

GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE

THURSDAY, 27 JUNE 2024 AT 6.30 PM
MAITLAND PARK TRA HALL, CORNER OF MARY PRINCE HOUSE AND GRAFTON
TERRACE, LONDON, NW3 2AZ

Enquiries to: Ben Lynn, Committee Services
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Telephone: 020 7974 5653 (Text phone prefix 18001)

CHAIR
Terence Ewing

VICE CHAIRS
Daniel Key
Rita Thorpe

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

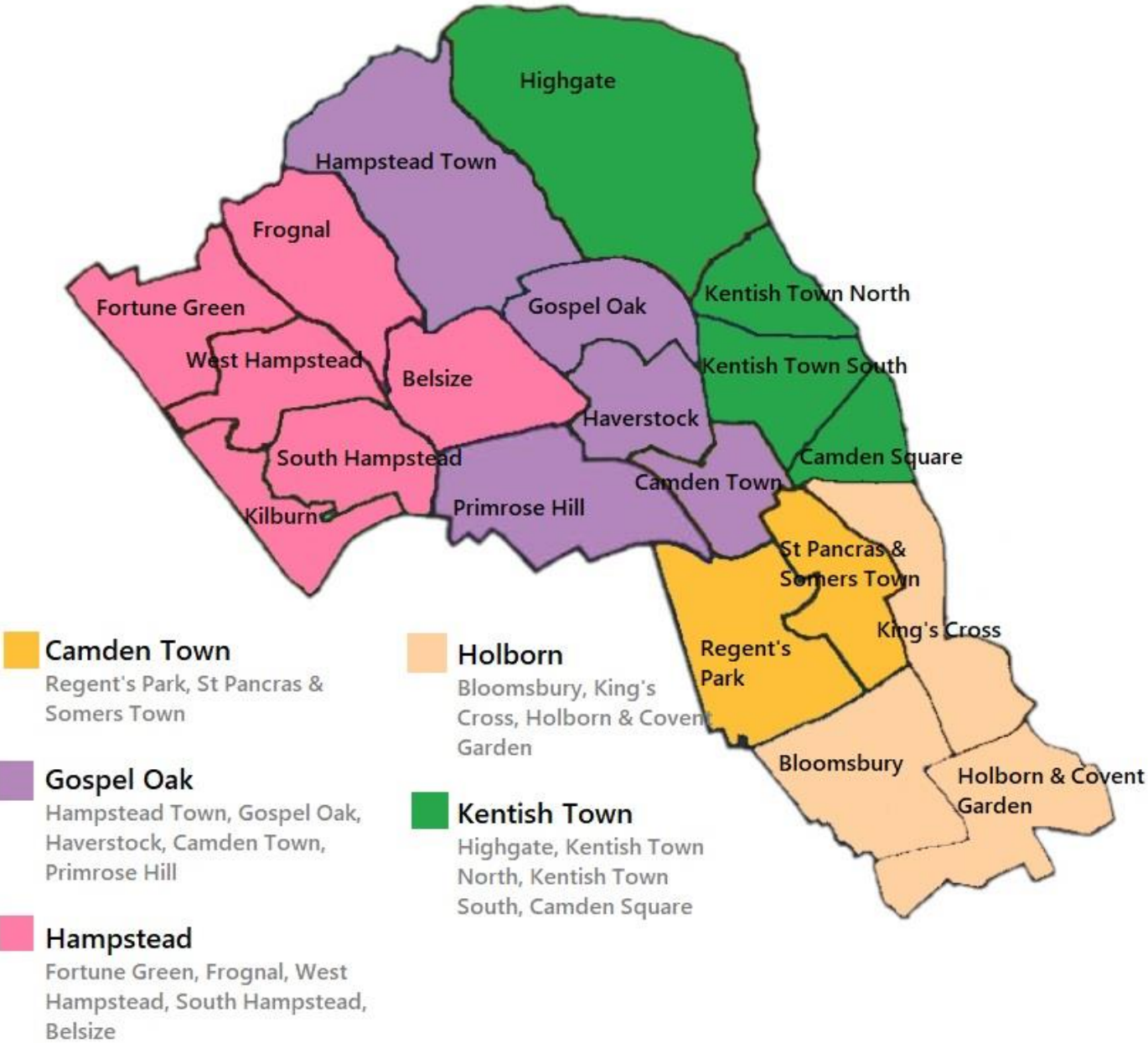
COUNCILLOR OBSERVERS

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

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

Issued on: Thursday, 13 June 2024

DMC WARD MAP



**GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE
27 JUNE 2024**

AGENDA

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

Appendix A lists those Tenant and Resident 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 TRAs 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 Service together with a membership list and a completed registered form.

- 2. ELECTION OF CHAIR**

To agree the election of Chair for 2024/25 meeting year.

- 3. ANNOUNCEMENTS**

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

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

To elect up to two Vice-Chairs of the DMC for the 2024/25 meeting year, including a senior Vice-Chair to become acting Chair should the need arise.

- 6. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

7. MINUTES AND PROGRESS REPORT (Pages 11 - 32)

To approve and sign the minutes of the meeting of the Gospel Oak DMC held on 7 March 2024 and to consider the progress report.

Discussion Items

8. CONSTITUTION AND CODE OF CONDUCT (Pages 33 - 62)

To agree the DMC's Constitution and Code of Conduct as set out in the attached documents.

Included are proposed amendments from the Chair.

9. COMMUNITY SAFETY REPORT - ANTI-SOCIAL BEHAVIOUR TASK FORCE UPDATE (Pages 63 - 64)

To consider the 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.

10. ESTATE AND OFF-STREET PARKING STRATEGY MAY 2024 (Pages 65 - 68)

Report of Project Manager, Supporting Communities.

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

11. GROUNDS MAINTENANCE UPDATE (Pages 69 - 72)

Report of the Green Space Operations Manager.

This report seeks to provide an update on service delivery, concerns, challenges and respond to queries from GODMC reps on their experience of the service in their district.

12. DMC BIDS PROCESS (Pages 73 - 76)

Report of Housing and Repairs

This report provides a progress update on the work of a collective of officers and DMC chairs reviewing the process for allocation of, management and monitoring of the DMC budget and bidding process.

13. GOSPEL OAK DMC BUDGET

(Pages 77 -
80)

Report of the Head of Tenancy Services.

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

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

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

14. LOCAL ISSUES

INFORMATION ITEMS

The following updates are present for information, but should DMC Members have any questions on the information then they should forward them to the Chair in writing who will determine the best way forward:

- **FRAs/Damp and mould in communal areas/outstanding capital works update**
- **Voids delivery programme**

15. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

16. APOLOGIES

AGENDA ENDS

The date of the next meeting will be Thursday, 5 September 2024 at 6.30 pm in Maitland Park TRA Hall, Corner of Mary Prince House and Grafton Terrace, London, NW3 2AZ.

Gospel Oak Appendix A

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

27 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 if there is any change.

TRA	DMC Member	DMC Sub Member	Last AGM
6-60 Bassett Street TRA	Christine Geraghty	Fernando Garcia-De-Rivas	14/11/2023
Aspern & Russell Nurseries TRA (now known as Russell Nurseries & Jim Pitch TRA)	Rachelle McFarland	N/A	20/03/2024
Bacton Tower TRA	Edwin Philip Daniels	Mohammad Hussien	28/02/2024
Barnes House TRA	Victoria Tink	Sofia Oliveira	16/05/2024
Barrington Court TRA	Karifa Aaronovitch	Ellen Thomson	09/11/2023
Beaumont Walk TRA	Gerard O'Connell	N/A	05/06/2024
Camden Association of Street Properties (GO)	Terence Ewing	Joy Palmer	09/04/2024
Castle Road Estate TRA	Daniel Key	Tom Standen-Jewell	19/01/2024
Chalk Farm Housing Group	Brian Fitzpatrick	N/A	11/01/2024
Cressfield & Woodyard TRA	John Campbell	Angela Uysal	09/06/2024
Dunboyne Road TRA	Marnie Watts	N/A	20/02/2024
Forge, Mutton & Castle Road TRA	Charlotte Myhrum	Karen Phillips	02/05/2024
Gospel Oak 7 & 8 TRA	Helen Kersey William Bromwich	Ian Dungavell N/A	22/11/2023
Kiln Place TRA	Rita Thorpe	James Robin	22/02/2024
Ludham & Waxham TRA	Tallulah Grace	John Rae	17/04/2024
Mansfield Road TRA	David Patterson	Sarah Jensen	30/05/2023

Gospel Oak Appendix A

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

27 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 if there is any change.

