

## ACTION POINTS ARISING FROM JUNE 2022 DMC MEETINGS

KENTISH TOWN DMC ACTIONS – 14 <sup>th</sup> June 2022			
Item	Action	Responsible Individual/Department	Comments
11	To provide a briefing note on the retrofitting works on street properties	<b>Michael Killeen</b> Head of Strategic Asset Management & Compliance	A report was taken to scrutiny committee in March 2022 with the latest information on pilot projects. We will next be bidding for “Wave 2” of the social housing decarbonisation fund. We will include a further update in the consolidated report for DMCs.
11	A visit to be arranged to the repairs contact centre for DMC Members	<b>Danny Waite</b> Head of Repairs and Operations	Loretta Chalkley will be liaising with Tom Broad to organise. A provisional date had been but has since had to be rearranged for a date in September.
CAMDEN TOWN DMC ACTIONS – 15 <sup>th</sup> June 2022			
1	<p><b>Action Points – Officer responses</b></p> <p>The DMC noted that officers were not undertaking or providing the Tenant Participation Teams with responses in good time. The DMC asked that officers ensure that action points were actioned accordingly, and responses were given in good time</p>	<b>Director of Housing and the Director of Property Management</b>	Officers always try to ensure that outstanding points are actioned in good time, and the vast majority are promptly responded to. However, some topics require more in-depth investigations and often involve other areas to provide a complete response that may not be finalised before the next round of DMC meetings. Officers will ensure they can provide a meaningful interim update and, of course, be available at the meetings to try and answer any questions on the same.

2	<b>Caretaking Cover</b> It was reported that a session would be open to all DMC representatives to discuss Caretaking cover issues with the Cabinet Member Better Homes and the appropriate Council officers.	<b>Sharon Calvey</b> Head of Estate Services	The meeting is currently being coordinated to support DMC representatives and the Cabinet Member subject to availability.
3	<b>Code of Conduct</b> The DMC asked that the Code of Conduct be considered again at a future meeting.	<b>Stanton La Foucade</b> Tenant Participation Coordinator	The TP team encourages feedback from TRA reps and other residents on areas of service improvement. The Tenant and Leaseholder Engagement Code of Conduct is no exception. However, the chair may wish to make this request via the cabinet member's agenda setting meeting.
4	<b>Housing Services – Voids Improvement Programme</b> Officers agreed to provide a breakdown of the held properties for the borough, reasons and the DMC area where they are located.	<b>Laura Gillet</b> Voids Programme Manager	<p style="text-align: center;"><b>See table below</b></p>

**HELD LBC VOIDS 341 total as of 10 July 2022**

REASON	Overall	Camden Town	Hampstead	Kentish Town	Gospel Oak	Holborn
Awaiting CIP development (including Guardians)	233	161	68	0	4	0
Options appraisal for future use	34	2	12	1	18	1
Complex Repairs and Monitoring	17	3	1	7	4	2
Emergency Accommodation	7	2	0	1	3	1
Legal Disputes	14	4	2	1	3	4
Works Projects	36	6	22	6	1	1

