OF INTEREST IN MATTERS ON THIS AGENDA

There were no such declarations.

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

There were no notifications of urgent business.

6. MINUTES

Consideration was given to the minutes of the meeting of the last meeting.

It was noted that it had not been recorded that Momota Khatun (Vice-Chair), St Pancras Way Estate TRA, had sent apologies for the meeting that took place on 10 January 2024.

RESOLVED –

THAT the minutes of the meetings held on 28th November 2023 and 10th January 2024 be approved and signed as a correct record, subject to the amendment above.

Matters Arising

Heating Pool Charges

The heating pool charges had been discussed at the all DMC meeting that took place on 10 January 2024. Representatives from Maiden Lane sought further information on these charges and asked the following questions:

- 1) *“We would like to know how much we are paying for our heat network gas through the LASER purchasing system scheme per kWh, including any effect the EBRS/EBDS had had on the per kWh price.*
- 2) *We would like to know the meter readings from the boiler room for the last 12 month period so we can understand the kWh consumption for the whole estate.*
- 3) *We would like to see the calculation and apportioning of the monthly per kWh gas cost to 1, 2 and 3 bed units on the state. To be stated separately to understand how many kWh are being used relative to normal consumption levels. What are the current standing charges and what the approved process will be for the calculation of the standing charge for the new system?*
- 4) *If the Maiden Lane heating renewal project is significantly delayed again then we are calling for the installation of heat metering on the estate as a lowest common denominator option and want to know if this is happening; we believe residents have a right to be in control of there consumption and bills. Councillor Beales was open to this idea at last year’s AGM.*
- 5) *We would like to know the effect that previous metering installations have had on the consumption of gas on other estates with district heating systems for comparison.”*

DMC Representatives made the following comments in support of the questions:

- Residents were in distress as heating charges were increasing far too much.
- These increases on top of the other increases residents have faced have put residents under financial strain.
- Some estates had broken or out of date heating systems, so were paying for services they were not able to use.
- An impact assessment should be undertaken to determine the impact of the rent and service charge increases.
- Reporting processes should be clearer to residents, so they could access the help they needed.

Officers committed to providing a response to the questions raised by Maiden Lane.

ACTION: Director of Property Management

Officers also notified the meeting that there was a compensation system in place when heating systems broke and confirmed that residents could apply for compensation online or over the phone. Provided that the correct information was provided, and some checks were undertaken residents claims were usually processed in a week.

DMC Members noted that the compensation scheme did not cover partial loss of heating and had been refused in some cases when a valid repair number was not provided to residents, at no fault of their own.

DMC Members requested that further information advertising the compensation scheme be provided in Housing News

The meeting was informed that a heating issue on Holly Lodge Estate had been poorly managed and residents were not given sufficient information and TRA Representatives had to be a liaison point between residents and the repairs service. DMC Reps agreed that occasions such as these, there should be a clear emergency plan in place, including information how residents and TRAs will be communicated with.

ACTION: Head of Property Customer Services and Engagement

The Chair notified the meeting that tenants who wished to claim benefits towards heating costs were being refused because the Government does not have records of an Energy Performance Certificate (EPC) for their home. It was requested that this urgently be addressed.

ACTION: Director of Property Management/ Head of Property Customer Services and Engagement

7. KENTISH TOWN PROGRESS REPORT - ACTION POINTS UPDATE

Consideration was given to the actions arising from the previous meetings.

Chair and Vice-Chair Training

The meeting was advised that training could be provided to Chairs and Vice-Chairs and were asked to contact Tenant Participation to arrange.

ASB

DMC Representatives requested a special deep dive meeting on this issue.

Damp and Mould

The DMC had previously requested information on the causes of damp and mould but had not yet received this.

Furthermore, DMC Representatives suggested that the issues with damp and mould had been made worse due to reactive repair works being undertaken, rather than proactive and preventive solutions and that the Council had only undertaken damp and mould work following the tragic death of Awaab Ishak in 2020.

The Head of Property Customer Services and Engagement advised that work was currently underway to analyse data on the underlying issues and causes of mould in properties with multiple visits. This information would also inform the forthcoming stock condition surveys.

A DMC Representative advised that during previous stock condition survey visits, access was not granted into some of the flats on their estate meaning that the results of the survey were only representative of roughly one third of properties, which was an inaccurate reflection of the estate as a whole.

The meeting were advised that stock conditions surveys would be discussed under Agenda Item 8(d).

Rent Setting

Representatives reiterated that quality information should be provided in reports, to allow informed decisions to be made.

The Action Point Update was noted.

8(a) HOUSING TRANSFORMATION PROGRAMME

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

The Director of Property Management provided an overview of the report.

Officers and the Cabinet Member for Better Homes provided the following information in response to questions from DMC Members:

- There was a need for more family homes to be built, however, it was also recognised that some residents were in need of smaller accommodation, therefore smaller properties, such as studios, would remain available.
 - Camden had a choice based letting policy and this process could mean it took up to 100 days to find a tenant for a vacant property. Efforts were being made to bring this down. The newly employed Head of Allocations and Lettings and Head of Repairs were considering ways to make processes for vacated properties more efficient, such as making improvements to end of tenancy processes.
 - DCM Representatives were invited to notify the Council about any empty properties they were aware of, as sometimes properties were abandoned without the Councils knowledge.
 - Sometimes properties stood vacant for a while due to delayed in the courts dealing with possession cases. Empty properties were sometimes subject to legal processes and a backlog in the court system had caused delayed, for example there was currently a long waiting list for court bailiffs to remove illegal tenants.
 - It was imperative that correct legal processes were followed, so that the council was not vulnerable to legal proceedings.
 - A review of the allocation system was underway. Currently, the policy states that there was no limit to the number of properties resident could bid on or refuse on property. The review aimed to assess whether refusals should be limited, for example each prospective tenant be limited to three refusals.
 - Viewings were offered on a points based system.
 - A report on the new proposals for the allocations process could be drafted for a future DMC meeting.
- ACTION: Head of Allocations, Lettings and Private Housing Services**
- WhatsApp had proven to be a successful method of communication with residents about repairs, and consideration was being given to how different systems could be used within the Housing Service to improve communications with residents.
 - This was expected to be a long project that would take roughly 12 to 18 months to complete.
 - Trying to case manage service enquiries via email and phone, through individual officers was often unmanageable, due to the large volume of enquiries received, therefore a front door solution was being explored.
 - Housing was one of the busiest services and 50% of enquiries took place via phone. Since the updates to the Repairs Service over 80% of repair enquiries were received via web-based methods.
 - This work was important as it would mean Neighbourhood Officers could have more time working with residents on estates, rather than at their desks responding to emails and enquiries.
 - In terms of Anti-Social Behaviour (ASB) the law required proportionate approach, and the Council could not simply evict those residents engaging in

ASB. Evidence was required before action was taken and residents were encouraged to report any issues to build up a case.

- As part of the Pilot Neighbourhoods Team running in Kentish Town, weekly meetings had taken place to discuss different areas of concern or specific cases. These meetings were attended by representative of the police, Adult Social Care, Housing, the Repairs Service, and Community Safety, who came together to gather and discuss evidence and work on progressing cases.
- As a result of this work, funding had been secured to install ring doorbells on homes that have experienced issues or had reported problem neighbours.
- At the last two meetings, specialist teams on gangs were in attendance, which had been valuable and productive.
- Residents were encouraged to make reports on ASB or other concerns to build up profile of issues in the local area.
- When reports are received, they are discussed at the weekly meeting, and options and possible solutions resolution were offered to residents.

DMC Representatives commented that work sounded like positive steps were being taken to address ASB and other issues in the community and were pleased with the progress of the Pilot Neighbourhoods Team and requested that an update report be provided to a future meeting of the DMC.

ACTION: Director of Housing

The report was noted.

8(b) CCTV AND RESPONSIVE SECURITY PATROL UPDATE

Consideration was given to the report of the Head of Security.

Officers provided the following information in response to questions from DMC Members:

- A follow up could be provided once all the surveys had been completed.
- The new cameras that had been installed were working well.
- However, this had led to an increase in criminal damage targeting the new cameras and infrastructure in an effort to prevent them from working.
- Feasibility of CCTV coverage for streets with street properties could be explored, but there could be privacy and other implications that arose from this.
- The programme had been targeted towards estates where CCTV was currently in place. As the costs were covered by service charges, consultation with residents would be required and costs would need to be estimated before installation was considered.
- In addition to CCTV, other prevention methods were important, such as reporting.

- If a resident did not want to report something, someone was able to do it on their behalf or they could be encouraged to report anonymously, as it was important that as much evidence as possible was available.

The report was noted.

8(c) COST OF CAPITAL INVESTMENT PROGRAMME

Consideration was given to the report of the Head of Finance (Supporting Communities).

The Chair noted that it was Labour Party policy to encourage pension funds to invest in housing schemes, such as affordable housing or capital schemes, to diversify their portfolios. However, it was noted that Camden Councils Local Government Pension Fund did not invest in housing scheme.

In response, the Cabinet Member for Better Homes advised that he could not comment on the Pension Fund as this was not something he was involved in but agreed to make enquiries and provide further information.

Assurance was sought that the Camden Living scheme was financially viable and secure, following reports of similar schemes at other authorities going bankrupt. The Cabinet Member for Better Homes confirmed that Camden Living was financially secure.

The report was noted.

8(d) HOUSING WORKS PLANNING

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

DMC Representatives made the following comments:

- Holly Lodge TRA had undertaken a survey of residents to seek their views in advance of the stock condition surveys.
- A briefing note on the HS2 Land at Euston was requested, to include how this would impact social housing, information on the work had already been undertaken, details on the meetings that have taken place in relation to this (to include attendance lists), and what work was planned for the future.
ACTION: Head of HS2 Programme Delivery
- It was also requested that the future of HS2 Land and social housing was on the agenda at the forthcoming Resident Conference and it should be ensured that this was a resident led conversation, rather than a presentation from HS2.
ACTION: Strategic Lead

- An update on the retrofit programme for street properties was also requested.
ACTION: Director of Property Management

Responding to questions about Tenancy Visits, Officers advised that so far a series of estate action days had been organised and door knocks had been carried out and tenancy visits would be undertaken in the future and data about the residents who did not frequently engage with the Council would inform this programme of visits. An update would on this programme would be provided to DMC Reps.

ACTION: Director of Housing

The report was noted.

10(a) SMOKE DETECTOR INSTALLATION WORKS

Consideration was given to the report of the Head of Capital Works.

Responding to a question officers explained that hardwiring into a properties lighting circuit was the preferred option when installing smoke detectors as this was a safer option as would ensure that the detectors remained connected to a power source.

Battery powered detectors were provided as interim measures when properties did not have wired in detectors or in instances where access was refused, however most residents were understanding and accommodating as the smoke detectors were essential for safety.

The information report was noted.