Maitland Park Estate TRA	Kirsty McDonough Pauline Murray	Ryan Keeble Abdulghani Leily	25/09/2023
South End Close TRA	Ella Smallcombe	Marjan Brazier	16/11/2023
Southfleet & St Silas TRA	Dee Phillips Imogen Pelham	Ben Bond	22/05/2023
Wendling TRA	Derrick White	Emma Daly	26/09/2023
Woodfield & Barnfield TRA	Mary Smith	Alan Shaw	04/10/2023

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THE LONDON BOROUGH OF CAMDEN

At a meeting of the **GOSPEL OAK DISTRICT MANAGEMENT COMMITTEE** held on **THURSDAY, 7TH MARCH, 2024** at 6.30 pm in the Kiln Place TRA Hall, Kiln Place, Lambale Street, London NW5 4AL

REGISTERED DMC MEMBERS PRESENT

Terence Ewing (Chair) - Camden Association of Street Properties
Daniel Key (Vice Chair) – Castle Road TRA
Rita Thorpe (Vice Chair) – Kiln Place TRA
Charlotte Myhrum – Forge, Mutton & Castle Road TRA
Dee Phillips – Southfleet and St Silas TRA
Derrick White – Wendling TRA
E P Daniels – Bacton Tower TRA
Ella Smallcombe – South End Close TRA
John Campbell – Cressfield & Woodyard TRA
Joy Palmer - Camden Association of Street Properties (GO)
Karifa Aaronovitch – Barrington Court TRA
Marnie Watts – Dunboyne TRA
Pauline Murray – Maitland Park Estate TRA
Sarah Jensen – Mansfield Road TRA
Sue Taylor – Ludham and Waxham TRA
William Bromwich – Gospel Oak 7 & 8 TRA

OTHER RESIDENTS PRESENT

Nicola Stephens – Bacton Tower TRA, James Robin – Kiln Place TRA, Shiri Shalmy, Patricia Bojang, Chriss Fagg

COUNCILLOR OBSERVERS PRESENT

Councillors Kemi Atolagbe and Lorraine Revah

COUNCILLOR OBSERVERS ABSENT

Councillors Marcus Boyland, Pat Callaghan, Jenny Mulholland and Stephen Stark

OTHER COUNCILLORS PRESENT

Councillor Meric Apak

OFFICERS PRESENT

Andy Foster – Estate Parking and Access Manager
Ben Lynn – Principal Committee Officer
Deana Taziny – Landlord Services Manager
Jahaan Seesahai – Estate Management Service Manager
Peju Sansusi – Community Safety Officer
Robert Quaye – Senior Tenant Participation Officer
Scot Reid – Head of Property Customer Services and Engagement
Stanton La Foucade – Tenant Participation Coordinator

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

MINUTES

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

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

2. APOLOGIES

Apologies for absence were received from Mary Smith (Woodfield and Barnfield TRA), Christine Geraghty (6-60 Bassett Street TRA) and Rachelle Mcfarland (Russell Nurseries and Jim Pitch TRA).

3. ANNOUNCEMENTS

Minute Silence

The Chair led a minute silence for Harry Pitman, who was fatally stabbed on Primrose Hill on New Years Eve.

4. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

No declarations were made.

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

There was no such business.

6. MINUTES AND PROGRESS REPORT

Consideration was given to the minutes of the meetings held on 30 November 2023 and 10 January 2024.

Rita Thorpe, Kiln Place TRA, commented that her name appeared twice in the minutes of the November meeting.

The Chair raised that he recollected being selected to represent the Committee in relation to the planning of the resident conference. This was agreed by the Committee.

RESOLVED –

- i) THAT the minutes of the meeting held 30 November 2023 be agreed as a correct record, subject to the amendments outlined above.
- ii) THAT the minutes of the meeting held 10 January 2024 be agreed as a correct record.

7. UPDATE ON HOUSING TRANSFORMATION PROGRAMME

Consideration was given to the report of the Director of Housing and the Director of Property Management. The report was introduced by the Landlord Services Manager.

In their discussion of the reports, the Committee made the following comments:

- Members were interested in whether the work of residents panels would help with the development of new policy and asked whether the information would be published. The Head of Property Customer Services and Engagement said that whilst the panels were not themselves decision making bodies, the panels provided an opportunity for residents to ask important questions of the Council and its work. The work of the panels was published online. He gave an example of the work and ideas that had arisen from panels with the creation of instructional 'how to' videos, to help residents carry out repairs that fell within their tenancy responsibilities. The Head of Property Customer Services and Engagement agreed to share the latest discussions of the panels with the Committee.

Action by the Head of Property Customer Services and Engagement

- The Committee asked questions about engagement around the resident participation strategy and whether there would be a different approach when consulting residents in street properties. The Landlord Services Manager said Camden would be engaging with street properties but that there would be slight differences in the approach. The Landlord Services Manager agreed to share the details of this to the Committee.

Action by: the Landlord Services Manager

- In response to a comment from the committee, the Landlord Services Manager said that drop-in sessions for residents to meet local staff were being looked into. Members of the committee welcomed this as they agreed it would help residents know who they needed to contact for particular reasons.
- The committee discussed anti-social behaviour that had been taking place at Maitland Park Villas and the anxiety this was causing residents. The Landlord Services Manager said that they could not disclose the Council was doing, but assured residents that there were remedies available to the Council.
- In response to a question for the committee about the ongoing damp and mould inspections, the Head of Property Customer Services and Engagement commented that the Council recognised the impact of having mould and damp issues. This was a long-term project and 12 full time damp and mould inspectors had been recruited.

RESOLVED –

THAT the report be noted.

8. COMMUNITY SAFETY UPDATE (SERIOUS INCIDENTS)

The Item, Community Safety Update had been included in the agenda as an information item.

The Chair allowed time to hear from Chris Fagg, the Chair of the Safer Neighbourhoods Panel, who provided an update on the work.

9. CCTV AND RESPONSIVE SECURITY PATROL UPDATE

The Committee discussed accessing CCTV and using it to find out perpetrators of poor behaviour. The Community Safety Officer explained that access to CCTV was protected by GDPR regulations. They said that a visit to the CCTV room could be arranged so that residents could learn more about the process.

In response to questions from the committee about the CCTV replacement programme on estates, 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.

Action by: the Head of Property Customer Services and Engagement

The meeting discussed off street parking and heard from the Estate Parking and Access Manager who spoke about the strategic plan to introduce traffic management orders to estates, which would mean the Council had more enforcement powers.

Committee members from Southend Close asked about the resident engagement around traffic management orders as they felt that estates had not been kept apprised with progress. The Estate Parking and Access Manager agreed to provide an update on the traffic management order consultation happening on Southend Close.

Action by: the Estate Parking and Access Manager

RESOLVED –

THAT the report be noted.

10. GOSPEL OAK DMC BUDGET

Consideration was given to the report of the Head of Landlord Services. The after an introduction by the Landlord Services Manger, the committee considered the bids.

Forge, Mutton and Castle Road TRA

The bid was outlined by a representative of the TRA.

RESOLVED –

THAT the bid be agreed.

Ludham and Waxham TRA

The bid was outlined by a representative of the TRA.

RESOLVED –

THAT the bid be agreed.

Bacton, Wendling and Ludham & Waxham TRAs

The bid was introduced by the Landlord Services Manager who explained that the bid was from three TRAs to provide funding for the Gospel Oak Living Room. Officers had reviewed the original bid which had included funds for wages, cleaning and project management. Officers had reviewed the used of DMC bids and a decision was made that funds could not be used to pay for these things and so they had been removed from the bid being presented. Shiri Shalmy from Cooperation Town was present to answer questions about the bid and Gospel Oak Living Room.

In response to questions from the committee, Shiri Shalmy explained the purpose of the Gospel Oak Living room, to provide activities, hot room and a warm space for residents who might be experiencing cost of living hardship. They had nearly 2000 visits from residents in the last quarter.

After a vote, the committee agreed the bid.

RESOLVED –

THAT the bid be agreed.

The committee commented that it would be useful to have more information around bids and the process. The Head of Property Customer Services and Engagement agreed to bring clear guidance on the bidding process for DMCs to the June meeting.

Action by: the Head of Property Customer Services and Engagement

10(a) RESIDENTS CONFERENCE BRIEFING UPDATE

Consideration was given to the report of the Strategic Lead, Supporting Communities. Officers outlined what the resident conference was and how the idea came about.

The committee discussed having Gospel Oak DMC representation on the panel to feed into the organisation of the conference.

