

ACTION POINTS ARISING FROM SEPTEMBER 2022 ROUND OF DMC MEETINGS

KENTISH TOWN DMC ACTION – 14 TH SEPTEMBER 2022			
Item	Action	Responsible Individual/Department	Comments
8	To seek an update from an appropriate officer on the retrofitting programme for street properties	Susanne Afra (Head of Capital Works)	An update on the retrofit programme has been provided in recent DMC reports. We are piloting a whole house retrofit project at 10 street properties – these properties are all tenanted and are currently considered energy inefficient as they have a poor EPC rating.
9	To provide information on the tendering process for the fire safety works		The majority of our fire safety works are commissioned via the Camden Property Works Framework. This has a lot dedicated to fire safety with a number of contactors who are able to bid for the works. The contractors on the framework went through a process to confirm that they have the relevant experience, skills and can provide quality. The final tender stage awards the contract to the bidder with the lowest price.
9	That the ward boundaries used for the CCTV dashboard data be updated in future reports	Graeme Dyson (Head of Security) Angela Spooner (Head of Landlord Services)	This piece of work is underway at the moment and should be completed soon.
9	Consult with/ involve TRAs in future tree planting programmes	Oliver Jones (Head of Open Spaces)	TRA's are consulted by our tree planting officer on the planting of new trees on estates where previously there was no tree. If there is no support for new trees then the planting will not go ahead. However, if there is support and the

			<p>TRA want to be involved further we can provide 3 choices of appropriate species that would suit the location for them to choose from.</p> <p>The Council's tree policy and planting strategy require us to replace trees that we have removed with the exception of trees that are in inappropriate locations. In that case we would not consult the TRA on the replacement of a tree, but if they wanted to be involved in the choosing of the species we would be happy to provide 3 appropriate species as above. We have a map on our webpages that provides details of the trees we are to fell and those that are going to be replaced. We encourage the TRA to check this map at www.camden.gov.uk/trees and contact us by email: treesection@Camden.gov.uk if they have would like to be involved in the choice of tree species on their estate.</p>
12	To provide an update on the progress of the Council's annual complaint report	<p>Jim Read (Service Manager – Business Support)</p> <p>Peter Wright (Chair Holborn DMC)</p>	<p>The Annual Complaints report 2021/22 is due to go to Resources & Corporate Performance Scrutiny Committee on 15th November 2022 and Cabinet on 16th November 2022.</p> <p>The report includes a section on the Housing Ombudsman and links to the Complaint Handling Code, self-assessment and any Complaint Handling Failure Orders received in the period.</p>
CAMDEN TOWN DMC ACTIONS – 15TH SEPTEMBER 2022			
1	Lifts		There is a new member of the lifts team, Lesley Johnston. Lesley's primary role is lift

	<p>The meeting asked in relation to lifts that officers sought to include the views of tenants and residents in relation to the lifts performance update information and that they were kept informed of what was going on.</p> <p>Officers would contact Ampthill Square TRA directly regarding the tenant with the water leak problem along with the issue in relation to the lifts.</p>	<p>Danny Waite (Head of Repairs and Operations)</p>	<p>administration and she will be working with Apex and the lift contract manager, Sam Hulbert, to ensure that residents, TRAs and other colleagues, such as Councillors, caretakers and NHO, are all kept up to date with information regarding the repairs for any lift breakdowns. Lesley is also looking at getting this information added to the Council website again, so that residents can access up-to-date information at any time.</p> <p>Officers have contacted the two tenants experiencing water leaks, and a repair job has been raised for the lift.</p>
2	<p>CCTV & Responsive Security Patrol</p> <p>The Chair agreed to seek a meeting involving the Cabinet Member for Safer Communities (Councillor Pat Callaghan), Cabinet Member Better Homes (Councillor Meric Apak) and appropriate officers to see how these issues could now be addressed as the current approaches were not working.</p>	<p>Fran Heron (DMC Chair)</p>	<p>Residents have an opportunity to discuss community safety issues with councillors and officers at a series of walkabouts taking place at Walker House Estate, Curnock St Estate, Ampthill Square Estate, College Place Estate, Mayford Estate and Coopers Lane Estate. More details are available at: https://www.camden.gov.uk/estate-walkabouts</p>
3	<p>Housing Residents' Panel Update</p> <p>The DMC were not in a position to make any nominations to the panel at this time, but asked officers to write to DMC and TRA representatives to ask if they were interested in putting forward their names.</p>	<p>Sarah Moore (Tenant Participation)</p>	<p>Four DMC and TRA representatives put their names forward and DMC reps were asked to vote on these nominations. Jackie Haggett and David Perris were selected as the Camden Town DMC nominees to the panel.</p>
4	<p>Finance Matters</p> <p>The DMC noted that the response from the Director of Finance had not met their</p>	<p>Fran Heron (DMC Chair)</p>	<p>The Chair is meeting with the Director of Finance on 9th November</p>

