

ACTION POINTS ARISING FROM MARCH 2022 DMC MEETINGS

HAMPSTEAD DMC – 17 th March 2022			
	<p>Item 8: Action Points Arising from December 2021 meetings</p> <p>A report to be provided to the TRAs about the walkabouts on Alexandra & Ainsworth, Mary Green and Sydney Boyd Court.</p>	<p style="text-align: center;">Nilva Thompson/Celestine Fairhall Neighbourhood Housing Managers</p>	<p>Updates have been provided to the TRAs. Follow up meetings have been held with A & A and Mary Green</p>
	<p>Item 9: Consolidated Housing Report</p> <p>Queries raised about the extent of tree removal and the rationale for it.</p>	<p style="text-align: center;">Oliver Jones Head of Green Spaces</p>	<p>The details of felling of Council trees is available on a map available at Trees - Camden Council – this should reassure you of no localised issues.</p> <p>Every year we also report our tree felling (and planting) numbers Camden Tree Statistics (two-thirds of the way down) and this year has not seen any dramatic increase.</p> <p>We are aware of concerns that relate to felling of trees on private land, this has been raised at Culture and Environment Scrutiny meetings and responded to by our planning department, most recently in December 2021 as a deputation (item 4). If you want to check whether a tree is managed by us, the map on our website shows all the trees we manage Trees - Camden Council (www.camden.gov.uk/trees or https://opendata.camden.gov.uk/Environment/Trees-In-Camden-Map/p5w8-cdre?referrer=embed)</p>

	<p>Query from Alexandra & Ainsworth representative regarding retrofitting in accordance with PAS2035 regulations</p>	<p>Susanne Afra Head of Capital Works</p>	<p>The current project we are working with local stakeholders on is related to the heating and glazing changes.</p> <p>We are mainly delivering to PAS 2035 standard for any schemes that have received government funding. If we are delivering a complex project that isn't government funded, then we would consider delivering to PAS 2035 standard.</p> <p>PAS 2035 essentially provides a specification for the energy retrofit of domestic buildings, and details best practice guidance for domestic retrofit projects.</p>
	<p>Queries regarding the timescale for the rollout of CCTV and the consultation process that would be followed</p>	<p>Graeme Dyson Head of Security</p>	<p>The housing CCTV upgrade is rolling out with new cameras being installed. Sites that have upgraded transmitters will be the first to have their cameras replaced and we will be spreading outwards from there as we connect more estates to the new network. We have a system of contacting TRAs/Leaseholders in advance and arranging estate walkabouts with all parties to discuss resident's issues in the area and possible CCTV solutions.</p> <p>We will be in contact in due course when it is the right time to visit your estate.</p>

	<p>Query regarding why complaints that take more than 100 days to resolve have been excluded from the statistics in the complaints report</p>	<p>Jim Read (Service Manager)</p>	<p>A new indicator has been introduced this year following feedback from members on last year's report – Average time to respond (working days). In calculating this, all responses that took longer than 100 working days were removed as were all current open cases as these would distort the figures. An average was taken for all other cases by service area and by directorate.</p> <p>Complaints taking over 100 days are only excluded from the 'average time to respond' statistic. This is because the low volume of complaints by service area means that 100+ cases would distort the average figure. For example, a service has 10 complaints that have been responded to in 10 working days and 1 that took 100 days. If you include the 100-day case then the average is 18 days but this is not a real representation of the fact that 90% of the cases were in 10 days and the service is actually performing well by responding within the timeframe 90% of the time. This statistic is an indicator only.</p> <p>The 100+ cases are included in all other statistics in the report.</p> <p>The new case management system introduced in January 2022 will produce much more accurate statistics for future reports.</p>
	<p>Item 11: Local Issues</p> <p>Information to be provided about the new windows on the Chalcots Estate</p>	<p>Astrid Kjellberg-Obst Chalcots Project Director</p>	<p>Information was sent via email to reps on 21st March by the DMC Clerk.</p>

	<p>The void properties are 2 & 3 bedroom properties which a lot of people on the estate need.</p> <p>I suggested that for void properties that are empty for up to 3 months in the estate, that priority for these properties should be given to people who are overcrowded and live in the estate. This will drastically reduce the length of time that void properties are left unoccupied as well as reduce the amount of overcrowded households within the estate by moving them to these void properties.</p>	<p>Laura Gillett Head of Voids Programme</p>	<p>Currently we have an Allocations policy in place which ensures the most vulnerable bidders have an opportunity to view and accept properties first from across the borough, this is set up to be as fair as possible for everyone. We know because of the housing crisis this can mean that families (most of which are overcrowded) therefore have to wait a long time to get access to the right properties which is difficult.</p> <p>We are looking at the current void breakdown in the estate to understand where the challenge could be in reletting to consider if introducing a Local Lettings Plan would be appropriate.</p> <p>I recognise your specific concern about the estate and letting properties to bidders who are not already residents. In light of this, I will share your concern and idea with some colleagues to see if there is any value in looking at this from a different perspective. I should note, we are unable to flex from the policy and would need to have substantial evidence that letting within the estate isn't working as it stands.</p>
--	--	---	--