10(b) KENTISH TOWN PARKING SUSPENSIONS

Consideration was given to the report of the Head of Parking Operations.

Responding to a question officers explained that Council Estates are considered private land, so legislation makes it difficult to enforce parking charge notices. Therefore, the Council proposed to implement Traffic Management Orders which will allow the Council to issue penalty charge notices to those parked in contravention. Responding to a follow up question it was clarified that this measure would not give public rights of access and people will require permits to park on estates.

A DMC Representative advised that there were a number of parking issues on Torriano Estate. Officers advised that they would provide further information to the TRA and further explore measures.

The information report was noted.

10(c) DMC ELECTION NOMINATION FORMS

The information report was noted.

10. RESIDENTS CONFERENCE BRIEFING REPORT

Consideration was given to the report of the Strategic Lead (Supporting Communities), which had been circulated as a supplementary agenda.

Representatives from the Resident Conference working group updated the meeting on some of the discussions that had taken place and made the following comments:

- It was imperative that the conference was resident friendly and welcoming for everyone.
- There would be information stalls on different topics, such as the Cost-of-Living Crisis.
- It would provide an opportunity for residents to come together and discuss different ideas and officers could help residents with practical issues.
- The DMC will take ownership of the conference by providing the funding.

The Chair thanked the working group for all their efforts so far and advised the meeting that the report requested that District Management Committees sponsor the event using funds from the DMC budget for the next financial year, equating to £4,000 per DMC.

It was clarified that the DMC could authorise funding to be allocated from the 2024/2025 budget and that the funds would be released on 1 April 2024.

Therefore, it was

RESOLVED –

THAT a £4,000 contribution towards the funding of the Residents Conference be allocated from the 2024/2025 budget.

ACTION: Neighbourhood Manager

9. KENTISH TOWN DMC BUDGET

Consideration was given to the report of the Neighbourhood Manager.

Tara Cookson, Neighbourhood Manager, introduced the report and outlined the bids received. The Neighbourhood Manager advised the meeting that £85,215.05 of the £151,650 budget had been committed so far, so there were sufficient funds available for all the received bids.

RESOLVED –

THAT the following requests be approved:

TRA	BID REQUEST	AMOUNT
Whittington TRA	Landscape improvements - phase 2	£4900.00
Lissenden TRA	Tennis coaching and tournament 2024	£1740.00
Lissenden TRA	Setting up of a community website	£1500.00

11(a) KENTISH TOWN LOCAL INFORMATION REPORT

Consideration was given to the report of the Head of Neighbourhoods.

Tara Cookson (Neighbourhood Manager) provided an overview of the report.

Officers responded to a question about rent arrears and universal credit by advising that universal credit was usually paid directly to claimants, and they would be responsible for paying their rent. A breakdown of information on rent arrears in the Kentish Town North and Kentish Town South wards could be provided to DMC representatives.

DMC Representatives were invited to contribute to the report by providing any news and updates from their estates to the Neighbourhood Manager for inclusion.

The information report was noted.

11(b) KENTISH TOWN NEIGHBOURHOOD FORUM

The Chair advised that the Kentish Town Neighbourhood Forum had invited the DMC to nominate a representative to the Forum Committee and requested nominations.

A representative of the forum provided an overview of the Forum and the work it did. The Chair added that the Forum was especially important as there were big issues facing Kentish Town, such as the regeneration of the Regis Road area.

The Torriano Estate TRA Representative volunteered to attend a meeting of the Forum, as an observer, and would report back before a decision was made on a DMC representative.

12. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

The Chair noted that Councillors Representatives were frequently absent from DMC meetings, so he agreed to write Councillors to encourage them to attend or to send apologies if they were unable to attend.

ACTION: Chair

The meeting ended at 9.27 pm.

CHAIR

Contact Officer: Rebecca Taylor

Telephone No: 020 7974 8177

E-Mail: Rebecca.Taylor@camden.gov.uk

MINUTES END

ACTION POINTS ARISING FROM MARCH 2024 DMC MEETINGS

KENTISH TOWN DMC ACTION – 5 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
KT/0524/01	To provide a response to the questions on the Heating Pool Charges submitted by Maiden Lane TRA	Rubait Hossain Rent & Charge Services Manager	Response to the specific questions have been drafted and waiting sign off, due to the sensitivity of some data, before sharing with the TRA.
KT/0524/02	To provide information to DMC reps on the plans and procedures when an emergency or large scale repair is required, including the how residents and TRAs are communicated with.	Scot Reid Head of Property Customer Services and Engagement	We have launched a proactive lifts campaign. As soon as we are notified that a lift breaks down and it will not be a quick fix, we will send an SMS to affected residents and provide further updates when the lift is back in service. This is live for all lifts currently. We are aiming to expand to other communal repair issues throughout 2024
KT/0524/03	To provide an update on the missing Energy Performance Certificate (EPC) for residential properties.	Susanne Afra Head of Capital Works	If a resident requires an EPC certificate they should contact their Housing Officer.
KT/0524/04	To provide a report on the new proposals for the allocations process to a future DMC meeting	Gerry Cowley Head of Allocations, Lettings and Private Housing Services	The Council is currently seeking to implement minor changes to the Allocations policy. Over the next 12-18 months we will be scoping and consulting on major changes to the scheme.
KT/0524/05	To provide an update report on the Pilot Neighbourhoods Team	Maria Jacobs Head of Neighbourhoods	Outline of Holmes Road Work As part of the cross-council Neighbourhoods programme of work, since June 2023 we have been co-locating our place-based council services at the Holmes Road Depot in Kentish Town testing working together two days per week. This includes Neighbourhood Housing Officers, Community Safety, Adult Social Care, Repairs and Caretaking. The team has been working to reduce silos, working together to discuss complex cases, unblocking barriers and gaining a better understanding of each other's roles and remits within the team. This piece of work takes a test and learn approach and has

			<p>been able to test new ways of working, including a test devolved budget for team managers to spend, sharing session from teams across the council and the VCS, testing ways of working, and crossovers between Social Prescribing and housing teams. Overall, we have found positive results regarding co-location of place-based staff and the teams involved have noted that they are able to see the benefits from creating a 'tap on the shoulder' working environment.</p>
<p>KT/0524/06</p>	<p>To provide a briefing note to TRAs on the HS2 Land at Euston, to include how this would impact social housing, information on the work had already been undertaken, details on the meetings that had taken place in relation to this (including attendance lists), and what work is planned for the future.</p>	<p>Katy Mann Head of HS2 Programme Delivery</p>	<p>We are preparing to hold a Community Conversation on the latest on HS2 at Euston in June, to include a discussion on the identification of the potential for 10,000 new homes in Euston by the Government, and also an update on meanwhile and actions since the last Community Conversation. We have not communicated to the wider community about this event yet but as soon as we do we will include and invite TRA reps.</p> <p>In terms of HS2 land at Euston most the activity has been focused on meanwhile uses, and the Council also commissioned an Economic Impact Assessment which is available here: Euston and HS2 - Camden Council We are continuing to make the case for a locally led Development Corporation if one is introduced by Government.</p> <p>We are updating the Euston Area Plan Review at the moment to respond to the different approach to station design, and are also planning engagement on this in July and will provide a briefing as part of this.</p>
<p>KT/0524/06</p>	<p>To add the future of HS2 Land and social housing to the agenda at the forthcoming Resident Conference, ensuring that this was a resident led conversation</p>	<p>Resident Conference Planning Group/Lydia Roberts</p>	<p>This suggestion was discussed with the planning group that includes to KTDMC reps. The view as a collective was, given the level of objection to HS2 and ongoing impact, a presence by HS2 representatives at the event could lead to further agitation rather than in keeping with the spirit of the</p>

			event.
KT/0524/07	To provide an update to DMC Reps on the retrofit programme for street properties	Susanne Afra Head of Capital Works	Regular reports are provided each DMC cycle.
KT/0524/08	To provide an update to DMC Reps on the Tenancy Visits	Maria Jacobs Head of Neighbourhoods	<p>Neighbourhood Services embarked on an ambitious programme of tenancy visits in 2023, with the aim of visiting every council tenant. Coinciding with tenancy visits, a series of 'intensive tenant participation (ITP)' events to engage with our residents, and get feedback on what it is like to live on their estate, started last summer and continues.</p> <p>The ITP first phase was well received but we recognised our resources were being stretched. To enable us to focus on the ITP programme, we scaled back our tenancy visits. We asked our Neighbourhood Housing Officers to approach this as an opportunity when meeting with residents rather than targeting a particular number per month.</p> <p>To date we have completed 2,453 visits (measured from April 2023 to March 2024). This is a combination of tenancy visits and intensive engagement door-knocking and events</p> <p>As the ITP programme is being scaled down offering resource capacity, the programme of tenancy visits will be scaled up. However, the approach will be data led – in that we will review who had not been contacted through the ITP or had a recent tenancy visit. We will also cross reference this with our Damp & Mould visits.</p> <p>We will draw up a programme of visits based on tenants who are marked as vulnerable (e.g. flagged as enhanced repairs service) or who have not reported any repairs in the last 6 months and who have not had a recent visit (as above).</p> <p>We are also exploring options where technology can assist NHOs capture information from any future visits. We demonstrated the effectiveness of this</p>

			<p>approach through the data we captured via the door knocking exercise.</p> <p>We will track our progress as a Key Performance Indicator (KPI) and this is reported to our senior management team to ensure we are delivering against our agreed targets. Future updates can be provided to DMCs at the December or March round of meetings</p>
KT/0524/09	To write to Councillors to encourage them to attend or to send apologies if they were unable to.	Derek Jarman DMC Chair	The DMC Chair wrote to Councillor Observers with a reminder about attendance.
CAMDEN TOWN DMC ACTIONS – 6 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
CT/0624/01	<p>Registration of TRAs</p> <p>The DMC asked that officers seek to undertake work appropriate action to help tenants and residents to form or reform TRAs on estates in the Camden Town DMC area, along with ensuring that TRAs follow governance rules.</p>	Tenant Participation	<p>TP officers have and will continue to engage all TRAs, in particular those whose registration has lapsed, offering support to hold a successful AGM and reregister.</p> <p>Work is also in train to explore establishment of new TRAs and other resident groups where there has been expression of interest or a potential.</p>
CT/0624/02	<p>Action Points update - Heating Pool deep dive</p> <p>Further information regarding the follow up session to be provided to DMC representatives.</p>	Tenant Participation	TP officers are working with colleagues to book a follow-up session potentially at the end of May
CT/0624/03	<p>Grounds Maintenance</p> <p>Officers to provide a response regarding whether there was a formal proposal to take estate playgrounds out of the</p>		The new saving from 2024/25 budget setting is an accounting adjustment rather than transferring responsibility. There will be no changes to service provision. Playgrounds are mentioned in government