RESOLVED –

THAT James Robin, Kiln Place TRA substitute member, be put forward to represent the DMC on the resident panel.

The committee carried out a vote whether to agree, in principle, for £4000 of the 2024/ 2025 DMC budget to be given to the project.

RESOLVED –

THAT the committee agreed, in principle, £4000 from the 2024/2025 budget to paid to fund the resident conference.

11. LOCAL ISSUES

Kiln Place

The representative from Kiln Place announced the intention to submit a bid at the next meeting. The bid would be for a memorial garden that honoured DMC representatives who had died, and the many years of work many of them had given to the community,

12. COST OF CIP

The information item was noted.

12(a) UNIVERSAL KEY PROGRAMME UPDATE

The information item was noted.

13. SMOKE DETECTOR INSTALLATION WORKS

The information item was noted.

14. ESTATE AND OFF-STREET PARKING STRATEGY

The information item was noted.

15. DMC NOMINATION PAPER 2024

The DMC nomination paper 2024 was noted.

16. DATES OF FUTURE MEETINGS

The dates of future meetings were noted.

17. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no such business.

The meeting ended at 9.00 pm.

CHAIR

Contact Officer: Ben Lynn

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MINUTES END

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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 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.	Emma Cardoso Team Leader Finance (HRA & Capital Works)	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. Amphill Square Estate).		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 pf 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.	<p align="center">Thomas Broad Engagement Manager Property Services</p>	<p>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</p>
GO/0724/02	The Landlord Services Manager agreed to share a timetable of street property engagement in relation to the resident participation strategy.	<p align="center">Deana Taziny Housing Services Manager</p>	<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. number of estates visited to date.xlsx</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</p>

			<p>planned after each neighbourhood district is completed. See table of proposed dates:</p> <p>Phase 2 Door Knocking and Action Day Dates</p>
CCTV and Responsive Security Patrol Update			
GO/0724/03	<p>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.</p>	<p>Deborah Pyne CCTV Governance and Data Protection Manager</p>	<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 Upgrade progress can be found and tracked on Camden Website CCTV Upgrade Camden Website
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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Gospel Oak District Management Committee

CONSTITUTION

SECTION A

1. PURPOSE OF THE DISTRICT MANAGEMENT COMMITTEE (DMC)

- a) The District Management Committee (DMC) is constituted as an advisory committee to the Council's Cabinet, addressing housing and related district issues.
- b) The DMC will discuss and make recommendations to the Council's Cabinet, Cabinet Member for Better Homes, and the Housing Scrutiny Committee.
- c) The DMC will focus on all matters related to the services for management, maintenance and expenditure within their housing district including regeneration, leisure and the environment.
- d) Changes to the constitution can be made at the first meeting of the municipal year or, if a reason for urgency arises, throughout the year.
- e) The DMC will discuss and make recommendations to all other relevant bodies related to other housing issues.
- f) The DMC will focus on all matters related to the service for management, maintenance, and expenditure within the housing district, and all other relevant departments.
- g) Other matters as may be referred to the DMC from the Council and all other sources, such as borough wide housing policy issues and housing issues that specifically require to be consulted on by the LB Camden and its tenants and leaseholders.

2. MEMBERS' VOTING RIGHTS

- a) Each Tenant and Residents' Association (TRA) registered with Camden Tenant Participation Service within the area of the DMC, shall elect one of its members as a DMC representative, together with one substitute representative, the latter being entitled to vote only in the absence of the full member.
- b) Only those Associations whose memberships comprise a majority of Council tenants shall be accorded voting rights.

- c) Only tenants, and Leaseholders, may be elected to serve as DMC representatives. TRAs will be mindful of the balance between tenants and leaseholders on their estate when deciding on their DMC representative.
- d) In those cases where a DMC representative is elected Chair of the DMC, the Chair will step down from their representative position and the Association concerned shall be allowed to elect an additional voting member. Where a substitute is elected as Chair, the TRA may elect one additional voting member and substitute.
- e) Each TRA representing more than 300 properties shall be entitled to elect one additional voting member and substitute.
- f) Tenant Management Organisations recognised by Camden Tenants Participation Service shall enjoy the same rights of representation as Tenants and Residents' Associations.

3. ATTENDANCE AND INVITEES TO THE DMC WITHOUT VOTING RIGHTS

- a) Council Members/Officers
- b) Camden Leaseholders Forum
- c) Sheltered Housing Forum
- d) Trade Union Officer
- e) Meetings are open to individuals and representatives from relevant groups within the LB Camden as observers without voting rights, and will be entitled to speak at the discretion of the Chair.
- f) The Cabinet Member for Better Homes will be invited to all DMC meetings.
- g) Nominated Members of Camden Council will be invited to the DMC meeting without voting rights but may be allowed to speak at the discretion of the Chair.

4. THE CHAIR

- a) Each DMC shall elect its Chair, and Vice-Chairs annually, at the first meeting of the municipal year. If there is more than one nomination there will be a secret ballot. Only DMC representatives or substitutes can be nominated as Chair. If a DMC representative or substitute is nominated as Chair, he/she is no longer a representative of their TRA.
- b) If it is not possible to hold the AGM at the first meeting of the municipal year, it shall be held at the next meeting of the DMC that is held thereafter.
- c) If there is still a vacancy for the Chair or one or both Vice Chairs after the holding of the AGM, further elections may be held at subsequent DMC meetings during the course of the year to fill any vacancies that may be remaining unfilled.

- d) 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.
- e) DMC Chairs do not have a vote other than in instances where a vote is tied. Where this arises he/she has the casting vote.
- f) The DMC Chair should be a Council tenant.
- g) If more than one Vice- Chair .is elected, one of them shall be elected to be senior Vice-Chair to serve as Chair if the elected Chair is indisposed or ceases his/her role in that municipal year, and the DMC Chair and Vice Chairs shall have no decision making powers unless authorised by the DMC.
- h) Only TRA representatives or substitute representatives on the DMC shall be eligible to hold the positions of Chair and Vice-Chair of the DMC.
- i) The Chair of the DMC shall not act as the representative of their TRA for the duration of their term of office, excluding provision under clause 4**0** ~~4b~~).
- j) The Vice-Chair(s) of the DMC shall continue to represent their TRA and have according voting rights unless they are acting as the Chair.
- k) The outgoing Chair will resume their elected TRA representative status at the time the role of Chair is relinquished if they remain the representative of their TRA.
- l) A temporary DMC representative elected by their TRA as per clause 2e ~~d~~, shall stand down at such point where the Chair relinquishes the role.
- m) Should the Vice-Chair be deselected as a representative or substitute representative of their TRA, they will be entitled to fulfil their term of office but without voting rights (except if acting as the Chair where they will have a casting vote as per clause 4c).

5. DUTIES AND RESPONSIBILITIES OF CHAIR

- a) The Chair of the DMC will be empowered to represent the DMC's views on any matter, for example, in response to consultations, if there is not sufficient time to consult the DMC either formally or informally.
- b) The DMC Chair shall consult on all matters that arise from time to time with the Vice Chairs and shall notify them of all invitations to attend meetings with the LB Camden and other bodies, and all communications from the LB Camden wherever the Chair considers it necessary to do so.
- c) The Chair shall declare at the beginning of any meeting any possible conflict of interest regarding any Agenda Item.

- d) The Chair may make FOI/EIR requests on behalf of the DMC regarding any issues that he or she considers to be relevant to the DMC and its stated purposes.
- e) Any such requests, along with all responses from the LB Camden or any other public body shall be included in the Agenda in Information Items.
- f) A DMC member may request the Chair to make an FOI/EIR requests on behalf of the DMC regarding any issues that he or she considers to be relevant to the DMC and its stated purposes.
- g) Any such application may be submitted to the Chair and/or Vice Chairs or TP for onward forwarding to the Chair who may approve it and submit it as requested.
- h) A decision by the Chair as to whether to submit an FOI/EIR request from a DMC member shall be final.
- i) Should the Chair, for unforeseen circumstances cease his/her role during the municipal year, the senior Vice-Chair shall by default become acting chair for the remainder of that municipal year unless another Chair is elected in the interim period.
- j) The Chair may write letters whether in hard copy or by email to any organisation or body on a matter of interest to the DMC either on his own motion or on request by a DMC representative or at the request of the whole of the DMC representatives.

