

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **HAMPSTEAD DISTRICT MANAGEMENT COMMITTEE** held on **THURSDAY, 17TH MARCH, 2022** at 6.30 pm in a Zoom meeting

REGISTERED DMC MEMBERS PRESENT

Toyin Majiyagbe (Vice-Chair)
Annie Ward (Vice-Chair)
Malcolm Brinsley Bush
Sara Bell
Hasan Shah
Janice Smart
Arun Kumar
Mary Ryan
Ade Osinye (sub)
Lynda Stuart
Lisa Gobio-Thomas (sub)

Taplow TRA
5-7 Belsize Grove TRA
Abbey Road Housing Co-Op
Alexandra & Ainsworth TRA
Burnham TRA
Lymington Road TRA
Mary Green TRA
Sydney Boyd Court TRA
Sydney Boyd Court TRA
Webheath TRA
Webheath TRA

COUNCILLOR OBSERVERS PRESENT

Councillors Steve Adams and Nancy Jirira

OTHER COUNCILLORS PRESENT

Councillor Meric Apak

Cabinet Member for Better Homes

OFFICERS PRESENT

Graeme Beedham
Michael Killeen
Astrid Kjellberg-Obst
Robert Quaye
Vinothan Sangarapillai
Johaam Seesahai
Nilva Thompson
Danny Waite

Head of TP and Sheltered Housing
Head of Strategic Asset Mgmt
Project Director
Senior Tenant Participation Officer
Committee Services
Caretaking Manager
Neighbourhood Housing Manager
Head of Repairs and Operations

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

MINUTES

1. REMOTE MEETING

RESOLVED –

THAT the Chair be authorised to hold the DMC meeting as a remote meeting.

2. REGISTRATION OF TENANTS ASSOCIATIONS AND CO-OPTION OF TENANT REPRESENTATIVES

RESOLVED –

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

3. APOLOGIES

Apologies for absence were received from Eddie Hanson (Chair), Elena Besussi (Alexandra and Ainsworth TRA), Shah Khan (Templar House TRA), and Jeremy Woolcock (50 Fitzjohns TRA).

4. ANNOUNCEMENTS

There were no announcements.

5. DECLARATIONS BY MEMBERS OF PECUNIARY AND NON-PECUNIARY INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA

There were no declarations of interest.

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

There were no notifications of any items of urgent business.

7. MINUTES

Consideration was given to the minutes of the meetings held on 9th December 2021 and 12th January 2022.

A query was raised about the refund of heating charges to residents of the Chalcots. Officers said that additional energy use caused by the removal of cladding would be refunded, but that residents would still have to pay increased charges if the charges for the remainder of their energy use went up. Officers said that residents were informed in the newsletter about how to claim excess usage back, but Hasan Shah said that there were a significant number of residents who were unaware of the process.

RESOLVED –

- (i) THAT the minutes of the meeting held on 9th December 2021 be agreed as a correct record.

- (ii) THAT the minutes of the meeting held on 12th January 2022 be agreed as a correct record.

8. ACTION POINTS ARISING FROM DECEMBER 2021 DMC MEETINGS

Consideration was given to the list of action points arising from the December round of DMC meetings.

Members asked that information on the walkabouts on Alexandra & Ainsworth, Mary Green and Sidney Boyd Court be fed back to the TRAs.

ACTION: Neighbourhood Housing Managers

RESOLVED –

THAT the action points list and responses be noted.

9. CONSOLIDATED HOUSING REPORT

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

Graeme Beedham, Head of Tenant Participation and Sheltered Housing, introduced the report and highlighted the following points in his presentation:

- Investment in estates, such as new windows and heating systems, was taking place;
- The number of active voids had reduced by 17%;
- The number of new lettings was increasing and there were fewer long-term voids;
- The Council was falling slightly short of the £1m savings target for voids due to the HS2 decant;
- There was an increased demand for repairs and the Council was encouraging people to log repairs online;
- There had been a 50% decrease in call volume from the September peak as more residents logged repairs online;
- There was an increased number of webchat conversations taking place per month between residents and repairs staff;
- The Council had a backlog of repairs, which had built up further during the pandemic;
- The Council was recruiting new trades staff;
- Progress was being made towards the new social housing regulatory framework, and there was resident involvement in this.
- Caretaking walkabouts could take place if TRAs wished to request them. The contact details of the relevant manager should be displayed on estate noticeboards.