	responsibility of housing services, should this be the case then what the impact of this would be on the HRA and housing service delivery.		guidance under “amenities”. Operation of the Housing Revenue Account ring-fence - GOV.UK (www.gov.uk)
CT/0624/04	Estate lighting Officers to provide a response regarding who pays for communal lighting on estates where the area has been deemed a public space (e.g. Amphyll Square Estate).	Emma Cardoso Team Leader Finance (HRA & Capital Works)	Finance officers confirmed the cost of the lighting in question is charged to HRA as it is housing land. This would be recovered as part of either Tenant communal lighting service charge or Leaseholders communal lighting service charge.
CT/0624/05	Heat Meters on High rise estates Officers to provide a response on the issues surrounding having heat meters for tenants living on high rise estates.	Paul Mchugh/Sim Dhinsa Programme Managers Capital Works	Heat Meters are very site specific. Officer will need to know the site in question or potential site in order to offer a response on issues affecting possible install.
CT/0624/06	Housing Transformation programme Neighbourhood Services would be going through a service restructure below head of service level the details of which would be provided to tenants and residents once the proposals had been finalised.	Maria Jacobs Head of Neighbourhoods	This information is unlikely to be available before September 2024. In any event, information cannot be shared until the prerequisite consultation with affected staff, union and HR has been exhausted.
CT/0624/07	The Council was seeking to revise its Allocation Scheme and officers would confirm the time-line regarding this.	Gerry Crowley Head of Allocations/Letting and Private Housing Services	The Council is currently seeking to implement minor changes to the Allocations policy. Over the next 12-18 months we will be scoping and consultation on major changes to the scheme.
CT/0624/08	Officers would re-listen to the message advising tenants and residents regarding reporting repairs through the repairs call centre to see if it was clear and if necessary, following input from tenants and residents, make appropriate revisions	Scot Reid Head of Property Customer Services Engagement	Following this helpful feedback, a revised messaging version was recorded and uploaded onto the repairs telephone system option. We will continue to review this.

CT/0624/09	<p>The DMC asked that there be a standing item on all DMC agenda regarding service performance based on KPIs provided in a dashboard format. This report would cover areas like the repairs service, voids, housing rent collection performance and allow the DMCs to track performance (using a traffic light system), compare performance across the borough, and raise areas of concern in the spirit of partnership. Officers agreed to give consideration to this proposal, along with how performance information could be shared with all tenants and residents, along with the DMCs through using microsites with the Council's website.</p>	<p>Director of Housing/Director of Property Management</p>	<p>Officers are working on the best possible option to achieve this and testing new analytical software that brings the required information together. It is expected a dashboard report on housing and property services KPIs should be available for the September round of DMC meetings</p>
CT/0624/10	<p>Community Safety Update</p> <p>The DMC was advised that there was a combined Police and Council operation that would be undertaken to seek to deal with drug dealers/users and resulting community safety issues in the Camden Town area. Further information regarding the initiative would be available to be shared with the DMC in the future.</p>	<p>Patrick Coulson / Shaheda Rahman Community Safety Managers</p>	<p>The Council's Community Safety and Enforcement team, alongside the Metropolitan Police have been taking proactive steps to address various issues in Camden Town and its surrounding areas. Information has been shared on matters such as unlicensed street trading, drug dealing, and busking which demonstrates a comprehensive approach to enhancing public safety and quality of life.</p> <p>A working group has been created to bring different services together to create a cohesive approach to the issues within Camden Town. The group consists of Police, Council departments such as Licencing and Community Safety, Camden Town Security services and landowners such as the River Trust. This working group has led to successful operations which have combated counterfeit goods sold on the High Street and other issues such as encroachment.</p> <p>The involvement of outreach services such as Routes off the Streets (RTS) and Operation Adder highlights a commitment to addressing underlying issues such as homelessness and substance abuse. Operation</p>

		<p>Adder's focus on understanding the root causes of substance abuse and providing support is crucial for creating sustainable solutions.</p> <p>The introduction of Operation Addax, a locally run initiative targeting drug distribution, demonstrates adaptability and responsiveness to emerging challenges. Utilising covert patrols and leveraging local knowledge shows a strategic approach to enforcement efforts, resulting in significant arrests and seizures.</p> <p>The increased visibility of Town Centre Team officers, Emergency Response Policing Team support and our Community Safety and Enforcement Team (CSEO) has coincided with a decline in robbery and a levelling off in Knife enabled Crime (KEC) and Violence with Injury (VWI) offending across the Camden Town Centre footprint. There will be other factors influencing the decline, but it was noted at our last joint meeting with Police Partners that stop and search has been linked to declines in KEC. One of the key hotspots that was driving robbery offending was KOKO nightclub. This is no longer a hotspot and the increased CSEO and police presence has been noted by the venue and large groups gathering to sell Nitrous Oxide (NOS) canisters who were also involved in robbery are no longer present.</p> <p>The ongoing collaboration with the Metropolitan Police's Safer Neighbourhood teams indicates a commitment to sustaining and expanding the positive impact of these initiatives. By working together, the Council, Police and partner agencies can continue to make meaningful progress in enhancing community safety and well-being in Camden Town and its surrounding areas.</p> <p>With the recent tensions in the Palestine/Israel which has had a knockon affect within London as a whole,</p>
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			has strained policing resources since last year, the CSEO have begun planning days of action within Camden Town. By establishing set dates during the summer months, we can efficiently allocate resources and carry out partnership actions and patrols, enhancing community safety.
GOSPEL OAK DMC ACTIONS – 7 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
	Update on Housing Transformation Programme		
GO/0724/01	The Head of Property Customer Services and Engagement agreed to share an update on discussions arising from the housing resident panel.	Thomas Broad Engagement Manager Property Services	We have always been open and transparent about the work of the housing resident panel by making this available as a link on our website. At the latest meeting, the Chair of the Hampstead DMC provided an overview to the panel of the work of the DMCs - Camden Housing and property residents panel - Camden Council
GO/0724/02	The Landlord Services Manager agreed to share a timetable of street property engagement in relation to the resident participation strategy.	Deana Taziny Housing Services Manager	<p>From April to September 2024, Intensive Tenant Engagement programme (ITE) will focus on our 3,920 street property tenants, and small blocks estates, as we begin Phase 2 of the programme.</p> <p>To date informal conversations have been held at 43 estates and clusters of street properties during our Estate Action Days and Door Knocking.</p> <p>Officers completed a pilot of door knocking on both street properties and small estates in Frognaal Ward, whereby tenants were written to in advance and officers held conversations, delivered leaflets signposting tenants to various services.</p> <p>The ITE Team will now be visiting tenants on a district approach, first visiting the West, followed by North, South, East and Central, with an Action Day planned after each neighbourhood district is</p>

			completed. See table of proposed dates: Phase 2 Door Knocking and Action Day Dates
CCTV and Responsive Security Patrol Update			
GO/0724/03	The Head of Property Customer Services and Engagement agreed to share an update on the CCTV replacement programme in the June round, including the criteria required for a replacement.	Deborah Pyne CCTV Governance and Data Protection Manager	<p>Criteria of upgrade:</p> <ul style="list-style-type: none"> • Replacement of an existing 20 plus year old system and obsolete assets. Newer, more reliable technology - future proofing <p>Cameras covering:</p> <ul style="list-style-type: none"> • Entrances/exits • Interior main communal ground floor of building where required (includes some stair access points) • Existing lift cameras • specific roof access to CCTV assets • Dedicated CCTV server rooms on estates • Locations on identified upgrade estates specifically identified by Community Safety • External dedicated estate MUGA/Play areas • External/underground car parking where required • External estate grounds where required • Total integration with CCTV control room. Live feeds 24/7/365, Remote downloads • Replacing existing cameras with new state of the art cameras to handle light contrast sources/high low light performance. Provides higher quality, superior images day and night • Extended CCTV coverage on existing sites • Dedicated CCTV High bandwidth wireless network ring across the borough (Northern, Southern and Central). Future proofing dedicated CCTV network - ability to cultivate network • No dependency on electrical supply – greater flexibly use and autonomy

			<ul style="list-style-type: none"> • Faster footage processing to police, council and third parties • Reduced maintenance and economical parts <p>Upgrade progress can be found and tracked on Camden Website CCTV Upgrade Camden Website</p>
GO/0724/04	The Estate Parking and Access Manager agreed to provide an update on the traffic management order consultation happening on Southend Close	Andy Foster Estate Parking and Access Manager	I have been advised that 10 comments were received through the statutory consultation and all 10 have been answered. If there are further questions these can be emailed to me and I will answer them or seek advice from colleagues where these are more complex.
	Gospel Oak DMC Budget		
GO/0724/05	The Head of Property Customer Services and Engagement agreed to bring clear guidance on the bidding process for DMCs to the June meeting.	Deana Taziny Housing Services Manager	The current application process including guidance will be shared with reps along with this action and is readily available via housing and TP teams. Officers have committed to working with reps to review the application process to then bring a proposal to DMC at the June round.
HOLBORN DMC ACTIONS – 13 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
	Housing Transformation Programme		
HOL/1324/01	Head of Repairs & Operation to follow up issues raised at the walkabout of Tybalds Estate in November 2023.	Tony Castle Head of Repairs & Operations	The Repairs raised from the walkabout are now completed from a repair's perspective.
HOL/1324/02	Director of Property Management to meet with Brunswick TRA representatives to discuss issues.	Gavin Haynes Director of Property Management	Date to be confirmed subject to diary but likely to be early July.