<p><b>5</b></p>	<p><b>Housing Services – Housing Repairs</b></p> <p>The DMC asked that officers look into whether tenants and residents could be charged for not being in when an operative had been booked to attend to undertake a repair/works. The understood that this was a complex issue but wished the council to give it full consideration.</p>	<p><b>Director of Property Management</b></p>	<p>At this time, we are not minded to levy charges to residents for not being at their premises when we attend a repair. However, sometimes unavoidable issues on the day can mean that no one is at home when attending. At the time of the repair booking, we ask residents to let us know if plans change and they can no longer be available.</p> <p>If there is a pattern where repeated appointments are missed due to the resident not being there, then we will work with the Neighbourhood Housing Officer to agree on what appropriate action will need to be taken.</p>
<p><b>6</b></p>	<p><b>Housing Repairs – Bayham Street</b></p> <p>Officers would contact the Bayham Street TRA directly in relation to the security gates issue</p>	<p><b>Danny Waite</b> Head of Repairs &amp; Operations</p>	<p>John Stow contacted Richard Caylor from Bayham Street TRA to find out what the issues were. A job was raised for MDP to investigate and repair the gate and John also asked Andrew Wilson from his team to look at and arrange the repair of the lighting.</p>
<p><b>7.</b></p>	<p><b>Housing Repairs – Lifts</b></p> <p>Officers would consider making improvements to the lifts works information follow to tenants and residents, so that it was timely, effective and was not resource intensive.</p>	<p><b>Michael Killeen</b> Head of Strategic Asset Management &amp; Compliance</p>	<p>We are currently reviewing the information we issue in the case of lifts being out of service. The current arrangements have helped to reduce repeat enquiries and have hopefully helped to keep residents informed. We will capture resident views on this however and see what we can do better.</p>
<p><b>8.</b></p>	<p><b>CCTV and Responsive Security Patrol</b></p> <p>Officers were to contact Regents Park TRA directly in relation to the scaffolding issue.</p>		<p>This will be followed up by the Head of Security and the relevant teams.</p>

	<p>Officers were to contact Mayford TRA directly in relation to the contractor's issue.</p>		
<p>9.</p>	<p><b>CCTV</b>  Officers agreed to supply the DMC with a list of the Responsive Security Patrol functions, what and individual officer could do, and whether they could be accredited to undertake further action.</p>	<p><b>Graeme Dyson</b>  Head of Security</p>	<p>The RSP is designed as a way of providing immediate relief to residents suffering low level Anti-Social Behaviour problems. They deal with issues that the Police struggle to attend due to resources but are not designed to deal with crime. Examples of calls that the RSP respond to are rough sleepers in residential blocks, drug users, youth nuisance and ASB on an estate causing noise. Examples of calls that they don't deal with are crimes in progress, noise coming from residential properties and parking issues.</p> <p>The RSP work by dealing with these situations at the time, moving people away from the estate and providing evidence to council departments and the Police for any follow up action. They do not have any powers of arrest or detention and cannot issue Fixed Penalty tickets or fines. They rely on being able to request people to leave and call the Police if required for backup or if people refuse to co-operate.</p> <p>There is a scheme called CSAS (Community Safety Accreditation Scheme) that allows devolved powers to accredited wardens to issue fixed penalty tickets for a number of minor offences. This scheme is more aimed at</p>

			<p>town centre type wardens and the offences include drinking in designated areas, truancy and littering amongst others. Most of them are not issues that the RSP deal with.</p> <p>No one in the council currently has this accreditation and it is a long complicated process to go through. All staff would have to be vetted by the Police and pass a lengthy, standardised training package, as would their managers. This would require a re-negotiation of the current contract terms and pay scales for any staff.</p>
10.	<p><b>Water Leak action</b> Officers were looking into developing a new approach to tackling water leaks effective Council homes. This would look at improving all parts of the process from the highlighting of the issue to the tacking of appropriate effective action (including post emergency follow up works). As part of this process the Council would be considering how it would gain access to leaseholder properties to undertake emergency works. The outcome of this work would be reported back to the DMCs when it was available.</p>	<p><b>Danny Waite</b> Head of Repairs &amp; Operations</p>	<p>It is anticipated the launch of the new leak hub, incorporating plumbing and roofing issues, will be October 2022</p>
11.	<p><b>Tree Management</b> Officers would provide information on who provides the Council's tree management services (in-house or a contractor).</p>	<p><b>Oliver Jones</b> Head of Green Space</p>	<p>As set out in in the consolidated report (p 74 of <a href="#">full pack</a>) "The Tree section, formed of highly trained officers, are responsible for inspection and contract monitoring of our contractor, City Suburban Tree Surgeons"</p>