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- A Traffic Management Order had been introduced for the Maiden Lane estate and the Council was thinking of rolling them out elsewhere.
- There had been a levelling off in the overall amount of rent arrears, but an increase in the number of tenants who were 7 weeks or more in arrears.
- The Council was looking after around 28,000 trees and 3,000 open spaces as part of its grounds maintenance service.

Residents raised a number of points in discussion. Annie Ward from 5-7 Belsize Grove was concerned about tree removals and asked whether the Council was removing a significant number of trees and, if so, what the rationale was.

Graeme Beedham said he would raise this issue with Oliver Jones, who was the Head of Green Spaces.

ACTION: Oliver Jones (Head of Green Spaces)

Sarah Bell, from Alexandra and Ainsworth TRA, raised a number of concerns including the lack of consultation on Rowley Way works and the lack of a response to queries about how the Council's plans for retrofitting fitted with the requirements in the PAS2035 regulations.

Michael Killeen said he would follow the retrofitting query up with his colleague Susanne Afra (Head of Capital Works).

ACTION: Michael Killeen/Susanne Afra

In response to queries about parking on the Alexandra & Ainsworth Estate, officers said that they would raise this with parking colleagues.

A number of residents had queries about the rollout of the new CCTV system, and officers said they would seek information from Graeme Dyson (Head of Security) about the consultation which would be taking place and when estates were likely to get new cameras.

ACTION: Graeme Dyson (Head of Security)

Hasan Shah raised concerns about the mould and the damp on his estate and said that operatives had not been able to address the matter – and that there was a need to treat the outside walls and roofs.

Danny Waite, the Head of Repairs & Operations, informed the meeting that there was a dedicated damp and mould team and that they were able to focus on this issue. Additional Mould Marshalls were being recruited to help tackle any additional damp and mould cases at Chalcots and the Brunswick Centre.

Members voiced concern about delays in getting through to repairs staff on the phone and the slow progress being made on some repairs.

Mr Waite highlighted that the Council's repairs performance in general was good, but acknowledged that TRA Chairs, DMC reps, Councillors and officers would more often than not hear about the things that go wrong which can give a perception of under-performance. He said that there had been an increase in repairs requests coming into the service and there was a need to adapt in order to deal with the increased volume. He said that the phone service would not be switched off, and would be the method of choice for emergency repairs and that those who needed to contact the service by phone would be able to. He added that webchat and online repairs logging were essential in order for the service to manage resident demand and keep the phone lines available for emergency calls and those residents who were not able to use other channels and he would encourage residents to use those methods.

He said that the Council's performance on repairs compared well with other Local Authorities and some of the housing associations in the G15 (Group of 15 large housing associations).

Arun Kumar from Mary Green TRA raised concerns about the housing register and other online 'open data' sources not being up-to-date.

Mary Ryan from Sydney Boyd Court TRA highlighted lifts not working on her estate. She said she believed that the contractors working on the lifts sometimes misinformed the Council and said that repairs had been completed when they had not been. She also highlighted roof damage on the block containing flats 55-65 which was difficult to log because it was not pertaining to any particular flat.

The representatives from Webheath raised concerns about there being larger properties on the estate which were void, while there were overcrowded families on the estate in one-bedroom properties which were more appropriate for older people or people with disabilities. Lisa Gobio-Thomas urged that the Council explore whether families could be re-housed within the estate.

Councillor Steve Adams noted that the figures in the annual complaints report omitted outstanding cases and those which had taken more than 100 days to resolve. He queried why this was. Graeme Beedham said he would raise this with Jim Read, who had led on this aspect of the report.

ACTION: Jim Read

RESOLVED –

THAT the report and the comments above be noted.

10. HAMPSTEAD DMC BUDGET REPORT

Consideration was given to a report of the Head of Tenancy Services.