6. Votes of no confidence in the Chair and Vice Chairs

- a) DMC members can call for a vote of no confidence in either the Chair, Vice-Chair(s) or any DMC member/co-opted member elected to represent the DMC on another body.
- b) A motion of no confidence must:
 - i) Give oral reasons or set out reasons if in writing;
 - ii) be proposed and seconded by DMC representatives from at least three affiliated TRAs.
 - iii) If made in writing, must be submitted to the LB Camden's Committee Services at least 3 weeks before the DMC meeting and circulated on the Agenda.
- c) Where the reasons constitute a serious matter, including perpetrating fraud and criminal activity whilst acting as Chair, or Vice Chair, undisclosed conflicts of interest, or repeated breaches of the Code of Conduct, the motion may be accepted up until the day of the meeting.

- d) The Council will inform the signatories to the motion if it is appropriately worded in order for it to be published with DMC papers and presented to the DMC.
- e) Motions of no confidence will not otherwise be accepted. The following matters are specifically excluded:
 - i) Matters being considered and yet to be resolved through code of conduct processes;
 - ii) Where reasons given are the same or similar to another motion of no confidence at either of the last two DMC meetings.
- f) If a motion of no confidence is accepted in respect of the Chair, a Vice-Chair will assume the Chair for the duration of the motion's consideration at the meeting.
- g) If a Vice Chair is a signatory to the motion or otherwise feels unable to preside, a senior Housing Officer will chair the meeting for the duration of the item.
- h) Any motion of no confidence will be taken as the first item of business at a DMC meeting.
- i) If the motion of no confidence is passed in the Chair or a Vice-Chair they will immediately resume their position as an ordinary DMC member in line with 4i).
- j) If the motion of no confidence is passed in the Chair or a Vice-Chair an election of a new Chair or a Vice Chair will take place at the meeting or a subsequent meeting.

7. Meetings with the Chair and Vice Chairs by voting representatives of Tenants and Residents Associations

- a) In the event that a Chair of a Tenant and Residents Association or other officer registered with the DMC wishes to contact the DMC about a matter in between DMC meetings and requests a meeting, the representative or officer shall in the first instance contact the Vice Chairs in writing or orally, and explain the purpose of the meeting and its relevance to the DMC and its functions.
- b) On receipt of such a request, the Vice Chairs shall notify the Chair of the request who will then determine whether the request raises valid issues or concerns regarding the running or functions of the DMC.
- c) The decision of the Chair in respect of this shall be final.
- d) No such requests for such a meeting from any Chair of a Tenant and Residents Association or other officer registered with the DMC regarding a bid

either submitted to the DMC or proposed to be submitted to the DMC may be accepted by the Vice Chairs.

- e) The Chair and Vice Chairs may attend individual TA meetings such as AGMs on specific invitation from the Chair of the individual TA Chair concerned conveyed via the LB Camden TP Service as independent observers.
- f) At such meetings, the Chair and Vice Chairs will adopt a completely neutral role, and the fact that such a meeting has taken place at which either or all of them were present shall be reported back to the next DMC meeting.

8. DMC REPRESENTATION ON OTHER COMMITTEES AND GROUPS

- a) Elections will take place at the first meeting of the District Management Committee (DMC) each municipal year to relevant groups, and forums.
- b) Should a group or forum be formed during the municipal year, elections to that body will occur at the next available DMC meeting.
- c) Where there is more than one nomination, a secret ballot shall be held. A relative majority will determine the vote.
- d) Those elected to outside groups and forums shall stand down at the end of the municipal year and fresh elections held.
- e) If for any reason any elected representative to relevant group or forum ceases to be a member, the District Management Committee may elect a replacement member.
- f) The DMC will have the power to co-opt tenants or leaseholders who are not registered TRA representatives or substitutes to act as its representative on external groups or forums. Any co-opted representatives shall not have voting rights at the DMC, but are entitled to vote at the external groups or forums to which they have been nominated.
- g) The DMC will decide on the manner in which representatives will report back from outside groups and forums.

9. REQUIREMENTS OF MEMBERSHIP OF THE DMC

- a) All TRAs wishing to be represented on the DMC shall annually provide Camden's Tenant Participation Service with a copy of the minutes of the meeting at which their representatives were elected for registration.
- c) When an Association registers or re-registers, they should inform Camden Tenant Participation Service of the total membership of their Association and the total number attending the meeting at which their officers were elected.

- d) Membership of TRAs wishing to be represented on the DMC must be open to all tenants and their households living on the estate/area covered by the Tenants and Residents Association.
- e) Where Associations change their officers during the course of the municipal year, the minutes of the meeting at which the change was made shall be sent to Camden Tenant Participation Service as soon as possible.

SECTION B

10. MEETINGS

- a) DMC meetings are open to all members of the public, and residents of the Gospel Oak area.
- b) There will be at least four ordinary meetings of the DMC a year.
- c) DMC representatives have the right to call Special DMC meetings at the discretion of the Chair and Vice-Chairs.
- d) The quorum of DMC meetings shall be 20% of the voting members.
- e) The quorum for all Special meetings of the DMC shall be 5 voting members.

11. PRESENTATION OF MOTIONS AT MEETINGS

- a) Any DMC representative or the Chair or any Vice Chair may propose a motion at a meeting of the DCM on any matter that is relevant to the DMC and its stated purposes.
- b) Any DMC representative or the Chair or any Vice Chair shall obtain a sponsor to support the motion either in writing or orally at the meeting.
- c) In order to present a motion, the DMC representative or Chair or Vice Chair should if possible notify the Chair in the case of the DMC representative or Vice Chair, or LB Camden Committee Services of the motion 7 days before hand, and in the case of the Chair notify the Vice Chairs or LB Camden Committee Services of the motion 7 days before hand.
- d) If good reasons are shown for not notifying the Chair, and/or Vice Chairs or the LB Camden Committee Services of the motion 7 days beforehand, the Chair may accept to receive such a motion at a meeting.
- e) If good reasons are shown for not notifying the Chair, and/or Vice Chairs or the LB Camden Committee Services of the motion 7 days beforehand, in the case of a motion proposed by the Chair or a Vice Chair, the matter will be put

to a vote of the whole committee whether to accept the Chair's or Vice Chair's Motion at a meeting.

- f) An application made by a DMC representative to present such a motion without prior notification in writing shall be determined by the Chair at the commencement of the meeting after the meeting preliminaries have been completed.
- g) A decision by the Chair as to whether a motion is relevant to the DMC and its stated purposes after consulting if necessary with the Vice Chairs shall be final.
- h) A decision by the Chair as to whether a motion by a DMC representative or Vice Chair is to be accepted after consulting if necessary with all of the Vice Chairs shall be final.

12. PRESENTATION OF DEPUTATION REQUESTS

- a) Any DMC representative may present a deputation request at a meeting of the DMC on any matter that is relevant to the DMC and its stated purposes at the discretion of the chair.
- b) Any member of the public may present a deputation request at a meeting of the DCM on any matter that is relevant to the DMC and its stated purposes at the discretion of the chair.
- c) In order to present a deputation request, the DMC representative or member of the public should if possible notify the Chair, and Deputy Chairs or LB Camden Committee Services of the deputation request, 7 days beforehand.
- d) If good reasons being shown for not notifying the Chair, and Deputy Chairs or LB Camden Committee Services of the deputation request 7 days beforehand, the Chair may accept to receive such a deputation request at a meeting.
- e) An application made by a DMC representative to present such a deputation request without prior notification in writing shall be determined by the Chair at the commencement of the meeting after the meeting preliminaries have been completed.
- f) A decision by the Chair as to whether a deputation request is relevant to the DMC and its stated purposes after consulting if necessary with the Vice Chairs shall be final.
- g) A decision by the Chair as to whether a deputation request is to be accepted after consulting if necessary with the Vice Chairs shall be final.

13. AGENDA AND DISPATCH OF PAPERS

- (a) DMC Chairs may allow a verbal report on issues arising since the agenda was dispatched to members.
- (b) TRAs must submit a written list of items for the DMC agenda at least 4 weeks before the meeting.
- (c) LB Camden Committee Services staff will post the agenda for the meeting to DMC members at least 2 weeks before the meeting.
- (d) The agenda will be agreed by the Chair in consultation with the Vice-Chair(s) and relevant Council officers at a pre-agenda meeting.
- (e) Urgent business may be taken at the discretion of the Chair in consultation with the Vice Chairs.
- (f) Minutes of DMC meetings will be produced and distributed in a manner agreed by the DMC.