HOL/1324/03	Details on the payments to members of the Residents Panels to be circulated to the Committee.	Thomas Broad Engagement Manager Property Services	Each panel member receives a £40 Love2Shop shopping voucher for each meeting they attend.
HOL/1324/04	Problems with the phone lines to the contact centre, such as calls being cut off, to be reviewed.	Scot Reid Head of Property Customer Service	Typically, up to 500,000 calls can be received on the main Camden 4444 telephone number per year, so we need to be provided with specific dates/times of calls being cut to advise what may have gone wrong. In general terms, the current phone system works as designed. However, the existing telephony platform is hosted on a local IT server, which has caused problems, when this occurs, it may affect call waiting. We are migrating our telephony platform to a cloud-based solution, which should be in place by this Summer. This should increase reliability.
HOL/1324/05	Judith Milner (Landon House resident) to send details of an elderly resident experiencing noise nuisance so that the Landlord Services Manager could look into the case.	Stephanie Marsh-Aldis Landlord Services Manager	Details were received and passed onto the NHO and Neighbourhood Manager so a home visit could be arranged.
HOL/1324/06	The Landlord Services Manager requested details of a case of noise nuisance at Derby Lodge so that progress could be investigated.		The TRA representative has been emailed for more details as I did not receive a phone call direct from the resident despite passing on my phone number after the meeting.
HOL/1324/07	The link to the microsite with Resident Panel papers to be circulated to the Committee.	Thomas Broad Engagement Manager Property Services	See action ref: GO/0724/01 Camden Housing and property residents panel - Camden Council
Stock Condition Survey, Development of the Capital Programme, Fire Safety Works			
HOL/1324/8	The Director of Property Management to circulate contact details to the Committee so that residents who wished to could be advised how to access the survey results for their home online.	Gavin Haynes Director of Property Management	Officers have advised residents can request a copy of the survey of their block by email to: Assetmanagement.surveys@camden.gov.uk
HOL/1324/09	A report on the proposed rolling condition survey to be scheduled for June or September 2024.		Officers have committed to providing a report at the September 2024 round of DMC meetings.
HOL/1324/910	Officers to discuss questions regarding why battery powered fire alarms were not a	Susanne Afra Head of Capital Works	Hard wired alarms are recommended in line with the British standard.

	specified option for concrete housing blocks in Camden.		
HOL/1324/11	Officers to review the fire doors on the Brunswick Estate with regard to access for elderly or disabled residents.		FRA Programme Manager and Fire Safety Advisor to follow up with the TRA on this point.
	Estate and Off-Street Parking Strategy		
HOL/1324/12	The reported parking bays at Tybalds being sub-let via the JustPark website would be investigated to identify progress.	Jayne Seaman Parking, Access & Garages Team Leader	Initial investigations have not identified any parking spaces on the Just Park App at present. Parking officer for the estate, Muhammed Miah, has been in contact with Just Park previously and advised them to take down various sites within Holborn from their web app. We will continue to investigate other parking apps. Any residents found to be subletting parking spaces will lose their space.
HOL/1324/13	Officers to arrange for additional checks on illegal street parking at Flaxman Court subject to residents providing more details.		Street parking is not within the remit of the estate parking & access team. This would need to be addressed by colleagues in street parking.
HOL/1324/14	The Principal Caretaking Manager to do a site visit to Flaxman Court to explore whether entry measures such as fob access would be feasible.		There is already fob access on vehicle gates and entry doors so will arrange a joint visit with Dilip to ascertain what is required following discussion with TRA.
HOL/1324/15	The Principal Caretaking Manager to chase contractors on broken gates at the Brunswick Estate.		At the time of this response the gates were working and operational.
HOL/1324/16	Officers requested details from a Brunswick TRA representative on having received an additional charge for a car over five years of age although it was a low emission car, so that the charge could be investigated.		Need to contact TRA representative in question so that we can obtain breakdown of charges from rent service team. Muhammed Miah, parking officer for Brunswick will make contact and investigate.
HOL/1324/17	The Principal Caretaking Manager to email the Falcon TRA representative to arrange a site visit on parking issues.		Falcon pocket park has been agreed. There are a couple of cars illegally parking that require moving however we are not able to tow or remove the vehicles from our land. We have sent enforcement officers to ticket them and will be following up with DVLA to obtain keeper details so that we can make contact with them.

HOL/1324/18	The Principal Caretaking Manager to do a site visit to Dudley Court and investigate the lack of repair of the car park roller blind with the contractor.		Still investigating issues with roller shutter, enquiry into concerns raised are taking longer than anticipated but as so as I have an update I will advise all concerned parties.
	Local Issues		
HOL/1324/19	The Community Safety Officer who had managed to resolve issues at Winter Garden House to meet with Powis House residents on anti-social behaviour.	Claudio da Silva Pinheiro Community Safety Officer	The issues reported by residents of Powis House were noise related and will be investigated by the Neighbourhood Housing Officer.
HOL/1324/20	Officers to feedback that the Responsive Security Patrol should be more easily accessible when calling the Council's contact centre, and to query what residents should do if they need immediate action.	Stephanie Marsh-Aldis Landlord Services Manager	I am liaising with the Out of Hours Service and RSP to see if any improvements can be made. Philip King advised TRA reps at the meeting he can provide contact info for notice boards regarding how to report ASB.
HAMPSTEAD DMC ACTIONS – 14 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
	Housing Transformation Programme		
HAM/1424/01	Clarification to be obtained as to why heat meters at Webheath were not in operation.	Susanne Afra Head of Capital Works	Heat Meter Project Manager has followed up on this point.
	Community Safety Update		
HAM/1424/02	Information to be provided about how Deaf residents could report crime and ASB.	Sonia Mason Community Safety Team Lead	Information provided. CC also shared information with Housing.
	Local Issues		
HAM/1424/03	Officers agreed to work with Veolia to improve recycling collection at West End Sidings estate	Jayne Seaman Principal Lead Officer for Parking & Access	Short term resolution on tackling illegal parking to not only keep residents on the estate safe but also to facilitate refuse collections will require collaborative working with Veolia, caretaking team, estate parking team, NHO's and our enforcement contractor NSL. I

			<p>will set up a joint meeting to look at ways to move forward, I will write to all residents on the estate regarding illegal parking and remind them of the dangers of parking irresponsibly on the estate. I will include a map of the locations where parking was previously removed, following instruction from London Fire Brigade, as some residents may not be aware of these locations. Issues with refuse vehicles accessing the estate requires some additional works, possibly some sort of physical obstruction to prevent parking in keys areas throughout the estate. Removal of wooden bollards on the pavement would be counter intuitive as they were installed to prevent illegal parking on the pavement and to protect pedestrians. Targeted enforcement will continue on the estate, and we will address persistent offenders by any means available to us. Long term solution is the introduction of the traffic management order however as this is not likely to be in place until later in the year, I acknowledge that interim measures are required urgently.</p>
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ADDENDUM TO THE ACTION POINTS ARISING FROM MARCH 2024 DMC MEETINGS

KENTISH TOWN DMC ACTION – 5 MARCH 2024

Item	Action	Responsible Individual/Department	Comments
KT/0524/01	To provide a response to the questions on the Heating Pool Charges submitted by Maiden Lane TRA	Rubait Hossain Rent & Charge Services Manager	Response to the specific questions have been drafted and waiting sign off, due to the sensitivity of some data, before sharing with the TRA.

No	Question	Officer Response
1	We would like to know how much we are paying for our heat-network gas through the Laser purchasing scheme per kWh, including any effect the EBRS/EBDS has had on that per kWh price.	<p>Camden applied for both the Energy Bill Relief Scheme and Energy Bill Discount Scheme. For gas, we received £1,460,475 in discounts under EBRS across the Housing portfolio. We only received an EBDS gas discount of £2,549 across the whole portfolio for Apr 23 billing.</p> <p>Our gas prices were not eligible for EBDS for May to Sep 23. Any gas discount under EBDS for Oct 23 to Mar 24 is yet to be confirmed.</p> <p>For electricity, all of our monthly prices were below the EBRS wholesale price cap, so no EBRS discount was applied for the Oct 22 to Mar 23 period. No EBDS discount is expected for our electricity supplies for the Apr 23 to Mar 24 period.</p> <p>Discounts are passed on to residents when their heat charges are calculated. Camden's heat charges are calculated on an arrears basis, which means that where there are discounts, they are applied to the following year's heat charges.</p> <p>Overall, the low level of discounts Camden received shows that our charges are competitive and below the cap.</p> <p>The info below shows the increase in costs from October 21 to October 22 that lead to the increase in charges for 23/24. This can be found on the summary tab on the</p>

attached spreadsheet.

Pricing period	Standing charge (£ p/day) £ per kWh	
Oct 21-Sept 22	£130.63	£0.020279
Oct 22-Sept 23	£362.15	£0.085182
Oct 23-Sept 24	£50.65	£0.073341

2 We would like to know the meter readings from the boiler room for the last 12-month period so we can understand the total consumption in KWh for the whole estate.

The tab IView2223A shows all bills received during the year and includes (amongst other things) meter readings, kWhs used, the rate per kWh, the standing charge, any EBRS discount and the bill total. The total fuel cost for this site for 22/23, net of indirect costs and overheads, was £506,169.95.

The tab 2223A shows the total consumption and costs for the period, I have inserted this below

Accrual from 2021/22 (for Mar-22 consumption)		Consumption kWh	Price £ per kWh	£ s/c per day
	-£ 65,000.00			
Mar 2022 consumption (paid April 2022/23)	£ 25,117.14	1038888	0.020279	130.63
Apr22-Sep22	£ 55,912.10	1578323	0.020279	130.63
Oct22-Feb23	£ 32,515.71	4435574	0.085182	362.15
AMR (Automated Meter Reader)	£ -			
EBRS discount Oct22-Feb23	-£ 37,449.19			
Accrual for 2223 (March23)	£ 95,074.17			
Total for 2223 Actual	£ 506,169.94			
	£ 506,169.95	Direct cost		
	£ 1,838.29	Indirect cost		
	£ 931.60	Overhead		
	£ 508,939.84	Total		

3	<p>We would like to see the calculation and apportioning of the monthly per KWh gas cost to 1 bed, 2 bed, 3 bed etc. units on the estate.</p>	<p>Tenants connected to Camden's District Heat Network such as Maiden Lane pay for your heat charges via heat scales. The heat charges for tenants in the district heating pool are determined based on forecasted energy costs the Council have to purchase. The heat charges set for the tenants are then set and agreed by the January Cabinet each year. Residents on the heat scales do not receive adjustments for actual usage. The heat scales vary according to the type of boiler in your block/estate as well as the services provided (ie. heating, hot water and/or cooking gas) and the number of bedrooms. The annual heat charge set for each property is divided into a weekly heat charge amount to avoid high costs in the winter and lower costs in the summer to assist residents with budgeting.</p> <p>The 2223A tab on the attached spread sheet shows the unit portion for a one bedroom property as 0.00185153. The fuel cost for a one bedroom property was £942.32 (£508,939.84 * 0.00185153). The same calculation is applied to 2 and 3 bed properties..</p> <p>Currently there is no standing charge applied to the calculations. The energy bill from our supplier includes a standing charge but no further standing charge is applied to your heat charges. However, once the heat network is individually metered then a standing charge is applied. The standing charges for metered homes works via cost recovery basis for the whole block, where costs such as broadband, data charges, repairs and maintenance and administration and billing are split among the properties of that block. Based upon other heat metered sites we would expect the standing charge to be approximately £75 per yea, per property.</p>
4	<p>If the Maiden Lane current heating renewal project is significantly delayed again then we are calling for the installation of heat metering on the estate as a lowest common denominator option and want to know this is happening; we believe residents have a right to control over their consumption and</p>	<p>The project manager has confirmed heat meters will be installed as per the requirement in the heat and hot water services upgrade.</p>

	bills. Councillor Beales was open to this idea at last year's AGM.	
5	We would like to know the effect that previous metering installations have had on the consumption of gas on other estates with district heating systems for comparison.	The consumption of gas is affected by a number of factors including the weather, the residents health etc. and we are therefore unable to know the affect that the previous meter installations has had on the gas consumption. However, following the 22/23 actuals circa 84% of the tenants are better off on metered charges when compared to the current heat scales.