12	<p><b>Welfare Support provision</b> The DMC asked that they be provided with reassurance that the HRA wasn't solely funding the Council's general welfare support provision.</p>	<p><b>Angela Spooner</b> Head of Landlord Services</p>	<p>The Camden Plan emphasises the strong links between housing and health and well-being. Our neighbourhood housing teams are often the service residents in the Council's stock approach when they need help or support, or when they think a neighbour does. It is established good practice for housing providers to place strong emphasis on work to help tenants maintain their tenancies, especially if they are vulnerable, and there can sometime be a fine line / cross over between the tenancy sustainment work a housing officer might do and the work of a support worker or social worker. The most effective way to resolve a complex tenancy management issue can often be through using the same approach as colleagues in children's services or Adult Social Care (for example through building a relationship and supportive dialogue).</p> <p>Debate about the role of a housing officer is as old as council housing. It is however without doubt that there are clear expectations that some element of support work sits firmly within the role and that this can make good business sense. The Regulator of Social Housing for instance makes it clear (in the Neighbourhood and Community Standard) that housing providers are expected to provide support to victims</p>
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			<p>and witnesses of anti-social behaviour. The Ministry of Justice Pre-Action Protocol for Possession Claims by Social Landlords requires us to try and work supportively to resolve rent issues, including providing help with benefit claims when we can, before we resort to enforcement action in the courts.</p> <p>One of the ways the Council meets this requirement is through the specialist benefit and debt advisors in our welfare rights team. Most housing providers have these teams because the income they generate for tenants and the Housing Revenue Account tends to be greater than the cost of providing the service. As demonstrated in the data shared with June DMC, Camden Welfare Rights Team generated just under £1.25 million in HRA income in 2021-22 with total income generated of just under £2.25 million helping to make tenants better off and to fund housing services.</p> <p>Partnership and multi-agency working is at the heart of the way that Camden's Landlord Services work. Neighbourhood Housing Officers develop strong links with other neighbourhood based and Camden services. The relationships they have with tenants can help tenants to access wider services and help service providers engage with tenants.</p>
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			<p>In other words part of the remit of our HRA funded teams is taking a proactive approach to linking residents in our stock to the services that may benefit them which are funded by the Council's General Fund or the Government. This is one of the ways in which housing services provide value for money.</p> <p>The Housing Revenue Account funds some services for tenants with a support element to their role but it does not fund the Council's general welfare support provision provided across housing tenures.</p>
<b>13</b>	<p><b>Budget report</b> Officers agreed to recirculate an update version</p>	<p><b>Antony Holmes</b> Neighbourhood Housing Manager</p>	<p>A revised budget report was circulated to DMC reps by the NHM on 28<sup>th</sup> June.</p>
<b>HOLBORN DMC ACTIONS – 21<sup>st</sup> 2022</b>			
<b>10</b>	<b>Action Points Update</b>		
	<p>Satellites on Flaxman Court would be removed and representatives kept updated.</p>	<p><b>Julian Duke</b> Electrical manager</p>	<p>Julian Duke of the M&amp;E team will contact Flaxman TRA for more details about the satellite dishes that need to be removed then arrange for SCCI to remove.</p>
	<p>Discussions to be held with Flaxman Court TRA representatives on their need for facilities.</p>	<p><b>Dermott Mullan</b> Landlord Services Manager</p>	<p>Arrangements made to discuss with Julia Pascal, Chair of Flaxman Court and DMC Vice Chair.</p>
<b>11</b>	<b>Housing Services Report</b>		



	<p>The project manager for Bourne Estate Phase 3 to contact the Langdon House TRA representative about door replacements.</p>		<p>The Project Manager (John Burton) will get in touch with the TRA to discuss the project.</p>
	<p>Officers to provide a written response to suggestions that the retrofitting programme target those at risk of fuel poverty, including those whose properties have a known insulation problem.</p>	<p><b>Susanne Afra</b> Head of Capital Works</p>	<p>As part of our pledge to be net zero we have developed a 'road map' which batches our 33k dwellings into priority order, the first batch is a small pool of pilot projects. Following these pilots, we will begin working on our Batch 1 Properties which are our least energy efficient blocks that have a EPC rating of E and F (average taken from individual dwelling EPC rating) and then work our way up to the most energy efficient.</p> <p>Separately, we will run an ad hoc works programme where measures such as insulation / windows / draught proofing can be installed for residents who are struggling with their energy costs or become identified as being fuel poor.</p> <p>Having these 2 work streams (one which tackles our most energy inefficient blocks, and the other which supports residents who are struggling) allows us to help those who are most at risk, or currently fuel poor towards the early phases of our programme.</p>
	<p>The Senior Tenant Participation Officer would contact the Langdon House TRA representative about a replacement monitor.</p>	<p><b>Hugh Boatswain</b> Senior Tenant Participation Officer</p>	<p>The TRA rep was provided with equipment as required by the IT team.</p>