14. OTHER REQUIREMENTS

- (a) The DMC budget will be agreed at DMC level.
- (b) The DMC may request reports and relevant documents from the Council and these reports and relevant documents will be accompanied by the appropriate Council officer where agreed.
- (c) All meetings will be run in line with the LB Camden Engagement Code of Conduct approved by the DMC.
- (d) Members shall be reminded to declare any possible conflict of interest at the start of every meeting.
- (e) Any proposed amendments to the DMC's constitution must be submitted in writing to the DMC's Chair and clerk at least 15 days before the Annual General Meeting of the DMC for inclusion on the agenda or other meeting in the case of urgency. Amendments must be approved by a majority of the voting DMC members present at the meeting at which the changes are being considered.

15. SUBMISSIONS OF DMC BUDGET BIDS

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

except in extenuating circumstances. The DMC will decide on exemptions on a case-by-case basis.

- (d) New or revived TRAs registered with the Council within the previous twelve months shall be exempted from clause 9a).

SECTION C

16. FUNCTIONS

The function of the DMC is to discuss and, where appropriate, make recommendations to the Council.

DMC functions include the following:

- a) To identify priorities for investment/improvement in the district.
- c) To encourage the provision and use social and community facilities.
- d) To receive reports from representatives involved in the tenant scrutiny process to direct/inform performance monitoring.
- e) Management matters in relation to Council properties within the DMC locality.
- f) Caretaking Services in the DMC locality.
- g) Discussing problems arising from the redevelopment or rehabilitation of estates including plans for regeneration areas.
- h) Discussing matters concerning the environment of the area covered by the DMC.
- i) Discussing any other matters as referred to the DMC from time to time.
- j) To consider items relating to Council tenancies and leases.

SECTION D

17. REGULATIONS AND GUIDANCE FOR DMC REPRESENTATIVES

- a) Members of the DMC are subject to the same restrictions covering pecuniary interests as Council members, and must disclose any general or specific pecuniary interests to the Chief Executive. However, under section 97(1) and 105 of the Local Government Act 1972, DMC members may have a dispensation to seek and vote on matters relating to the exercise of any housing functions as it affects the whole or part of their area, in the same way as otherwise disqualified Council members who are Council Tenants are permitted.

- In short such DMC members will be permitted to participate in the deliberation of any matter other than one relating to their particular tenancy.
- b) Members should comply with the Code of Conduct for DMC members, which has been approved by the DMC.
 - c) DMC representatives are entitled to claim expenses for relevant travel, childcare and other costs incurred due to attendance at the DMC meetings. Any such applications must be submitted to the Camden Tenants' Participation Service in accordance with any information and directions given by LB Camden Committee Services in the DMC Agenda papers.
 - d) Under the provisions of the Local Government Act 1972, an employee of the Council cannot be a member of a DMC unless they are also a tenant or leaseholder and an elected representative of a member Tenant and Residents Association and not associated with the LB Camden's Housing Department, Tenant Participation or Committee Services.
 - e) For reasons of transparency elected members of the council are not eligible to become DMC Representatives as this could be viewed as a conflict of interest.

SUMMARY OF THE GOSPEL OAK DMC CONSTITUTION

The function of the DMC is advisory. It is to discuss and, if appropriate, make recommendations on local issues to the Cabinet Member for Housing, and other Council Committees, and sub-committees.

- Reporting annually to the Cabinet Member for Housing on the progress of district service plan/district agreement, and to identify priorities for investment/improvement in their district.
- Advising the Cabinet Member for Housing on the expenditure of the HRA Budget.
- Encouraging the provision and use of social and community facilities.
- The control and use of amenities on estates.
- The inspection of estates and properties within the DMC area.
- Regular contact and meetings with individual Tenants and Residents Associations.
- To receive reports from representatives involved in the tenant scrutiny process on district performance and provide details of local issues to direct/inform performance monitoring.
- All other Tenants and Leaseholder forums may be invited to provide reports to DMC.
- Management matters in relation to Council properties in the area of the DMC.
- Caretaking Services in the DMC area.
- Discussing problems arising from the redevelopment or rehabilitation of estates as referred to the DMC by the Cabinet Member for Housing including plans for new regeneration areas.

- Discussing matters concerning the environment of the area covered by DMC.
- Discussing other matters as may be referred to the DMC by Housing and all other bodies within/out of the Council.

Gospel Oak District Management Committee

CONSTITUTION

SECTION A

1. PURPOSE OF THE DISTRICT MANAGEMENT COMMITTEE (DMC)

- a) The District Management Committee (DMC) is constituted as an advisory committee to the Council's Cabinet, addressing housing and related district issues.
- b) The DMC will discuss and make recommendations to the Council's Cabinet, Cabinet Member for Better Homes, and the Housing Scrutiny Committee.
- c) The DMC will focus on all matters related to the services for management, maintenance and expenditure within their housing district including regeneration, leisure and the environment.
- d) Changes to the constitution can be made at the first meeting of the municipal year or, if a reason for urgency arises, throughout the year.
- e) The DMC will discuss and make recommendations to all other relevant bodies related to other housing issues.
- f) The DMC will focus on all matters related to the service for management, maintenance, and expenditure within the housing district, and all other relevant departments.
- g) Other matters as may be referred to the DMC from the Council and all other sources, such as borough wide housing policy issues and housing issues that specifically require to be consulted on by the LB Camden and its tenants and leaseholders.

2. MEMBERS' VOTING RIGHTS

- a) Each Tenant and Residents' Association (TRA) registered with Camden Tenant Participation Service within the area of the DMC, shall elect one of its members as a DMC representative, together with one substitute representative, the latter being entitled to vote only in the absence of the full member.
- b) Only those Associations whose memberships comprise a majority of Council tenants shall be accorded voting rights.

- c) Only tenants, and Leaseholders, may be elected to serve as DMC representatives. TRAs will be mindful of the balance between tenants and leaseholders on their estate when deciding on their DMC representative.
- d) In those cases where a DMC representative is elected Chair of the DMC, the Chair will step down from their representative position and the Association concerned shall be allowed to elect an additional voting member. Where a substitute is elected as Chair, the TRA may elect one additional voting member and substitute.
- e) Each TRA representing more than 300 properties shall be entitled to elect one additional voting member and substitute.
- f) Tenant Management Organisations recognised by Camden Tenants Participation Service shall enjoy the same rights of representation as Tenants and Residents' Associations.

3. ATTENDANCE AND INVITEES TO THE DMC WITHOUT VOTING RIGHTS

- a) Council Members/Officers
- b) Camden Leaseholders Forum
- c) Sheltered Housing Forum
- d) Trade Union Officer
- e) Meetings are open to individuals and representatives from relevant groups within the LB Camden as observers without voting rights, and will be entitled to speak at the discretion of the Chair.
- f) The Cabinet Member for Better Homes will be invited to all DMC meetings.
- g) Nominated Members of Camden Council will be invited to the DMC meeting without voting rights but may be allowed to speak at the discretion of the Chair.

4. THE CHAIR

- a) Each DMC shall elect its Chair, and Vice-Chairs annually, at the first meeting of the municipal year. If there is more than one nomination there will be a secret ballot. Only DMC representatives or substitutes can be nominated as Chair. If a DMC representative or substitute is nominated as Chair, he/she is no longer a representative of their TRA.
- b) If it is not possible to hold the AGM at the first meeting of the municipal year, it shall be held at the next meeting of the DMC that is held thereafter.
- c) If there is still a vacancy for the Chair or one or both Vice Chairs after the holding of the AGM, further elections may be held at subsequent DMC meetings during the course of the year to fill any vacancies that may be remaining unfilled.

- d) 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.
- e) DMC Chairs do not have a vote other than in instances where a vote is tied. Where this arises he/she has the casting vote.
- f) The DMC Chair should be a Council tenant.
- g) If more than one Vice- Chair .is elected, one of them shall be elected to be senior Vice-Chair to serve as Chair if the elected Chair is indisposed or ceases his/her role in that municipal year, and the DMC Chair and Vice Chairs shall have no decision making powers unless authorised by the DMC.
- h) Only TRA representatives or substitute representatives on the DMC shall be eligible to hold the positions of Chair and Vice-Chair of the DMC.
- i) The Chair of the DMC shall not act as the representative of their TRA for the duration of their term of office, excluding provision under clause 4**b**.
- j) The Vice-Chair(s) of the DMC shall continue to represent their TRA and have according voting rights unless they are acting as the Chair.
- k) The outgoing Chair will resume their elected TRA representative status at the time the role of Chair is relinquished if they remain the representative of their TRA.
- l) A temporary DMC representative elected by their TRA as per clause 2e d, shall stand down at such point where the Chair relinquishes the role.
- m) Should the Vice-Chair be deselected as a representative or substitute representative of their TRA, they will be entitled to fulfil their term of office but without voting rights (except if acting as the Chair where they will have a casting vote as per clause 4c).