MLTRA 231122

Dear Councillors

We are very concerned about our heating bills; we understand they will change after the installation of the new heating system on our estate, if it finally goes ahead. We think it's important to benchmark the situation with our bills now so the benefits of the new scheme with regard to bills and kg carbon/efficiency before and after can be clearly understood. We think this benchmark will be useful for future comparisons, for both the council and residents.

Current Bills

The current bill for the gas/heating and hot water for a 1 bed flat is £181.27 per month for leaseholders. The current bill for the gas/heating and hot water for a 1 bed flat is £162.54 per month for tenants

The British Gas website gives the current Oct 23 1 bed flat figure of £52.08 as an average monthly direct debit gas bill, less than a third of one of our bills. This difference cannot be explained purely with system inefficiencies. We accept we can't change supplier but we are supposed to be getting gas at cheaper bulk prices than other users? and have the benefit of that, along with the EBRs/EBDS, but we aren't anywhere near the ball park of a direct gas user.

Some Questions

1. We would like to know how much we are paying for our heat-network gas through the Laser purchasing scheme **per kWh**, including any effect the EBRs/EBDS has had on that **per kWh** price.
2. We would like to know the meter readings from the boiler room for the last 12-month period so we can understand the total consumption in **KWh** for the whole estate.
3. We would like to see the calculation and apportioning of the monthly per **KWh gas cost** to 1 bed, 2 bed, 3 bed etc. units on the estate. We need this stated separately and alongside infrastructure and standing charges for the heating system so we can understand clearly how many kWh we are using relative to normal consumption levels and understand what we are paying per kWh compared with the open market. We need to know what the current standing charges are and what the approved process will be for the calculation of the new standing charge for the new system.
4. If the Maiden Lane current heating renewal project is significantly delayed again then we are calling for the installation of heat metering on the estate as a lowest common denominator option and want to know this is happening; we believe residents have a right to control over their consumption and bills. Councillor Beales was open to this idea at last year's AGM.
5. We would like to know the effect that previous metering installations have had on the consumption of gas on other estates with district heating systems for comparison.

We look forward to the special DMC meeting on December the 14th; please consider this email to be our questions for that meeting.

Yours Sincerely Maiden Lane TRA.

MAIDEN LANE TENANTS AND RESIDENTS' ASSOCIATION

The Allensbury Room, Maiden Lane Estate, NW1 9YR

Financial summary

The following table sets out the expected costs and income, based on the changes outlined above, for the Heating Pool.

HEATING POOL	2022/23 Actual £'000	2023/24 Forecast £'000	2024/25 Estimate £'000
Increase (Decrease) in charges on prior year (net of credits)	15.0%	125.0%	0%
Fuel Costs	17,440	22,772	20,729
Bad Debt Costs	518	1,093	1,093
Maintenance & Infrastructure Costs	632	689	778
TOTAL EXPENDITURE	18,590	24,553	22,600
TOTAL INCOME	(12,562)	(26,439)	(23,421)
(Surplus)/Deficit for Year	6,027	(1,886)	(822)

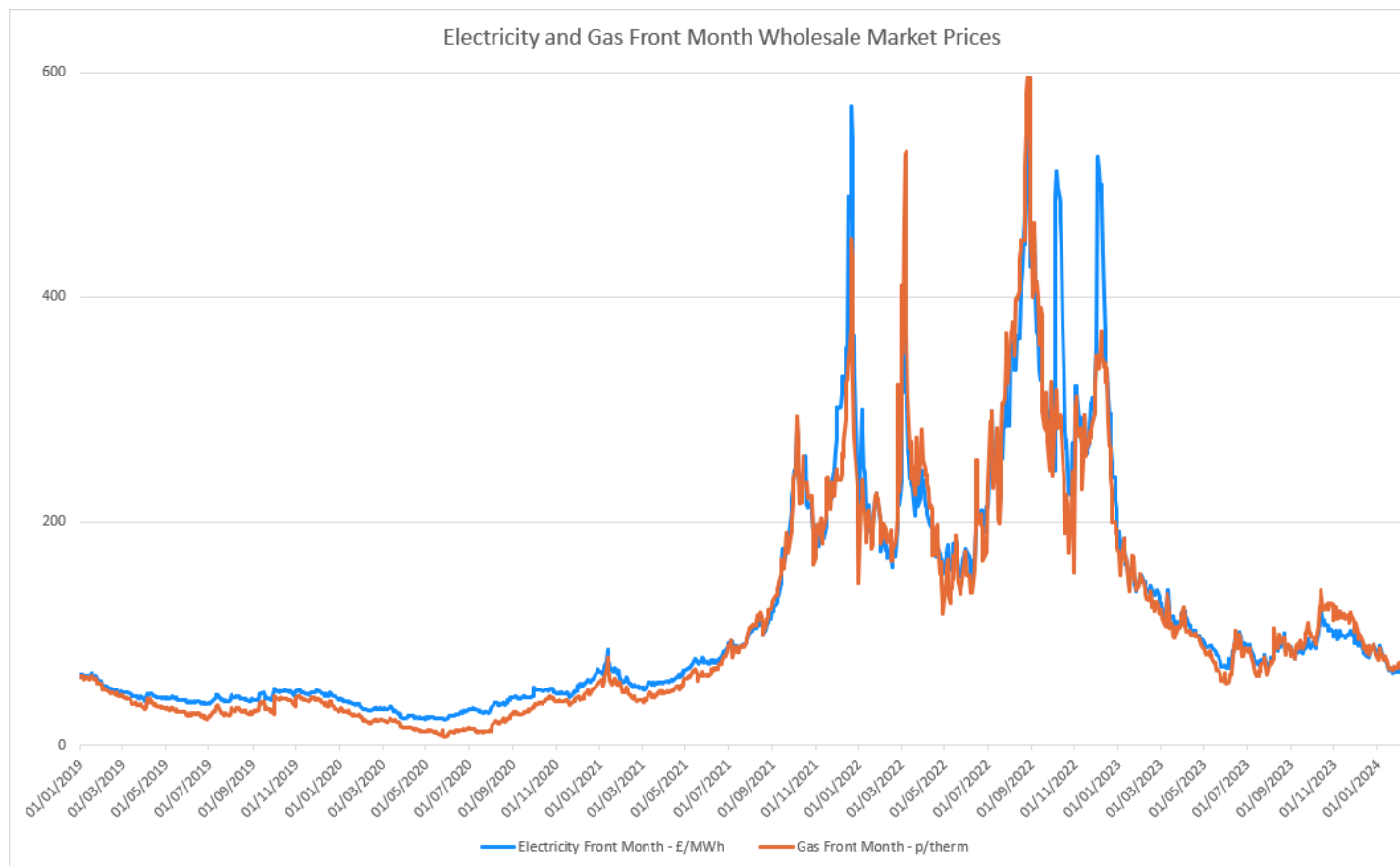
Movement in Reserves

(Surplus) / Deficit Brought Forward	(3,858)	2,396	666
Surplus/Deficit in year	6,028	(1,886)	(822)
Heat Compensation Loss of Service	65	100	100
Heat Refunds	162	56	56
Reserves Carried Forward	2,396	666	0

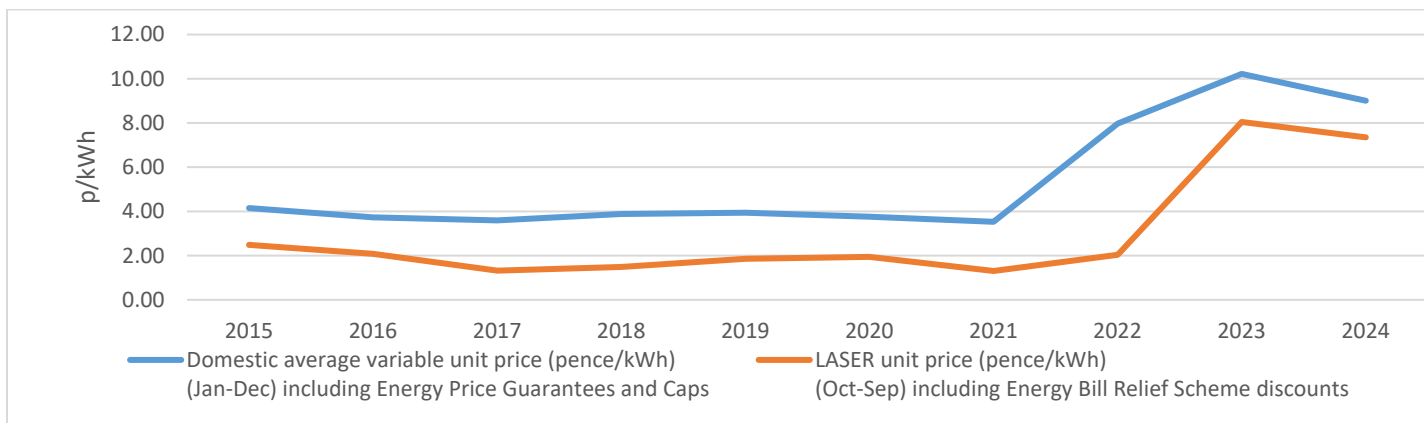
Heating Pool Deep Dive Session 2 – 29 February 2024

Energy Procurement Strategy and Dispensation for Camden’s Energy Contracts

- Camden currently procures energy through LASER, a public sector buying organisation. Cabinet approved Camden’s procurement strategy in November 2022, for the Oct 2024 to Sep 2028 period.
- LASER buy energy for 235 public sector customers, with a combined energy spend of over £800 million. Using a public sector buying organisation allows Camden to aggregate the Council’s required gas and electricity volume with LASER’s other customers, to manage inflationary pressure and to secure lower cost energy from the wholesale markets. Camden does not use sufficient volumes of energy to go direct to the wholesale market and receive a competitive price.
- Energy wholesale markets have been in crisis since July 2021, with prices reaching record highs in September 2022. This was driven by increased demand as our economies recovered from the pandemic, and by the Russian attacks on Ukraine in February 2022.
- Energy markets stabilised significantly at the start of 2023 but remain volatile, with prices still above pre-pandemic levels. Other geopolitical events, such as the Israel-Hamas conflict, and attacks in the Red Sea, add to increased market volatility.
- The graph below shows the position of energy market costs from January 2019 to January 2024.