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Nilva Thompson, Neighbourhood Housing Manager, introduced the report. There was one new bid, from Mary Green TRA, and Arun Kumar spoke to the bid.

The DMC agreed the bid for the lower quote of £1285.

Ms Thompson informed members of the bids that had been provisionally agreed at the special meeting in January.

Concern was voiced by Sydney Boyd Court representatives about the fact that their bid was subject to leaseholder consultation. Officers informed members that, as the work might involve charges to leaseholders, it was a legal requirement to consult them in a prescribed way and there was a specialist team within the council that can assist in doing this. DMC funds not currently committed cannot be carried over into the new financial year. As the bid was provisionally agreed in January, this provision will not impact on the ability to follow through on these works, subject to leaseholder consultation. However, should objections be received as part of this consultation process, the project will not proceed.

Hasan Shah expressed disagreement with the bid for new signage on the Chalcots estate, as he said that Burnham TRA had not been consulted on this. Officers said that the bid had emerged from a walkabout on the estate, when those residents participating had pointed out problems with the signage. It had been felt to be more efficient to re-do the signage for the whole estate in one go, rather than only for particular blocks.

RESOLVED –

- (i) THAT the following bid be agreed:

TRA	BID DETAILS	AMOUNT
Mary Green	Funding requested to supply 2x post and gate to match existing fencing around disused green space including welding work. Installation of acrylic screen to meshed areas to close down inserts and new two way lock and keep. The project will enable the area to be brought back into use with a clear access point.	£1285

- (ii) THAT the following bids provisionally agreed at the special meeting be noted:

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TRA	BID REQUEST	AMOUNT	COMMENTS
Alexandra & Ainsworth TRA	Installation of new gate around green area of Edgeworth House to match existing on neighbouring block.	£2,029	Quotation provided by Housing Repairs Team
Sidney Boyd Court TRA	Development of disused land on estate bringing it back into use as a residents communal garden-LH consultation applicable (80 Flats)	£23,700	Quotation provided by LBC approved contractor (Idverde)- £23,700 Subject to the outcome of leaseholder consultation
Templar House TRA	Supply & Fit new signage to all blocks Installation of 3 full new lamp posts and 1 bulkhead LED located within ASB hotspot area behind shed area	£2,246.80 £9,221	Quotation provided by LBC approved contractor- £2246.80 Quotation provided by LBC approved contractor (Openview) £9221- initial prep work due to commence
Burnham, Taplow, Dorney, Bray	Supply & fit new block signage	£3,898	Quotation provided by LBC corporate services

11. LOCAL ISSUES

Robert Quaye, Senior Tenant Participation Officer, informed members that there were external organisations that could provide funding if TRAs were interested in holding a street party or another event in honour of the Queen’s platinum jubilee. He also said the Council offered special projects grants of up to £750 for TRAs and this could possibly be used to help support such events.

Hasan Shah expressed concern about the windows proposed by the Council for the Chalcots. Mr Shah said that they did not reflect what residents wanted and that the windows programme ought to be paused.

Astrid Kjellberg-Obst, the Project Director, said that the new windows reflect residents’ requirements and were an improvement on the current ones in terms of safety as well as ventilation, and that the new windows reduce overheating. She

would provide information for DMC members about the new windows, which was provided to residents on the Chalcots estate.

ACTION: Astrid Kjellberg-Obst

A query was raised about the Council's support for housing Ukrainian refugees. Mr Beedham said that the Council's approach was evolving as the circumstances and government policy changed, but it appeared likely that many Ukrainian refugees in the UK would be in host families' homes. To support households hosting them, the Council would allow them to retain any Council Tax discount they already had.

12. MINUTES FOR REFERENCE

The minutes were noted.

13. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were no other business.

14. DATES OF FUTURE MEETINGS

It was noted that the dates of future meetings of Hampstead DMC would be:

- Thursday, 23rd June 2022
- Thursday, 22nd September 2022
- Thursday, 8th December 2022
- Wednesday, 11th January 2023 (joint meeting)
- Thursday, 8th March 2023

The meeting ended at 8.30pm.

CHAIR

Contact Officer: Vinothan Sangarapillai, Committee Services

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MINUTES END