5. DUTIES AND RESPONSIBILITIES OF CHAIR

- a) The Chair of the DMC will be empowered to represent the DMC's views on any matter, for example, in response to consultations, if there is not sufficient time to consult the DMC either formally or informally.
- b) The DMC Chair shall consult on all matters that arise from time to time with the Vice Chairs and shall notify them of all invitations to attend meetings with the LB Camden and other bodies, and all communications from the LB Camden wherever the Chair considers it necessary to do so.
- c) The Chair shall declare at the beginning of any meeting any possible conflict of interest regarding any Agenda Item.

- d) The Chair may make FOI/EIR requests on behalf of the DMC regarding any issues that he or she considers to be relevant to the DMC and its stated purposes.
- e) Any such requests, along with all responses from the LB Camden or any other public body shall be included in the Agenda in Information Items.
- f) A DMC member may request the Chair to make an FOI/EIR requests on behalf of the DMC regarding any issues that he or she considers to be relevant to the DMC and its stated purposes.
- g) Any such application may be submitted to the Chair and/or Vice Chairs or TP for onward forwarding to the Chair who may approve it and submit it as requested.
- h) A decision by the Chair as to whether to submit an FOI/EIR request from a DMC member shall be final.
- i) Should the Chair, for unforeseen circumstances cease his/her role during the municipal year, the senior Vice-Chair shall by default become acting chair for the remainder of that municipal year unless another Chair is elected in the interim period.
- j) The Chair may write letters whether in hard copy or by email to any organisation or body on a matter of interest to the DMC either on his own motion or on request by a DMC representative or at the request of the whole of the DMC representatives.

6. Votes of no confidence in the Chair and Vice Chairs

- a) DMC members can call for a vote of no confidence in either the Chair, Vice-Chair(s) or any DMC member/co-opted member elected to represent the DMC on another body.
- b) A motion of no confidence must:
 - i) Give oral reasons or set out reasons if in writing;
 - ii) be proposed and seconded by DMC representatives from at least three affiliated TRAs.
 - iii) If made in writing, must be submitted to the LB Camden's Committee Services at least 3 weeks before the DMC meeting and circulated on the Agenda.
- c) Where the reasons constitute a serious matter, including perpetrating fraud and criminal activity whilst acting as Chair, or Vice Chair, undisclosed conflicts of interest, or repeated breaches of the Code of Conduct, the motion may be accepted up until the day of the meeting.

- d) The Council will inform the signatories to the motion if it is appropriately worded in order for it to be published with DMC papers and presented to the DMC.
- e) Motions of no confidence will not otherwise be accepted. The following matters are specifically excluded:
 - i) Matters being considered and yet to be resolved through code of conduct processes;
 - ii) Where reasons given are the same or similar to another motion of no confidence at either of the last two DMC meetings.
- f) If a motion of no confidence is accepted in respect of the Chair, a Vice-Chair will assume the Chair for the duration of the motion's consideration at the meeting.
- g) If a Vice Chair is a signatory to the motion or otherwise feels unable to preside, a senior Housing Officer will chair the meeting for the duration of the item.
- h) Any motion of no confidence will be taken as the first item of business at a DMC meeting.
- i) If the motion of no confidence is passed in the Chair or a Vice-Chair they will immediately resume their position as an ordinary DMC member in line with 4i).
- j) If the motion of no confidence is passed in the Chair or a Vice-Chair an election of a new Chair or a Vice Chair will take place at the meeting or a subsequent meeting.

7. Meetings with the Chair and Vice Chairs by voting representatives of Tenants and Residents Associations

- a) In the event that a Chair of a Tenant and Residents Association or other officer registered with the DMC wishes to contact the DMC about a matter in between DMC meetings and requests a meeting, the representative or officer shall in the first instance contact the Vice Chairs in writing or orally, and explain the purpose of the meeting and its relevance to the DMC and its functions.
- b) On receipt of such a request, the Vice Chairs shall notify the Chair of the request who will then determine whether the request raises valid issues or concerns regarding the running or functions of the DMC.
- c) The decision of the Chair in respect of this shall be final.
- d) No such requests for such a meeting from any Chair of a Tenant and Residents Association or other officer registered with the DMC regarding a bid

either submitted to the DMC or proposed to be submitted to the DMC may be accepted by the Vice Chairs.

- e) The Chair and Vice Chairs may attend individual TA meetings such as AGMs on specific invitation from the Chair of the individual TA Chair concerned conveyed via the LB Camden TP Service as independent observers.
- f) At such meetings, the Chair and Vice Chairs will adopt a completely neutral role, and the fact that such a meeting has taken place at which either or all of them were present shall be reported back to the next DMC meeting.

8. DMC REPRESENTATION ON OTHER COMMITTEES AND GROUPS

- a) Elections will take place at the first meeting of the District Management Committee (DMC) each municipal year to relevant groups, and forums.
- b) Should a group or forum be formed during the municipal year, elections to that body will occur at the next available DMC meeting.
- c) Where there is more than one nomination, a secret ballot shall be held. A relative majority will determine the vote.
- d) Those elected to outside groups and forums shall stand down at the end of the municipal year and fresh elections held.
- e) If for any reason any elected representative to relevant group or forum ceases to be a member, the District Management Committee may elect a replacement member.
- f) The DMC will have the power to co-opt tenants or leaseholders who are not registered TRA representatives or substitutes to act as its representative on external groups or forums. Any co-opted representatives shall not have voting rights at the DMC, but are entitled to vote at the external groups or forums to which they have been nominated.
- g) The DMC will decide on the manner in which representatives will report back from outside groups and forums.

9. REQUIREMENTS OF MEMBERSHIP OF THE DMC

- a) All TRAs wishing to be represented on the DMC shall annually provide Camden's Tenant Participation Service with a copy of the minutes of the meeting at which their representatives were elected for registration.
- c) When an Association registers or re-registers, they should inform Camden Tenant Participation Service of the total membership of their Association and the total number attending the meeting at which their officers were elected.

- d) Membership of TRAs wishing to be represented on the DMC must be open to all tenants and their households living on the estate/area covered by the Tenants and Residents Association.
- e) Where Associations change their officers during the course of the municipal year, the minutes of the meeting at which the change was made shall be sent to Camden Tenant Participation Service as soon as possible.
- f) Where a suspension of a TRA representative or deputy or the Chair or a Vice Chair of the DMC is issued under the Code of Conduct, their respective posts shall be immediately vacated and shall be of no effect.
- g) In respect of a TRA representative, the substitute TRA representative will assume the TRA representative role until the TRA has elected a new TRA representative.
- h) In respect of a substitute TRA representative, the TRA representative will assume both roles until the TRA has elected a new substitute TRA Representative.
- i) In respect of a Chair, a Vice Chair will assume the post of Chair until the committee elect a new Chair at the meeting or subsequent one, or at the following AGM.
- j) In respect of a Vice Chair, the other Vice Chair will assume both roles until the committee elect a new Vice Chair at the meeting or subsequent one, or at the following AGM.

SECTION B

10. MEETINGS

- a) DMC meetings are open to all members of the public, and residents of the Gospel Oak area.
- b) There will be at least four ordinary meetings of the DMC a year.
- c) DMC representatives have the right to call Special DMC meetings at the discretion of the Chair and Vice-Chairs.
- d) The quorum of DMC meetings shall be 20% of the voting members.
- e) The quorum for all Special meetings of the DMC shall be 5 voting members.

11. PRESENTATION OF MOTIONS AT MEETINGS

- a) Any DMC representative or the Chair or any Vice Chair may propose a motion at a meeting of the DCM on any matter that is relevant to the DMC and its stated purposes.

- b) Any DMC representative or the Chair or any Vice Chair shall obtain a sponsor to support the motion either in writing or orally at the meeting.
- c) In order to present a motion, the DMC representative or Chair or Vice Chair should if possible notify the Chair in the case of the DMC representative or Vice Chair, or LB Camden Committee Services of the motion 7 days before hand, and in the case of the Chair notify the Vice Chairs or LB Camden Committee Services of the motion 7 days before hand.
- d) If good reasons are shown for not notifying the Chair, and/or Vice Chairs or the LB Camden Committee Services of the motion 7 days beforehand, the Chair may accept to receive such a motion at a meeting.
- e) If good reasons are shown for not notifying the Chair, and/or Vice Chairs or the LB Camden Committee Services of the motion 7 days beforehand, in the case of a motion proposed by the Chair or a Vice Chair, the matter will be put to a vote of the whole committee whether to accept the Chair's or Vice Chair's Motion at a meeting.
- f) An application made by a DMC representative to present such a motion without prior notification in writing shall be determined by the Chair at the commencement of the meeting after the meeting preliminaries have been completed.
- g) A decision by the Chair as to whether a motion is relevant to the DMC and its stated purposes after consulting if necessary with the Vice Chairs shall be final.
- h) A decision by the Chair as to whether a motion by a DMC representative or Vice Chair is to be accepted after consulting if necessary with all of the Vice Chairs shall be final.