	<p>expectations and they wished to see them addressed. The Chair of the DMC agreed to seek to set up a meeting with DMC representatives and the Director of Finance to settle these matters</p>		
5	<p>Finance Matters</p> <p>The DMC also asked that officers provide a response to the actions identified at the special DMC meeting held on 30th March 2022.</p>	<p>Angela Spooner (Head of Landlord Services)</p> <p>Daniel Omisore (Director of Finance)</p>	<p>The bids agreed at the meeting on the 30th March, were rolled forward to the 22/23 financial year. The DMC raised some concerns about the DMC bids funding process. The Director of Finance agreed to arrange for the process to be reviewed and the review has been completed. The new DMC guidance is available on the Council website.</p>
6	<p>Finance Matters</p> <p>The DMC asked that a special meeting be arranged to allow for the consideration of TRA bids and this take place at the end of October or early November. TRA representatives were advised to contact their neighbourhood officers to work with them to put forward any proposals in time for this meeting.</p>	<p>Sarah Moore and Neighbourhood Managers</p>	<p>A date is yet to be agreed for this meeting.</p>
7	<p>DMC Budget report</p> <p>The DMC asked that future budget reports contain an update in relation to the Bridgeway Court TRA scheme.</p>	<p>Neighbourhood Manager</p>	<p>18th October</p> <p>Jonathan Windsor has provided an update.</p>
8	<p>Community Safety/Police Information chart</p> <p>The DMC asked that they be provided with a new organisational chart regarding the Police and Council staff involved in tackling Community Safety, along with some information on the projects identified in the report.</p>	<p>Patrick Coulson Community Safety Manager</p>	<p>DMC Representatives have been sent a copy of the Community Safety Team structure chart separately.</p> <p>The November SNB meeting has been moved to January. Crime and ASB will be on the agenda and Cllr Callaghan will present a report. The projects identified in the report refer to the</p>

			work of an independent advisory group that hold the police to account.
HOLBORN DMC ACTIONS – 21ST SEPTEMBER 2022			
1.	Registration of Tenant and Resident Associations and Co-Option of Representatives		
	Red Lion Square TRA renamed Red Lion Square RA	Hugh Boatswain (Senior Tenant Participation Officer)	Amendment has been made.
6.	Minutes		
	The Chair to circulate questionnaire on complaints handling to those who had not received it.	Peter Wright Chair	The questionnaire has been sent to all Holborn DMC reps by the TP team.
7.	Housing Services Report		
	Brunswick TRA representative asked about heating cost and whether the charge is being held on account of Camden's bulk gas forward purchasing.	Emma Cardoso Finance (HRA & Capital Projects)	<p>Residents who are in the district heating on heating scales will not be impacted until April 2023 as their charges for 22/23 were agreed and fixed at Cabinet in January 2022. The increase was kept at only 15% from 21/22 by using all of the remaining heating pool surplus in 22/23 to fund the difference, which is why the current heating charges are relatively low.</p> <p>Camden has benefitted from forward purchasing some of the gas needed before the prices started to rise. However, we still need to purchase the remaining amount of gas at much higher rates. As prices are now rising and no surplus remaining, charges will have to be increased in 2023/24 in order to recover the cost.</p>

			However, the decision around the new charges from April doesn't happen until January Cabinet 2023 and we have to await energy forecasts in order to calculate the increase.
	Up-to-date figures on sheltered active void properties requested for Brunswick TRA.	Graeme Beedham (Head of Tenant Participation and Sheltered Housing)	As of 11-10-22 there are 8 active sheltered housing voids in the Brunswick, 2 are being progressed to tenancy signup.
	Flaxman Court TRA representative asked to send details on poor soundproofing of flats and associated structural problems not being considered by subcontractors to the Head of Capital Works.	Julia Pascal (Flaxman Court TRA)	<p>Julia contacted Susanne Afra regarding an issue with estate lighting remaining on at night. The Council's Mechanical and Electrical team are now liaising with Julia to investigate the issue.</p> <p>The issue of soundproofing / structural problems has not been raised with Capital Works. Julia to send Susanne Afra more information on this.</p>
	Project manager for Derby Lodge works to be in contact with residents shortly.	Susanne Afra (Head of Capital Works)	The Project Manager has updated the TRA
	Officers to follow up urgent works required at the Brunswick Estate with the TRA representatives.		The Capital Works team provided the TRA representative with an update on Spring Cleaning and FRA projects at the Brunswick
	Project manager for Bourne Phase 3 project to be asked to update the Bourne Estate TRA.		The Project Manager has updated the TRA
	Officers to follow up with the project manager about responding to Langdon House TRA representative emails.		The Project Manager has updated the TRA
	Details on next steps for leaseholders with short leases to be provided to Brunswick TRA representatives.	Angela Spooner (Head of Landlord Services)	The leasehold interest held by the Council is only five days longer than leaseholders, consequently we are unable to renew the leases for leasehold properties. However, I can advise that under the terms of the Leasehold