	Officers asked for details of poor soundproofing of flats at Flaxman Court so that the issue could be examined.	<p style="text-align: center;"><b>Dermott Mullan</b> Landlord Services Manager</p>	Arrangements made to discuss with Julia Pascal, Chair of Flaxman Court and DMC Vice Chair.
	The suggestion that more staff be employed to work on voids to prevent losing revenue from rents to be raised with the voids team for comment.		We are considering all options for a more effective streamlined voids process. This will take into account the impact on the Housing Revenue Account - with the aim to save money. This includes where resources are used and what the priorities for individual teams work plans are. This item will remain on the forward plan.
	The Landlord Services Manager to discuss the Bourne Estate TRA representative's experiences of moving into a property with her.		This action was completed on 24 <sup>th</sup> June 2022
	Officers to discuss issues about adequate repairs not having been carried out before residents moved into flats with the representative of Flaxman Court TRA.	<p style="text-align: center;"><b>Danny Waite</b> Head of Repairs &amp; Operations</p>	A repairs service supervisor made contact with Julia Pascal from Flaxman Court TRA following up on this action but she advised that it was already being dealt with.
	The Laystall Court representative to provide an update on flooding in an elderly resident's flat to the Head of Property Customer Services and Engagement for him to investigate further.	<p style="text-align: center;"><b>Scot Reid</b> Head of Property Customer Services and Engagement</p>	No further details have been received on this yet, and despite a check of all recent reports for Laystall Court, we cannot immediately identify the tenant in question. If the issue is still outstanding, then please contact us right away.
	The Head of Property Customer Services and Engagement to seek further information on the issue with a blocked sink repair at Langdon House from the Head of Landlord		Although over 99% of calls are recorded, this call has not been found. Unblocking sinks and drains is the tenant's responsibility, even

	<p>Services and listen to the call to the Contact Centre.</p>		<p>if they are enhanced. However, if there is a stack issue, we usually attend to this.</p> <p>Any Camden resident over 65, or those who are disabled or vulnerable, may want to use the council's wish plus repairs service to help unblock sinks. Please get in touch with Kazeem Ojuko, Wish Plus Officer, on <b>0207 974 3012</b></p>
	<p>The broken lift at Riverside would be investigated, the call to the Contact Centre listened to, and a report back provided.</p>		<p>The Riverside lift is due to be replaced within the next six months or so; however, there are ongoing issues here with several calls received about this. The lift contract manager, Sam Hulbert, is working closely with the lift contractors to find ways to minimise faults in the meantime.</p>
	<p>Officers to immediately respond with rehousing for a case of domestic and child sexual abuse if further detail could be provided.</p>	<p><b>Dermott Mullan</b> Landlord Services Manager</p>	<p>This was immediately action and signed off as completed</p>
	<p>Officers agreed to meet with the Flaxman Court TRA representative to discuss standards and a monitoring process for caretaking activities.</p>	<p><b>Dilip Shah</b> Principal Caretaking Manager</p>	<p>Officers will meet Flaxman Court TRA on 4th August to discuss the caretaking standard.</p>
	<p>Officers to discuss the workload issues at Riverside with the caretaker and their manager.</p>		<p>Officers will meet Birkenhead TRA on 16th September to discuss workload issues.</p>