12. PRESENTATION OF DEPUTATION REQUESTS

- a) Any DMC representative may present a deputation request at a meeting of the DMC on any matter that is relevant to the DMC and its stated purposes at the discretion of the chair.
- b) Any member of the public may present a deputation request at a meeting of the DCM on any matter that is relevant to the DMC and its stated purposes at the discretion of the chair.
- c) In order to present a deputation request, the DMC representative or member of the public should if possible notify the Chair, and Deputy Chairs or LB Camden Committee Services of the deputation request, 7 days beforehand.
- d) If good reasons being shown for not notifying the Chair, and Deputy Chairs or LB Camden Committee Services of the deputation request 7 days beforehand, the Chair may accept to receive such a deputation request at a meeting.

- e) An application made by a DMC representative to present such a deputation request without prior notification in writing shall be determined by the Chair at the commencement of the meeting after the meeting preliminaries have been completed.
- f) A decision by the Chair as to whether a deputation request is relevant to the DMC and its stated purposes after consulting if necessary with the Vice Chairs shall be final.
- g) A decision by the Chair as to whether a deputation request is to be accepted after consulting if necessary with the Vice Chairs shall be final.

13. AGENDA AND DISPATCH OF PAPERS

- (a) DMC Chairs may allow a verbal report on issues arising since the agenda was dispatched to members.
- (b) TRAs must submit a written list of items for the DMC agenda at least 4 weeks before the meeting.
- (c) LB Camden Committee Services staff will post the agenda for the meeting to DMC members at least 2 weeks before the meeting.
- (d) The agenda will be agreed by the Chair in consultation with the Vice-Chair(s) and relevant Council officers at a pre-agenda meeting.
- (e) Urgent business may be taken at the discretion of the Chair in consultation with the Vice Chairs.
- (f) Minutes of DMC meetings will be produced and distributed in a manner agreed by the DMC.

14. OTHER REQUIREMENTS

- (a) The DMC budget will be agreed at DMC level.
- (b) The DMC may request reports and relevant documents from the Council and these reports and relevant documents will be accompanied by the appropriate Council officer where agreed.
- (c) All meetings will be run in line with the LB Camden Engagement Code of Conduct approved by the DMC.
- (d) Members shall be reminded to declare any possible conflict of interest at the start of every meeting.
- (e) Any proposed amendments to the DMC's constitution must be submitted in writing to the DMC's Chair and clerk at least 15 days before the Annual General Meeting of the DMC for inclusion on the agenda or other meeting

in the case of urgency. Amendments must be approved by a majority of the voting DMC members present at the meeting at which the changes are being considered.

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- (c) To be eligible for funding a TRA must have been represented (not necessarily through their designated representative or substitute representative) at a minimum of two meetings in the past twelve months, except in extenuating circumstances. The DMC will decide on exemptions on a case-by-case basis.
- (d) New or revived TRAs registered with the Council within the previous twelve months shall be exempted from clause 9a).

SECTION C

16. FUNCTIONS

The function of the DMC is to discuss and, where appropriate, make recommendations to the Council.

DMC functions include the following:

- a) To identify priorities for investment/improvement in the district.
- c) To encourage the provision and use social and community facilities.
- d) To receive reports from representatives involved in the tenant scrutiny process to direct/inform performance monitoring.
- e) Management matters in relation to Council properties within the DMC locality.
- f) Caretaking Services in the DMC locality.
- g) Discussing problems arising from the redevelopment or rehabilitation of estates including plans for regeneration areas.
- h) Discussing matters concerning the environment of the area covered by the DMC.
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SECTION D

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In short such DMC members will be permitted to participate in the deliberation of any matter other than one relating to their particular tenancy.

- b) Members should comply with the Code of Conduct for DMC members, which has been approved by the DMC.
- c) DMC representatives are entitled to claim expenses for relevant travel, childcare and other costs incurred due to attendance at the DMC meetings. Any such applications must be submitted to the Camden Tenants' Participation Service in accordance with any information and directions given by LB Camden Committee Services in the DMC Agenda papers.
- d) Under the provisions of the Local Government Act 1972, an employee of the Council cannot be a member of a DMC unless they are also a tenant or leaseholder and an elected representative of a member Tenant and Residents Association and not associated with the LB Camden's Housing Department, Tenant Participation or Committee Services.
- e) For reasons of transparency elected members of the council are not eligible to become DMC Representatives as this could be viewed as a conflict of interest.

SUMMARY OF THE GOSPEL OAK DMC CONSTITUTION

The function of the DMC is advisory. It is to discuss and, if appropriate, make recommendations on local issues to the Cabinet Member for Housing, and other Council Committees, and sub-committees.

- Reporting annually to the Cabinet Member for Housing on the progress of district service plan/district agreement, and to identify priorities for investment/improvement in their district.
- Advising the Cabinet Member for Housing on the expenditure of the HRA Budget.

- Encouraging the provision and use of social and community facilities.
- The control and use of amenities on estates.
- The inspection of estates and properties within the DMC area.
- Regular contact and meetings with individual Tenants and Residents Associations.
- To receive reports from representatives involved in the tenant scrutiny process on district performance and provide details of local issues to direct/inform performance monitoring.
- All other Tenants and Leaseholder forums may be invited to provide reports to DMC.
- Management matters in relation to Council properties in the area of the DMC.
- Caretaking Services in the DMC area.
- Discussing problems arising from the redevelopment or rehabilitation of estates as referred to the DMC by the Cabinet Member for Housing including plans for new regeneration areas.
- Discussing matters concerning the environment of the area covered by DMC.
- Discussing other matters as may be referred to the DMC by Housing and all other bodies within/out of the Council.



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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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: 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
Darrell Abercrombie
Green Space Operations Manager
Supporting Communities
Darrell.Abercrombie@camden.gov.uk
020 7974 8815

Title: Grounds Maintenance Update (*Gospel Oak District*)

Information/Discussion Report – Discussion

Recommendations: The DMC is asked to note the report *and/or other recommendation*.

Report Summary: This report seeks to provide an update on service delivery, concerns, challenges and respond to queries from GODMC reps on their experience of the service in their district.

1. Introduction

- 1.1 Detailed below is what is included in the Grounds Maintenance contract. In regard to Gospel Oak it would depend on what horticultural or play assets are on site.
- 1.2 The contract is performance based and works are programmed by idverde where they are required.
- 1.3 The playgrounds are inspected weekly and defects and risks addressed through repair, shut down or removal.
- 1.4 In regards of horticultural tasks there are a range of teams including horticulturalists and grass cutting teams.

2. Ground Maintenance Service Delivery

- 2.1 idverde are Camden's term grounds maintenance provider. idverde undertake a range of grounds maintenance tasks across Camden's green spaces which are included in the service charge.
- 2.2 The grounds maintenance contract is monitored by Camden's Grounds Maintenance Monitoring officers (GMMO's). The GMMO's lead on replanting and other improvements and also raise penalties if areas are out of specification.
- 2.3 The horticultural features of the Grounds Maintenance contract are predominantly performance specified.
- 2.4 The playgrounds are inspected weekly by one of idverde's trained playground inspectors and annually by an independent annual play inspector.
- 2.5 The works and additional specific task monitoring and asset replacement is managed by Camden Green Space Operations team.

3. idverde Contractual Service Delivery

3.1 The idverde grounds maintenance contract delivers the following services across Camden's public green spaces:

- Grass and Meadow Maintenance
- Hedge Maintenance
- Plant Maintenance – Shrubs, Roses, Herbaceous, Perennials, Rock Gardens
- Weed Management
- Play Area Maintenance, Cleaning and Inspections
- Park Keepers
- Housing, Sheltered Housing and Parks Horticulturalists & Head Gardeners
- Parks Opening and Closing
- Fleet and Machinery supply, operation and maintenance
- Health and Safety Management

3.2 In addition the above routine works, the contract delivers a number of ad-hoc works, including:

- Invasive species management (predominantly Japanese Knotweed)
- Planting and landscaping improvements
- Play area, MUGA and outdoor gym asset repairs and improvements
- Vegetation removal, such as ivy growing on Housing buildings
- Food growing area development and support
- Green waste clearance. This supports volunteer group projects.
- Community gardening group support and guidance
- Park asset maintenance and improvement
- Lawn maintenance
- Large scale bulb planting

3.3 The monitoring of the grounds maintenance contract shows that from the 1st April to date there have been 131 penalty's raised against idverde. The penalties are for items out specification this includes grass cutting. There have been 16 penalties raised in the Gospel Oak area.