			<p>Reform, Housing and Urban Development Act 1993 (as amended), leaseholders may have the right to purchase a longer lease directly from the freeholder.</p> <p>Further information on the lease renewal process can be obtained from an independent body called the Leasehold Advisory Service (LEASE)</p> <p>www.lease-advice.org</p> <p>We recommend that leaseholders appoint a solicitor and surveyor to act on your behalf as you will be liable for all the landlords costs from the moment you serve a valid notice on the freeholder.</p> <p>Our records show that the current freeholder is:</p> <p>Lazari Properties 2 Limited, Greater London House, Hampstead Road, London NW1 7QX</p>
	Officers to provide information on which CCTV cameras worked at the Brunswick Estate and what they covered.	Graeme Dyson (Head of Security)	There are 16 Council cameras around the Brunswick. They are in pairs inside and outside all the entrances. Yesterday there were 15 cameras working with one reported to our contractor for repair.
	The Powis Estate TRA representative to email Stephanie Marsh-Aldis, Neighbourhood Manager, to discuss issues of council tax deductions.	Stephanie Aldis-Marsh Neighbourhood Housing Manager	The Housing Manager has liaised directly with the TRA Representative and has conveyed details to the relevant team who is looking into the matter and will advise the rep accordingly. NHM will ensure the matter is expedited,
	Officers to consider options to enable female caretaker at Bourne Estate to access women's toilets on site.	Dilip Shah (Principal Caretaking Manager)	The query was raised previously regarding the women's wc facility on the Bourne Estate. There is one wc currently shared between 4-6 male caretakers and one female. Officers are grateful for the offer to use the wc in the TRA hall by the female member of staff.

	The Flaxman Court TRA representative to email details of rubbish in the Gordon Mansions yard during August to the Principal Caretaking Manager.	Julia Pascal (Flaxman Court TRA)	This action has been completed and the issue is being addressed by the Principal Caretaking Manager.
	Brunswick TRA representatives to send details of large bags of rubbish to the Principal Caretaking Manager.	Brunswick TRA	This is ongoing. The TRA continually discuss with John Mennell and Dilip Shah the state of rubbish rooms - often sending pictures of rubbish piled up both inside and outside the chute rooms (worse in O'Donnell). The poor caretakers have a terrible time, though the food waste bins have been slightly better since (more) notices have been put up.
	Officers to investigate a damaged garage door at the Brunswick Estate.	Dilip Shah (Principal Caretaking Manager)	The garage shutters were reported by the caretaker and was given Job number 3119648/1.
	Officers to discuss parking requirements with the Powis House TRA representative.	Stephanie Marsh-Aldis (Neighbourhood Housing Manager)	18 th October The Neighbourhood Housing Manager will contact the TRA representative to clarify query and the specific issue of concern
9.	Report of the Cabinet Member for Better Homes		
	The Principal Caretaking Manager to respond to the Langdon House TRA representative regarding issues raised on window cleaning at the December 2021 meeting.	Dilip Shah (Principal Caretaking Manager)	The Window Cleaning charge for Langdon House was £458.06 (divided by residents). The charge was for 9 hours in Dec 20. The charges for 21/22 was £203.69 (divided by residents). This was for 6 hours The charges quoted by Langdon House representative of 661.75 is for two cleans.