	Officers to investigate where Holborn was on the prioritised scheduled for CCTV installation and report back.	<b>Graeme Dyson</b> Head of Security	Graeme Dyson will provide an update for Holborn DMC.
<b>13.</b>	<b>Holborn DMC Budget</b>		
	Officers offered to arrange visits for Riverside TRA to blocks similar to it.	<b>Dermott Mullan</b> Landlord Services Manager	The neighbourhood manager Olivier is making arrangements to visits blocks on Cromer Street as well as Medway Court, Brunswick and Flaxman Court
<b>14.</b>	<b>New Homes for Small Sites Programme</b>		
	Further detail to be provided on the engagement of community or self-build developments in the delivery programme.	<b>Clodagh McCallig</b> Senior Development Manager	<p>Through the delivery of the New Homes for Small Sites programme we are looking at the potential to release sites which could be delivered by others such as a Community Led Housing group or a local self-builder.</p> <p>A Community Led Housing group could work with Camden to build their own homes which directly meet the needs of their community. Community Led Housing is where people play a leading and lasting role in developing and managing homes. Camden are currently piloting a Community Led Housing project at 31 Daleham Gardens, where we are proposing to sell land to a Community Land Trust to deliver affordable homes. <a href="#">You can read more about this innovative project here</a>, and you learn more about this type of development at <a href="#">Community Led Housing London</a>.</p>

			<p>Some of the sites being identified as part of this programme are also very small sites that may only support the building of one or two homes. Following consultation with local residents, Camden could potentially sell a very small site to a local self-builder who could build an individual home for their family. The proceeds from such a sale would go towards paying for the buying of affordable homes and community facilities for Camden residents. Self-build and custom housebuilders choose the design and layout of their home that can be innovative in both its design and construction. Camden has a register of people who want to build their own home. This is the Self-Build and <a href="#">Custom Housebuilding Register</a>, and you can read <a href="#">more about it here</a>.</p> <p><b>Your feedback</b></p> <p>As part of the initial engagement programme <a href="#">Call for Ideas</a> Camden is asking residents to nominate sites and identify their interest in a site and if they wish to take it forward themselves as part of a community group or self-build. Following the completion of this engagement programme Camden will assess the suitability of any sites and delivery methods identified.</p>
<b>15.</b>	<b>Local Issues</b>		

	<p>Officers to investigate whether the meadows at Gamages had been added to the grounds maintenance contract.</p>	<p style="text-align: center;"><b>Dermott Mullan</b> Landlord Services Manager</p>	<p>Update from Darrell Abercrombie, Green Space Operations Manager:</p> <p>The new meadow is covered under establishment through the GM contract and will be managed as a meadow on the GM contract.</p> <p>The meadow has grown well and looked good. I understand that there is a strip by the wall that has not established but the team are exploring ways to address this.</p>
<b>HAMPSTEAD DMC ACTIONS – 23<sup>rd</sup> 2022</b>			
<p style="text-align: center;"><b>12</b></p>	<p><b>Consolidated Housing Report</b> Meeting to be arranged with residents for them to highlight dangerous trees near Burnham.</p>	<p style="text-align: center;"><b>Oliver Jones</b> Head of Green Spaces</p>	<p>Meetings have been organised on 2 separate occasions but have needed to be deferred, most recently due to the Red Weather Warning.</p>
	<p>Discussion to take place with HS2 on their traffic management plan and the impact of traffic on residents</p>	<p style="text-align: center;"><b>Mark Norman</b> HS2 Support Worker</p>	<p>Local Traffic Management Plans (LTMP) and Lorry route plan can be found under planning ref: 2019/4700/HS2 on the <a href="#">Camden Planning Search</a>.</p> <p>Principal transport planner at Camden has feedback that worse-case scenario impact on community is discussed within <a href="#">HS2's environmental impact statement</a> and physically planned within the LTMP where the impact on Adelaide road is modest (compared to minor/major). If residents experience any issues with traffic they can contact HS2 directly to complain; or the</p>

			Camden Community Liaison Team (HS2 Impacts) for support <a href="mailto:CLT@camden.gov.uk">CLT@camden.gov.uk</a> / 0207 974 6982