- Camden’s procurement strategy limits our exposure to energy market volatility by allowing us to purchase energy 12-36 months in advance of the supply date. In practical terms, this means that the price for the contract supply period is a product of the various energy purchases in the run up to the supply start date, rather than the energy price on the day.
- Oct 20 – Sep 21:** Housing gas prices saw a reduction of 25.5%, as Camden’s procurement strategy allowed LASER to take advantage of low energy prices driven by the pandemic.
- Oct 21 - Sep 22:** Camden’s procurement strategy allowed LASER to hedge against inflationary pressures by purchasing all gas for this supply period over the course of 2020 and 2021 when prices were relatively low, however, Housing gas prices still saw increases of 47%.
- Oct 22 - Sep 23:** Camden also forward purchased significant energy volumes for this supply period during 2020/21, however, energy prices were still higher for this period, given the extreme volatility of the wholesale energy markets at the time of some purchases (shown in the graph above). Camden saw energy price increases of 260% for Housing gas supplies.
- Oct 23 – Sep 24:** Housing gas prices have decreased by 21.5% for the current supply period. LASER was able to purchase some energy volumes as the market began to fall in January 2023, however, energy markets remain highly volatile and are some way off the stability and lows of 2019-20.
- Gas price performance has been measured over a 9-year period, comparing domestic retail prices in pence/kWh with the prices LASER have achieved for the Camden Housing portfolio. In headline terms, this indicates that gas prices secured for Camden residents are typically around half the cost of retail gas prices. The Council’s energy procurement strategy has performed consistently well for Camden and its residents even in the context of the global energy crisis of 2021. The graph below shows this benefit:



Domestic prices are taken from Government’s Department for Business, Energy & Industry Strategy (BEIS)

- LASER has carried out an open competitive tender process to establish a gas and electricity procurement framework. A Governance Panel is in place to provide oversight and scrutiny of energy trading. The minimum and maximum levels of energy that can be purchased at any point by LASER is agreed by the Governance Panel, which is comprised of 5 LASER staff and 10 members who are external and independent of LASER. Camden’s Senior Energy Management Officer sits on this panel.
- In 2019 Camden was awarded a dispensation exempting the Council from the statutory consultation procedures (as defined under the Landlord and Tenant Act 1985), for a period of four

and a half years, in relation to the purchase of gas and electricity for its housing sites, covering the existing contract arrangements for Oct 2020 – Sep 2024. Section 20, Schedule 2, Stage 2 and 3 of the Act, requires Camden to give written notice to leaseholders for any prices received and wait for a response. The dispensation is necessary because there is no practical way of consulting with leaseholders in advance, in a timely manner, during the energy buying process, as gas and electricity is bought in advance of the supply period.

- A new dispensation was awarded in 2023 to cover energy contract arrangements for Oct 2024 – Sep 2028. This was to secure best prices and to help manage the continuing volatility across the wholesale energy markets. Camden required the new dispensation to be in place before March 2023, to enable LASER to start buying energy ahead of the contract supply period.

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Title: Community Safety Report - Anti-social Behaviour Task Force Update

Information/Discussion Report – Discussion

Recommendations: The DMC is asked to note the report and invited to comment on progress.

Report Summary: This report provides an update of the work of the Community Safety Service Anti-Social Behaviour Task Force pilot to date.

1. Anti-Social Behaviour (ASB) Overview

1.1. Anti-social behaviour (ASB) is any behaviour that makes you feel unsafe, or you feel may make others unsafe. This can include:

- Drug related ASB (drug use, dealing)
- Youth related ASB
- Threatening behaviour, verbal and physical threats and abuse
- Vandalism and property damage.
- Using a property to sell drugs or for any other illegal activity.
- Harassment including incidents based on race, gender, religion, disability, or sexual orientation

2. Anti-Social Behaviour Taskforce

2.1 The ASB Taskforce has been established for an initial pilot period to address issues of anti-social behaviour (ASB) within the Housing Estates most disproportionately affected in Camden. The Taskforce consists of four dedicated ASB Officers who are working in partnership with key services across the Council to adopt an intelligence-led approach aimed at reducing ASB.

2.2 Key Actions Taken to Date

- **ASB Case Management:** The Taskforce is focusing on the management of complex and challenging ASB cases through adopting a test and learn approach. This involves identifying the root causes of ASB and implementing tailored solutions for each case.

- **Revised ASB Policy:** A revised ASB policy has been implemented to ensure a more effective and streamlined approach to dealing with ASB cases. This policy includes updated procedures for reporting, investigating, and resolving ASB incidents.
- **Mental Health Protocol:** A new Mental Health protocol has been developed to support the ASB case management process. This protocol aims to provide appropriate support and interventions for individuals with mental health issues who are involved in ASB incidents.
- **Enforcement Strategy:** An enforcement strategy has been developed outlining broader enforcement options to address persistent and severe ASB cases. This strategy aims to deter individuals from engaging in ASB through the threat of legal consequences.
- **User Guides/Toolkits:** User guides and toolkits have been created for practitioners involved in ASB case management. These guides provide detailed protocols outlining each available tool and power at Camden's disposal, complete with scenario-based guides to assist practitioners in their decision-making process.

2.3 During the pilot period, the ASB Taskforce in Camden has been managing cases of antisocial behaviour within the Housing Estates using the new approach. Moving forward, the Taskforce will continuously assess its methods and make any necessary modifications to effectively address ASB in Camden.

3. How to report Anti-Social Behaviour

3.1 Complete the online form on the Council's website to report anti-social behaviour.

3.2 Phone: 020 7974 4444 (9am to 5pm Mon- Fri.) When on the telephone options please go through them all until you are asked to hold and there will be a further submenu, please choose option 6 for Community Safety.

3.3 If you're a Camden council tenant or leaseholder and the antisocial behaviour is happening on council estate between 4pm and 4am you can call the Responsive Security Patrol on 020 7974 4444 (every day)

4. What happens after ASB is reported?

4.1 Your report will be logged by Contact Camden and allocated to an officer.

4.2 You should receive an email with details of the investigating officer and a reference number that you can use in any future communications.

4.3 Once we receive your report we may contact you for further information. We will inform you if we contact other services or partners.

4.4 We consider factors such as:

- how serious your complaint is
- how often the problem has occurred
- whether there has been other complaints about the ASB

Report Ends

Title: DMC Bid Process Revision

Information/Discussion Report – Information

Recommendations: The DMC is asked to note the report and the work in train to improve the DMC Budget management, bidding process and monitoring.

Report Summary: This report provides a progress update on a review of the process for allocation of, management and monitoring of the DMC budget and bidding process.

1. Background

- 1.1 Responding to feedback from DMCs, officers committed to working collaboratively with DMC chairs to review and consider ways the DMC budget and bidding process can be improved.
- 1.2 The agreement to transfer administration of the DMC budget and application process from Landlord Services to the Tenant Participation (TP) team in the summer, presents a good opportunity for a review. Moreover, the bidding process was last reviewed almost 5yrs ago, and changes to Housing Management and Repairs and Improvements can be built into the process.
- 1.3 The scope of the review includes, but is not limited to:
 - 1.3.1 Simplification of the application form and guidance
 - 1.3.2 End to end monitoring of bids from expression of interest to completion of delivery
 - 1.3.3 Support for TRAs in bid completion including consultation
 - 1.3.4 Equity, transparency and consistency in the application of the process
 - 1.3.5 Expected standards for TRAs applying for larger bids
 - 1.3.6 A service standard agreement between DMCs and all involved officers
 - 1.3.7 Interface with linked teams i.e. Repairs, Capital Works, Landlord Services
- 1.4 DMC chairs, TP and finance officers recently met for discussion revolving around the points of item 1.2 above.
- 1.5 There was healthy and rich discussion that lent itself well to establishing an improved process and outcomes, that would at a minimum remove barriers through seamless systems and a relational approach.

2. Current Arrangements

- 2.1 Each DMC has an annual budget of circa £135-140k annually for distribution to TRAs, or via officer bids where there is no TRA, for estate and other communal improvements. *This responsibility will be transferred to TP in summer 2024.*
- 2.2 Bids are voted on by DMC representatives following assessment by the housing teams and are presented by the Neighbourhood Housing Manager with support from the requesting TRA.
- 2.3 The process is initiated by TRAs expressing an interest or idea with the neighbourhood housing manager who advises on viability. If deemed feasible, the application process begins with necessary checks, quotes obtained, and consultation undertaken as appropriate in accordance with the guidance.
- 2.4 If the application process is satisfied, the bid is presented at the next scheduled DMC for a vote.
- 2.5 If approved, officers will make arrangements for payment or request a purchase order (PO) that authorises the contractor or supplier to carry out works.
- 2.6 Feedback from DMC chairs and representatives indicate; this process has not been consistently applied; there is significant onus on TRAs; payment is often late or delayed; bids made for works that should be done by the council and/or H&S issues; guidance is not easy to follow; no encouragement to use local suppliers/contractor that can be more cost effective.
- 2.7 Equally, it was felt there should be; a requirement for TRAs with funds to contribute or match fund when making a bid; effective monitoring and evaluation of project and spend; better checks of TRA governance and any consultation; a cap on time allowed for delivery

3. Progress Made

- 3.1 As intimated earlier there was rich discussion between officers and DMC chairs, with a number of practical suggestions made to include;
 - 3.1.1 DMC committee approval of bids (subject to spend) up to the value of £5K
 - 3.1.2 Guidance to include service standard agreement that spells out a timeline for each stage of the bid.
 - 3.1.3 Guidance on how non-council contractors and supplier can be used
 - 3.1.4 DMC chairs/committee having sight of all bids for comment at first submission including any officer bids. Minimum 20 working day rule to be applied.
 - 3.1.5 Application workshops offered to reps bi-annually
 - 3.1.6 Named officer for bid/s (likely to be TP officer for DMC)
 - 3.1.7 Improved interface with linked team in the process and recording of works for impact consideration on future major works and maintenance.
- 3.2 Finance colleagues have developed a system for recording, tracking and monitoring the bid process end to end. This system would be further developed to provide reports and analysis to DMC and inform officer of service trends

- 3.3 Work is in train to ascertain status and complete all outstanding bids and clear fund held on reserve.
- 3.4 The TP team has been made aware of its new responsibility and is gearing up for the transfer.

4. Next Steps

- 4.1 All agreed good progress has been made, with minimum move away from the current process but introduction of measures to both streamline and increase robustness of the process.
- 4.2 DMC chairs have asked for a follow up meeting to prepare the revised guidance, application form and the monitoring system to be included in the proposal before presenting to TRAs/ reps for feedback and adoption.
- 4.3 Further work will continue over the coming month for an updated proposal shared at the September DMC round.

Report Ends

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25th June 2024

Tara Cookson

Neighbourhood Manager

Supporting Communities

tara.cookson@camden.gov.uk

Title: Kentish Town DMC Budget Report

Discussion Report

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

Report Summary: This report details the DMC budget allocation for 2024/25 in addition to any bids submitted for consideration.

Minor & Major Revenue Works Budget 2024/25

For the financial year 2024/25, the DMC Budget allocation is £154,680.00. This budget is the consolidated total of the former minor works and major revenue works budgets. Unfortunately, the total value of bids received, as tabled below, exceed the budget allocation for this year. Please can we allow sufficient time at the meeting to be able to have a proper discussion about which bids the DMC can agree.