	<p>Officers to respond to the Red Lion Square RA representative about processes to notify TRAs when a property changes hands.</p>	<p>Dermott Mullan (Landlord Services Manager)</p>	<p>Dermott has confirmed that the Moving Home team and the Neighbourhood Housing team will inform the TRA when anyone moves into the blocks of Red Lion Square: Beaconsfield, Beckley, Brampton Culverhouse, Hyltons and Tresham.</p>
	<p>Langdon House TRA representative to send details of repairs issues to the Principal Caretaking Manager so they could be followed up.</p>	<p>Dilip Shah (Principal Caretaking Manager)</p>	<p>The repair was reported as an emergency on the morning of Tuesday 13 September by the caretaker and, late that afternoon, someone arrived and put red and white tape across both south side gates and padlocked them together with 2 chains/padlocks.</p> <p>On 25th and 28th September I chased the job with the repairs team and on 6th October I was informed that the JOB NO 07415 had been completed. Two heavy duty hinges had to be installed to the gates. Photographs were sent to me of the old and broken hinges.</p>
HAMPSTEAD DMC ACTIONS – 22nd SEPTEMBER 2022			
	<p>Capital Works</p> <p>The 50 Fitzjohn’s TRA representative said his estate had not had capital works for 40 years and asked how estates could be put on the list for the capital programme. He highlighted problems with windows and doors on the estate.</p>	<p>Susanne Afra (Head of Capital Works)</p>	<p>We don’t have this estate in the forward programme for works. If there are problems that need to be addressed then please share examples for us to be able to review. Can the TRA representative send these to Susanne Afra.</p>
	<p>Caretaking</p> <p>The representative from Hilgrove Estate raised concerns about the quality of caretaking. There</p>	<p>Susan O’Hara (Principal Caretaking Manager)</p>	<p>Susan O’Hara carried out an inspection of Farjeon House, week commencing 26 Sep 2022. At that time standards of caretaking were satisfactory. The caretaker manager will</p>

	<p>was also a query about the time at which lights went on and off.</p>		<p>be closely monitoring the area to ensure standards are maintained.</p> <p>The lighting timers have been adjusted accordingly.</p>
	<p>CCTV</p> <p>Sydney Boyd Court and Webheath also raised queries about CCTV and wanted to know about the prioritisation of CCTV installation and when it would be rolled out on their estates</p>	<p>Graeme Dyson (Head of Security)</p>	<p>Works are being finished on the southern ring of the wireless transmitter network and work on the northern ring is expected to start in a couple of months' time. Until the northern ring transmitters are connected then the cameras can't be upgraded as there is nothing to connect them to. When we have a clearer timescale from our contractors then we will be in touch base with estates to discuss their individual role out.</p>
	<p>CCTV/Repairs</p> <p>The Templar House attendees said they wanted to know whether the CCTV on their estate was functional. They raised problems with the hot water on their estate, as it seemed that contractors were only undertaking 'quick fixes' and so the matter was not fully resolved</p>	<p>Graeme Dyson (Head of Security)</p> <p>Danny Waite (Head of Repairs and Operations)</p>	<p>The CCTV network at Templar House is temperamental and intermittent. the cameras themselves work and record. Templar House will be the site of one of the northern ring CCTV network transmitters, work on the northern ring is expected to start in a couple of months' time and will resolve any issues and be followed with the new camera upgrades.</p>
	<p>Local Issues – Chalcots</p> <p>The Bray representative raised concerns that the show flats did not seem to be fully completed.</p> <p>People had also not been able to take a companion with them when they visited.</p> <p>He said that people were being asked to make a</p>	<p>Astrid Kjellberg-Obst (Project Director, Chalcots)</p>	<p>This was the case for the first week where the new windows were fully installed, but not all the radiator and blind options were fitted and residents who booked their viewing during this week were advised of this.</p> <p>Residents are more than welcome to bring a family member to their show flat viewing appointment of 40 minutes allocated to each</p>

	<p>lot of choices after their visit.</p> <p>He asked:</p> <ul style="list-style-type: none"> • Whether a detailed programme of works was available • Whether the contract had been signed • Whether the design had been finalised • If planning permission had been sought 		<p>household.</p> <p>Residents are welcome to view the show flat more than once and the residents' choice needs to be confirmed at the home visit, which takes place about 6 weeks before the works start in their home.</p> <ol style="list-style-type: none"> 1) This is informed by the home visits 2) The contract is signed since early February 2022 3) The design is final 4) Planning permission was sought in January 2021 and approved in April 2021
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GOSPEL OAK DMC ACTIONS – 20th OCTOBER 2022

8	Officers to provide an update on the information shared with the public on TMOs (traffic management orders)	Sharon Calvey Head of Estate Services	An information update on TMOs (traffic management orders) is included in the December DMC Consolidated Housing report
9	Officers to provide a report detailing the breakdown of C grades in the caretaking inspection grading system	Johaun Sessahai Principal Caretaking Manager	
11	Officers agreed to bring back an update on the end of analogue telephony.	Dominic Otabil Telecoms Project Coordinator	