



## ACTION POINTS ARISING FROM DECEMBER 2022 DMC MEETING

GOSPEL OAK DMC ACTIONS – 1 <sup>st</sup> DECEMBER 2022			
<b>7</b>	<p><b>Housing Services Report</b> The DMC chair asked that correspondence with the government around rent setting is shared with the DMC.</p>	<p><b>Meric Apak (Cllr)</b> Cabinet Member for Better Homes</p>	<p>A copy of the letter sent to the Department of Levelling Up &amp; Housing Communities was shared with the DMC chair.</p>
	<p>Would feed back to the Committee after speaking with the Head of Property Customer Services and Engagement about communication channels for residents who do not have smart phones.</p>	<p><b>Danny Waite</b> Head of Repairs &amp; Operations</p>	<p>Everyone has their own different needs, abilities, and preferences, and we understand how important it is to offer a range of different methods of getting in touch with the housing repairs service.</p> <p>We make sure that our residents can contact us whenever they need to, and however they need to. Residents with internet access can use the Camden Account to raise a repair 24 hours a day, as well as live chatting with our team between 8am-6pm at <a href="https://www.camden.gov.uk/housing-repairs">Camden.gov.uk/housing-repairs</a> to ask about a repair or book an appointment. Residents with smartphones can also now contact us using the number 1 most common messaging app in the UK – WhatsApp – on 07360 277 909, as well as by regular text message (SMS) to the same number.</p> <p>Not everyone has a smartphone though, and not everyone has internet access. Residents who are unable to go online can still text us on 07360 277 909, and of course they can always phone us on 020 7974 4444 (from 9am-5pm for all repairs, and 24/7 for emergency repairs. The fact that over half of residents contacting us now choose to use modern contact options means we can focus our time and effort on</p>

			making sure we're always here on the phone for those residents who really need to call us.
<b>10</b>	<b>DMC Budget</b> The Committee agreed to allow officers to bring a bid from Clarence Way around renovating their TRA Hall to the next meeting	<b>Stanton La Foucade</b> Tenant Participation Coordinator	DMC bid to be submitted for consideration at the March 2023 meeting.