TRA's are asked to consider and put forward any improvement schemes that it is believed would benefit their estates/areas. Ideas should be discussed with their Neighbourhood Housing Officer in the first instance, and depending on the type of bid may also require input from the Neighbourhood Manager or Estate Services Manager. Where applicable, technical input or pricing can be obtained.

To date, no monies have been committed against this year's DMC budget allocation.

New Bids Received

The following bids have been received for approval at this meeting:

TRA	BID REQUEST	AMOUNT	COMMENTS
Peckwater estate	Replacement astroturf, additional fencing and new lighting to MUGA. This is a match funding bid, the total cost of the works is £135,891.00.	£60,000.00	Officer led bid Tara Cookson and Josef Thomas. Application to be made to the London Marathon fund for remainder monies
Spencer Rise & Churchill Road estate	Replace torn netting on MUGA with taller fencing	£19,171.00	Officer led bid Abdilatif Shidane
Denyer House	Additional works to develop the air raid shelter into a TRA hall.	£39,000.00	Officer led bid Abdilatif Shidane. Please note, this

			bid is subject to further discussion with TP
St Pancras Way TRA	Monday club for women	£ 2,000.00	
St Pancras Way TRA	Summer activities for whole estate	£ 1,800.00	
St Pancras Way TRA	Community kitchen	£ 1,700.00	
Ingestre TRA	Wood chip for tree pits in the woodland, water bowser, hose and reel. Top ups for flower beds with Fletcher Court garden	£ 1,643.00	
Bernard Shaw Court	Replacement play equipment (roundabout) in playground	£12,420.00	Officer led bid Tara Cookson
Camden Square TRA	Camden Newtown Community Festival bid	£ 2,750.00	
Camden Square TRA	Professional A3 scanner for archive project	£ 1,346.74	
Carol & Sanderson TRA	Gardening project	£ 2,000.00	
91 Highgate Road (Sheltered Housing)	Gardening project	£ 945.00	Officer led bid Abdilatif Shidane
Whittington TRA	Gardening project phase 2	£ 4,950.00	
Resident events	Borough wide resident events that each DMC have been asked to contribute towards	£ 4,000.00	Officer led bid Stanton La Foucade
14 Leighton Crescent	Gerda lock for LFB access point	£ 875.00	Officer led bid Abdilatif Shidane
Maiden Lane TRA	Metrobin storage	£ 31,049.00	
Maiden Lane TRA	Annual Firework event	£ 4,990.00	
16 Raydon Street (Chester/Balmore development)	Gerda lock for LFB access point	£ 875.00	Please note, this is a retrospective bid Unfortunately, this bid wasn't tabled to be heard at the March DMC. However, monies were committed from the 2023/4 budget and Chairs approval for the bid was sought at the time

Late Submissions

It has been agreed that all bids should be raised and discussed by the TRA with the relevant officer prior to submitting bids to DMC. This will ensure that the correct information regarding costs, resident consultation and surveyors input, if necessary, can be presented alongside the bid. It has therefore been agreed that any late or verbal bids received at the meeting, will not be considered until the following meeting.

Bid Criteria

The criteria for bidding is outlined in the letter sent to all TRA's during the year when inviting new bids.

Report Ends

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DMC Round June 2024
 Gerry Crowley
 Head of Allocation, Lettings & Private Housing Services
 Supporting Communities
 Gerry.Crowley@camden.gov.uk

Title: Voids Programme Update

Information/Discussion Report – Discussion

Recommendations: DMCs are asked to note the report and comment on any recommendation and/or progress to date.

Report Summary: This report provides a progress update on the voids programme of works and the current position of the in relation to the housing stock

1. Introduction

- 1.1 Further to our recent update to DMC regarding void properties across the borough, I wanted to provide a further overview of the current picture.
- 1.2 The tables below provide an updated breakdown of the current position regarding general need and sheltered housing voids which are currently a) awaiting works, b) in works or c) in the lettings process.

Void Status	General Needs	Sheltered
Total No. of Active Voids	480	32
Of which are at Repairs or Pre-Repairs stage	374	22
Of which are at Allocations/Lettings Stage	106	10

Void Properties by bed-size

Bed Size	%
Studio/1Bedroom	56%
2 Bedroom	28%
3 Bedroom	12%
4 Bedroom +	4%

1.3 Colleagues from the Lettings and Voids Services continue to build closer working relationships with the aim of developing better efficient working practices whilst identifying ways of improving the turnaround times for voids. The following are some of the mitigations which the service is undertaking which will deliver improvements to the overall voids' performance.

- Recruit new Voids Manager, in progress, interviews take place 18 June 24.
- New Void Surveyor recruited for Hamstead Ward, started 3 June 24
- New Strategic Voids Lead, Dermot Mullan, started 3 June 24
- New Data Analyst to assist with better system dashboard/reports secured
- Co-locate & integrate Lettings and Void teams at Holmes Road Depot, started May 2024
- Secure additional supply chain resources
- On-board and pilot specialist cleaning contractor for routine voids
- Voids prioritisation strategy, working with contractor capacity
- Implemented revised letting standard to make best use of resources, completed Nov 2023
- Lettings Stage to commence early and in advance of works for all new voids once categorised as Routine/Minor
- Launched Departmental restructure which will redesign lettings service and lead to reduced handoffs and reduced lettings times
- Pilot new pre-void inspection process, to start July 2024
- System and Data improvement review

1.4 Further to the above a revised dashboard is being developed and highlights from this will be presented to a future DMC cycle if that would be of interest.

Report Ends



DMC Round Nov/December 2023

Michael Wood

Project Manager

Supporting Communities

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020 7974 1596

Title: Estate and Off-Street Parking Strategy May 2024

Information Report

Recommendations: The DMC is asked to note the report.

Report Summary: This report provides an update on our project to improve parking on Camden's estates.

1. Background

1.1 The Estates and Off-Street Parking Strategy was developed following a borough-wide consultation in March 2023 and subsequently approved by the Cabinet. The goal is to make access for emergency vehicles easier by addressing parking issues on Camden's estates effectively.

2. Group 1 Estates

2.1 The following estates have been selected as the first group to see the changes implemented:

E00001 Amptill Square
E00019 Ossulston Street 1 & 2
E01026 Russell Nurseries
E01029 South End Close
E02016 Harben Road
E02039 West End Sidings
E03002 Bourne
E04002 Agar Grove

3. Resident Priorities and Preferences for Estate Improvements

3.1 A focused estate layout and design consultation for the Group 1 estates was held in July 2023, which generated some concerns from residents. We engaged further with the community to address these objections, particularly emphasising safety concerns. As a result:

- Estate layouts have been redesigned in some areas to better meet residents' needs.

- While there is a strong demand for sustainable amenities, our primary focus remains on health, safety, and wellbeing. Sustainable options will be explored after the initial implementation.

4. Statutory Consultation

4.1 We have now completed the statutory consultation process, which ran from 21st March 2024 to 15th April 2024. This included:

- Printed adverts in the Camden New Journal and London Gazette, both in print and digital formats.
- **Street notices installed across the Group 1 estates**
- Emails sent to approximately 2,000 residents and businesses in the first group of estates, as well as to statutory stakeholders like the Police and London Fire Brigade.

4.2 We received 16 email responses to the statutory consultation inbox, with four emails containing duplicate comments.

4.2.1 Support for Maiden Lane Proposals: Some respondents supported the proposed removal of Blue Badge exemptions on Maiden Lane. This change aims to protect parking for residents who need it, especially Blue Badge holders living on the estate who have struggled to find parking spaces.

4.2.2 Objections to New Parking Enforcement: Some respondents suggested that the Council should use the current system of parking controls properly and issue more tickets. However, changes in the law make it difficult to enforce parking on off-street land such as housing estates using the current system. The new enforcement methods will address these issues effectively.

4.2.3 Concerns Over Removal of Numbered and Allocated Parking: Respondents were concerned that removing numbered spaces would force residents to park further from their homes, which could be challenging for certain groups. The removal of allocated spaces will allow greater flexibility and improve overall access and safety.

4.2.4 Concerns Over Delivery and Contractor Parking: Respondents were worried about access for deliveries and contractors. The proposals will allow sufficient time for loading and unloading and will permit contractors to apply for special permits.

4.2.5 Visitor Parking Concerns: Some residents were concerned about the impact on visitor parking. The new strategy aims to balance visitor parking with the needs of residents, particularly those with Blue Badges. Visitors can also use surrounding CPZ areas.

4.2.6 Financial Impact Concerns: One respondent was concerned about the financial impact on residents. The current proposals do not include any changes to estate permit charges, but the Council continuously reviews all its parking controls.

4.2.7 Disabled Parking Provisions: A respondent raised concerns about insufficient disabled parking. The new strategy will provide unallocated spaces, offering greater choice and better access for disabled residents.

4.2.8 Requests for Further Information: Some respondents required more details about the changes and implementation dates. They have been provided with an overview and links to FAQs.

4.2.9 Concerns Over Specific Parking Locations: Two respondents had concerns about specific locations. These will be managed by the Estate Parking team under existing procedures.

5. Current Timetable for Implementation

July 2024	Implement phased changes in the scheme (Lines & Signs and System updates) from July 2024.
August 2024	Commence phased go-live of new enforcement from August 2024.

- 5.1 The timetable for implementation is under constant review and adjustments may be necessary to account for contractor availability.

Report Ends

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DMC Round June 2024
 Gavin Haynes
 Director of Property Management
 Supporting Communities
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Title: FRAs, Damp & Mould and Capital Works Update

Information/Discussion Report – Information

Recommendations: The DMC is asked to note the report and consider how DMC reps and TRAs would like to be consulted on the future works programme.

Report Summary: This report provides an update on the fire safety works programme, Damp & Mould and Capital works programmes in train.

1. Fire Risk Assessment (FRA) update and latest position on FRA actions

1.1 The table below provides an update on the FRAs undertaken across the housing stock. This update is provided monthly to the Regulator and copies are posted online. The Council requires a new FRA to be produced annually for high-risk buildings, every two years for medium risk buildings and every three years for low-risk buildings. Compliance within the Council’s periodic inspection regime remains consistent at 98% completed within time. The 6 outstanding high rise building assessments have been carried out by our provider and we are awaiting the reports.

Workstream		Blocks in FRA programme	Blocks with FRA completed in target time	Blocks with FRA outside target time	% of blocks in time
FIRE SAFETY	High risk buildings	188	182	6	98%
	Non-high-risk buildings	3,113	3,062	51	99%
	Grand Total	3,301	3,244	57	99%

Comments: Position on FRAs updated 28th May 2024.

1.2 The table below provides an update on FRA actions generated by the FRAs. On the 28th May 2024 we had no high-risk actions outstanding. There is a total of 8,755 actions, of these 7,236 are overdue. The Council continues to focus on actioning all overdue actions, as well as managing any new identified actions within policy timescales. The Council has closed 11,325 in the rolling 12 months up to 28th May 2024, with 3,969 closed this calendar year.