3.4 The contract facilitates resident gardening and management of community gardens and specific beds. This arrangements are agreed with if the TRA supports the application form the resident to undertake gardening in specific areas.

- 3.5 The grounds maintenance contract has delivered a range of adhoc works. The list below includes a brief summary of the type of works completed.
- **Mansfield road rear communal garden:** The TRA requested a retaining wall to stop soil spilling on pavement and create a planting space. A budget for the work was provided by the DMC and the works progressed.
 - **Cherry Court Planting:** A refreshed planting scheme was delivered in the play area. Residents were concerned about overgrowing vegetation, litter, climate change. The planting included low growing, sustainable drought tolerant plants.
 - **Ludham & Waxham:** Working with TRA representative to introduce a splash of colour across the middle communal lawn area. Bulb planting has completed around two main seating areas. Further shrub reductions have been planned for autumn.
 - **Barnfield and Woodfield:** Working with the TRA to establish a new wild flower meadow in central court yard. Further stocking with bulbs is planned.
 - **Troyes House:** The driveway raised bed has been planted with flowering shrubs, herbaceous planting and ornamental grasses. The raised bed was previously planted with ivy.
 - **Estelle Road Estate:** The provision of food growing planters for residents in their communal garden.
 - **New Harmood Estate 1:** The reduction of dense vegetation attracting ASB has started. The works including planting with a low growing sustainable plants that will provide winter/ summer interest that will be completed in autumn 2024.
 - **St Silas Estate 2:** play area has been replanted with wildflowers and the overgrowing shrubs reduced.

4. Service Delivery Challenges

- 4.1 The winter period saw a high level of rain. This was followed by a very wet spring. The BBC summarised by saying “In March we had 107.8mm of rain compared with the average of 84.9mm, so it ranks in the top 20% of wettest March months. April was even wetter! We had 111.4mm of rain, compared to the average of 71.9mm. It was the sixth wettest April of the last 189 years”.
- 4.2 The wet, warm spring resulted in vigorous grass and weed growth across the borough. This has been compounded by our approach to the use of herbicide. Camden have not used selective herbicide for over 7 years. This has seen an increase in weeds in the grass. The weeds grow very quickly and can make the lawns look long and messy. We are looking to identify budgets to undertake manual turf improvements across the worse affected housing sites in autumn.
- 4.3 The monitoring of the grounds maintenance contract shows that from the 1st April to date there have been 131 penalty’s raised against idverde. The penalties are for items out specification this includes grass cutting. There have been 16 penalties raised in the Gospel Oak area.

Report ends

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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 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 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.
- 1.4 There was healthy and rich discussion that lend itself well to establishing an improved process and outcomes, that would at a minimum removed 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 housing team 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 present 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 can be 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 day rule to be maintained.
 - 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 streamline and robustness.
- 4.2 DMC chairs have asked for a follow meeting to prepare the revised guidance, application for 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 update proposal shared at the September DMC round.

Report Ends

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Title: Gospel Oak DMC Budget Report

Discussion Report

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

Report Summary: This report outlines the spend relating to the revenue budget for 2024/25.

Revenue Works Budget for 2024/25

The total budget for the current year 2024/25 is £148,080.00

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

Bid Criteria

DMC funding guidelines have been circulated to TRA representatives.

DMC Agreed Criteria

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

DMC spend 2024-2025

unallocated	148080

Bids to be considered for June 2024 DMC

TRA	Bid Submitted	Amount	Comments
Kiln Place	2 noticeboards	£900.00	Supply and install 2 aluminium noticeboards 585mm x 759mm with lockable display (vandal resistant glazing panel)
Kiln Place	Community sports activity for Half terms & summer holidays	£6000.00	Provide specialist facilitator to promote interaction, healthy play, team building. Participation in mini tournaments. During half terms and summer holidays: 29/0724 – 02/08/24 1week £1500 05/08/24 – 09/08/24 1week £1500 12/08/24 – 16/08/24 1week

			19/08/24 – 23/07/24 1week £1500 .
Kiln place	Memorial garden for volunteers who served the community that have sadly passed away. A DMC bid presented by Kiln Place TRA	£12469.00	Material cost £6469.00 Labour costs £6000.00
Cressfield Sheltered housing	Wellbeing project	£4608.00	Garden improvement new seating/tables, raised beds for vegetables, bird feeding stations. An area for entertainment music and performance. This will serve 24 properties in the block.
Dunboyne Road	Metro stor units, food recycling and Bin fire Gates	£27979.00	Funding required for new general waste covers, food recycling and new fire regulation gates. Current system requires updating.
Residents action day 2024 working group	Residents action day	£2500.00	Residents action day 2024 is an event for 200 active residents and leaseholders in camden to come together with the voluntary sector and camden officers to share experiences and ensure everyone has a voice.

. Bids agreed from March DMC to be paid from 2023/2024 budget

TRA	Bid submitted	Amount	comment
Forge Mutton and Castle	Lighting phase 2	£17750.42	Submitted to Julian Duke, for open view to complete
Ludham and Waxham	Painting railings	£3030.00	paid
Bacton, Wendling, Ludham and Waxham joint bid	Gospel Oak living room	£4230.00	paid

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.

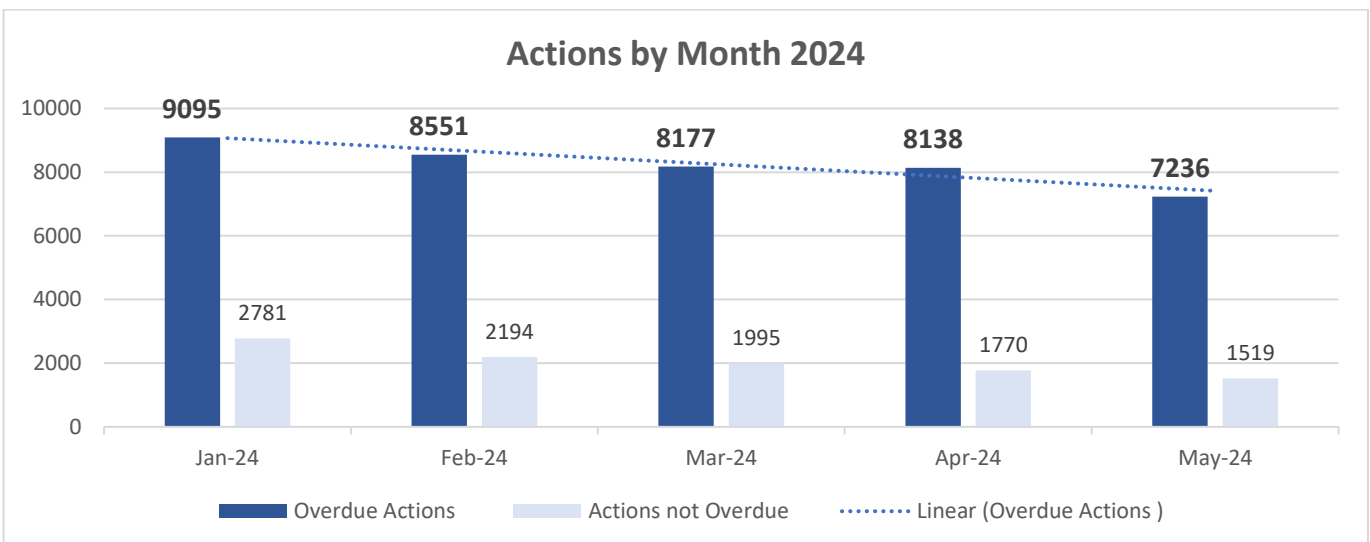
	No. of high-risk actions	No. of medium risk actions	No. of low-risk actions	
1. Overdue FRA remedial actions (<3 months)	0	417	76	
2. Overdue FRA remedial actions (3-6 months)	0	527	109	
3. Overdue FRA remedial actions (6-12 months)	0	915	383	
4. Overdue FRA remedial actions (12 -24 months)	0	994	603	
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

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