	No. of high-risk actions	No. of medium risk actions	No. of low-risk actions

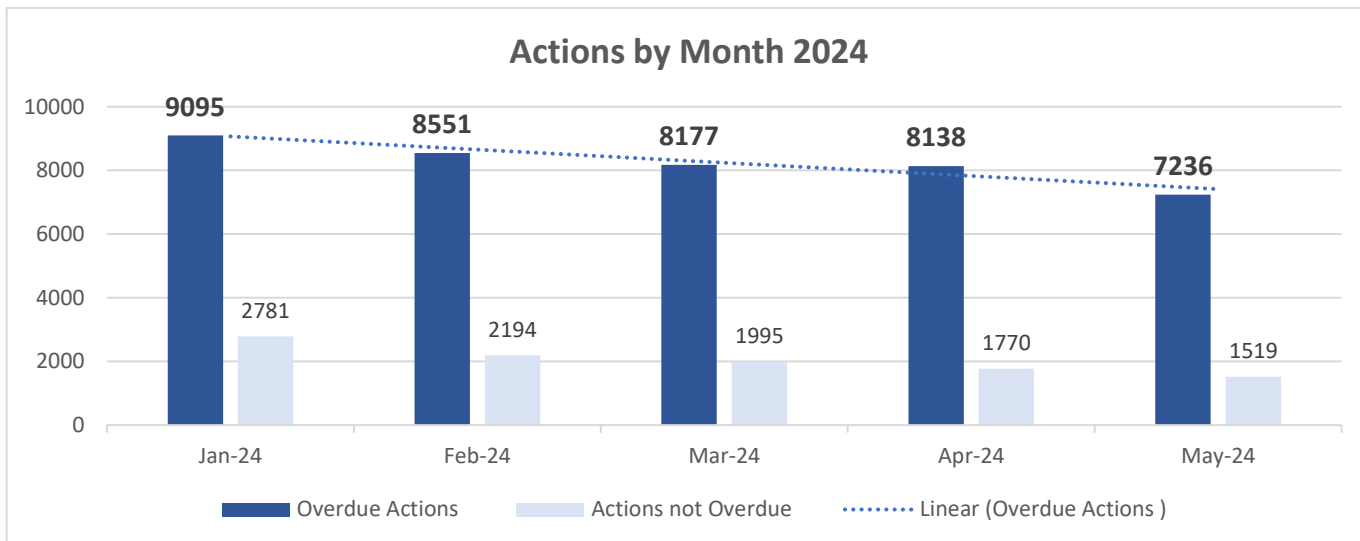
1. Overdue FRA remedial actions (<3 months)	0	417	76	
2. Overdue FRA remedial actions (3-6 months)	0	527	109	
3. Overdue FRA remedial actions (6-12 months)	0	915	383	
4. Overdue FRA remedial actions (12 -24 months)	0	994	603	
5. Overdue FRA remedial actions (24 months +)	0	1,924	1,288	Total Overdue
Total Overdue	0	4,777	2,459	7,236
Not Overdue	0	711	808	
Total	0	5,488	3,267	

Comments: Position on actions updated 28th May 2024.

2. Closure of High-Risk Actions



3. Total Number of Actions by Month



4. CO and Smoke Detection Installation Programme

4.1 There are 13,110 tenanted Council homes with one or more fixed combustion appliance, of which 13,098 (99.9%) now have CO alarms, the remaining 2 Homes are no access cases where the Council is taking legal action. There are 22,278 tenanted Council homes which require smoke detection to be installed, of these 20,810 (93.4%) had smoke detection installed by 28th May 2024. Of the remainder, 566 homes are programmed for delivery and 902 are being progressed through our no access procedure.

Gas Assets / Solid Fuel Number	CO Alarms Installed Number	Tenanted Homes Number	Smoke Detectors Installed Number	In Packet for Delivery Number	No Access Number
13,112	13,110	22,278	20,810	566	902
	99.9%		93.4%	2.5%	4.0%

5. Capital Programme

5.1 As reported to the last DMC cycle, the Council is currently developing a new asset management strategy and capital works programme. There will be a report to the September DMC cycle on this.

In the meantime, the Council has refreshed the current schedule of capital works as part of its annual programme setting exercise. The schedule of capital works projects can be accessed at the link below and the latest update will be posted before the end of June 2024.

[Link to the capital programme on Camden Open Data.](#)

5.2 If DMC members would be interested in a webinar on capital works projects and the work being done across the Better Homes, FRA, retrofit and M&E programmes (such as heating and lifts), then this can be arranged.

6. Damp and Mould

- 6.1 Since December 2022, when the Council launched its proactive campaign, it has received and managed over 11,000 enquires. Many have been addressed and we presently have fewer than 500 cases being managed by the service. Of these, four relate to communal areas.
- 6.2 We have a dedicated team of 12 full-time Mould Marshals and a back-office support team. The service aims to respond to emergency requests within one working day and other requests within ten working days.
- 6.3 Where possible, we will conduct a mould inspection and wash in one visit. We have also introduced Saturday working, which has been well received. To raise awareness across all of our frontline teams, over 500 housing and property management staff received face-to-face damp and mould training in April 2024. Senior officers have also been accompanying mould marshals on visits to see the work involved and make connections across service areas (e.g. Public Health).

Report Ends



25th June 2024

Tara Cookson

Neighbourhood Manager

Supporting Communities

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Title: Kentish Town DMC Ward Housing Report

Information Report

Recommendations: The DMC is asked to note the report and make any relevant comments.

Report Summary: This report provides an update of recent news within the Kentish Town DMC Ward boundary since the last meeting. As previously requested, TRA's are asked to submit items for inclusion in the report that they wish to share.

Update on DMC schemes

DMC Guidelines:

It is important that all schemes are discussed with the Neighbourhood Housing Officer or Neighbourhood Manager, well in advance in order to allow sufficient time for site inspections, resident consultation (where necessary), determine feasibility and prepare specification and costings.

Bids must be confirmed and submitted no later than 4 weeks prior to the DMC meeting to ensure they are tabled in the reports prepared for DMC meetings. Bids not tabled in the report will not be presented at the meeting as verbal bids on the night are not permitted.

Where schemes total over £5K, works must be carried out by our term contractor. Where payments are to be made directly to the TRA (this applies to sums under £5K for work or projects that the TRA are overseeing); these are made by BACS transfer directly to the TRA bank account and can take up to 28 days to reach the account.

If TRA's would like to provide an update about schemes which they have been leading on in their respective areas, please contact Tara Cookson or Abdilatif Shidane.

St Pancras Way estate - Community Hub (Tara Cookson)

Funding secured for this project is £140,000.00 (£100,000.00 from KT DMC and £40,000.00 CIL monies). After much deliberation, I am sorry to have to inform the TRA and DMC that we would not be able to deliver the works for this sum due to the requirements of the Building Regulations as we would be required to ensure:

- There is adequate means of warning of fire and escape.
- Installations to minimise internal and external spread of fire.
- Installations comply with the requirements of the resistance to the passage of sound.
- Installations do not allow for Interstitial and surface condensation.
- There is adequate ventilation (mechanical and/or natural ventilation), which ought to mitigate the risk of condensation occurring.
- There is adequate cold water supply for the purposes of drinking and/or washing.

- Mains water will have to be located, potentially having the need for a new mains supply from the street with the associated administration to create a new asset.
- Hot water and heating supplies.
 - (Gas / Electric) – Electric would likely be the better option as will not need a new gas supply and associated asset.
 - Electric will still need the administrative asset creation for ongoing maintenance
- Sanitary facilities. These will need to comply with DDA requirements.
 - Will require location of the drainage installations as well as potentially new asset with Thames Water
- The new external walls/windows comply with heat loss requirements. We may have to improve these above the minimum standard to offset the poor thermal performance of the floor slab
- Access facilities for the fire service
- DDA compliant access pathways and / or ramps

The feasibility report of 2020 provided a Project budget estimate by BWA Chartered Surveyors of £285,000.00 including £20% professional fees, estimated at £2400/msq.

In September 2022, JGPS Consulting LLP were asked to provide an updated cost appraisal.

Unfortunately there was a mix up in site and they provided for the Undercroft below Soane Court at £260,000.00. Their estimate was for a site of 80 meters square. Their price would work out to be £3,250/msq.

On that basis; for the site of Inwood Court at approximately 119msq; the cost of the works would be £385,000.00.

This would be excluding recent construction price inflation. Erring on the side of caution due to some Utility unknowns, I would suggest that the works would likely come in nearer to £420,000.00

We are very sorry to have to inform the TRA and DMC that unless funding can be identified for the additional £280,000.00, this scheme cannot go ahead. We know this news will come as a huge disappointment to the TRA, especially to Momota and Derek who worked so hard on this project. We share your disappointment. We have spoken with Momota and have agreed to look at other ways to bring the undercroft and the surrounding area back into use so that it is no longer a magnet for ASB (mainly drug use). We would like to propose that we use some of the monies for this work and plan to update the DMC about what we would like to do, at a forthcoming meeting.

14 Leighton Crescent – Redesign of refuse storage arrangements (Abdilatif Shidane)
This scheme is currently on hold

Camelot House – Bicycle storage (Tara Cookson)

An order has been raised to fit a secure bicycle hanger in the central courtyard of the estate, but it could not be fitted because part of the courtyard was being used as a site compound for the capital works that were taking place on the estate. Works are now complete. The hanger should be fitted within the coming fortnight.

Abingdon Close – Bicycle storage (Tara Cookson)

An order has been raised. The hanger will be installed along with the one at Camelot House (see update above).

Update / information from TRA's within the Kentish Town DMC area

None received

Rent arrears within the Kentish Town DMC area

The figures in the table are for the following wards:

Highgate

Kentish Town North

Kentish Town South

Camden Square (This ward wasn't included in the November update)

	15 August 2023	5 Nov 2023	9 Feb 2024	20 May 2024
Residential accounts	4132	4268	4464	4485
Accounts in arrears	2038	2106	2230	2213
Tenants owing >7 weeks gross rent	706	720	741	699
Tenants owing > £1,000	745	761	793	781
Borough under occupiers	522	514	504	454
Borough under occupiers: rent arrears	£288,018.31 (Avg per person £1003.55)	£258,678.90 (Avg per person £907.85)	£267,291.72 (Avg per person £982.69)	£247,893.72 (Avg per person £987.62)
Total arrears within area	£3,471,842.06	£3,620,585.07	£3,661,520.82	£3,806,420.50
Borough rent arrears* (Includes Sheltered)	£16,723,240.83	£17,659,989.51	£17,338,829.25	£17,285,749.59

Notes

** Likely to be an underestimation as we may not always be aware who is under occupying in Universal Credit cases*

Report Ends

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