

ACTION POINTS ARISING FROM MARCH 2023 DMC MEETINGS

KENTISH TOWN DMC ACTION – 28 th FEBRUARY 2023			
Item	A c t i o n	Responsible Individual/Department	Comments
7	To contact London Councils to ask if they can signpost to the void property report, or if they have any information or data on the subject.	Jonathan Doyle Void Manager	
8	To provide an update on why the number of visits undertaken by Neighbourhood Officers was so high for “repairs advice given” (298 out of 309 visits made).	Danny Waite Head of Repairs and Operations	On the NHO visiting form there is a prompt for the NHO to provide advice to the tenant about how to contact repairs. The NHO visiting stats were not suggesting a high number of visits where advice had to be given about repair issues, instead it was recording that the NHO had provided advice to the tenant about how to report repairs.
9	To circulate to the DMC, and update the website, the estate walkabouts which have taken place and the resulting action plans.	Hugh Boatswain Senior Tenant Participation Officer	Email sent to all DMC reps with links to the Estate Walkabouts and the resulting action plans which are regularly updated.
9	To circulate to the DMC more detailed information about rent arrears.	Tara Cookson Neighbourhood Housing Manager	Jo Adams sent the

9	To present a report to a future DMC about mould and damp in properties in Camden.	<p align="center">Danny Waite Head of Repairs and Operations</p>	
10	To find out which estates did not currently have Gerda security panels fitted and to submit an officer led bid to install the panels on those estates.	<p align="center">Tara Cookson Neighbourhood Housing Manager</p>	<p>Officer led bids to be submitted for the following estates:</p> <p>Peckwater estate</p> <p>Torriano estate</p> <p>Rowstock</p> <p>Kenbrook House</p>
CAMDEN TOWN DMC ACTIONS – 1st MARCH 2023			
1	<p>DMC Budget reports</p> <p>The DMC asked that guidance be provided regarding the role that leaseholders played in the DMC bids process, along with whether they had a veto if enough leaseholders did not support a bid.</p>	<p align="center">Dermott Mullan Neighbourhood Housing Manager</p>	
2	<p>Housing Contractor Performance</p> <p>Officers would pick up the issue of contractor performance in Ampthill Square/ Curnock Street/Walker House</p>	<p align="center">Danny Waite Head of Repairs and Operations</p>	The M&E team are in contact with the residents at all the estates and will go as far as needed to ensure the services are meeting the resident's desires and expectations.
3	<p>Housing Contractor Performance</p> <p>The DMC were very concerned about the quality of the services that was being provided to tenants and residents and felt that they needed more time to</p>	<p align="center">Danny Waite Head of Repairs and Operations</p> <p align="center">Scot Reid Head of Property Customer Services & Engagement</p>	John Stow had a meeting with Fran Heron in the TRA Hall on Tues 18 April to discuss resolving the various issues on the estates that had been raised.

	consider this issue so agreed that a special meeting be set to discuss this further		
4	Landlord Services Officers would provide details regarding when the Cost of Living Advice bus would be in in the Somers Town area.	Dermott Mullan Neighbourhood Housing Manager	The next dates for the bus will be scheduled in May. NHOs can offer advice in the meantime.
5	Landlord Services Officers would consider whether the advice bus could also go to schools in the borough to share information and support advice to parents and children.		This suggestion has been passed to the team who are making the future plans for the bus
6	CCTV & RSP Officers would provide Bayham Place Estate TRA with Camera numbers when they had been inputted in the system. Also they would confirm the position of Three Fields Estate, Churchway Estate (whether some CCTV cameras identified for Regents Park Estate could be re-directed to Churchway Estate) and Drummond Street. Officers would provide Councillor Meric Apak with a response regarding the position on Churchway Estate once they had reconsidered the data that had been made available from the Community Safety Team	Graeme Dyson Head of Security	
7	CCTV & RSP		

	Officers would provide a copy of the current dashboard of performance data to DMC representatives and ensure it was included in future editions of the housing services report.		
8	<p>CCTV & RSP</p> <p>The DMC expressed its concern that the ASB/CCTV/Community Safety Panel had not been meeting and it asked for it to be reconvened, and the work the panel should have been undertaken not be taken over by the Housing & Resident's Panel.</p>	<p>Director of Property Management Director of Housing</p>	
9	<p>Meter Installation</p> <p>The DMC asked for further information regarding the programme for installing controllable heating systems (so tenants were only charged on a usage basis) into tenant's homes, especially regarding those homes with communal heating schemes in place.</p>	<p>Susanne Afra Head of Capital Works</p>	An update has been provided to Cllr Apak. This will be shared with the TP team and can be shared with the DMCs.
10	<p>DMC Budgets</p> <p>The DMC expressed concern that a bid agreed in March 2022 had been carried over into the 2022-3 budget, which then was a draw on that's year's budget which reduced the money available for TRAs to spend by £62,000. It was felt that any bids agreed at any point before 1 April should have been part of the previous year's budget and not be carried over to the following year, which would be in-line with good accounting practices. The DMC asked that an</p>	<p>Michael Webb Director of Finance</p>	

	explanation of why this approach was not being followed by the Council.		
11	<p>Local Issues</p> <p>The Chair proposed that a further special meeting take place to consider a number of local issues which included HS2, voids performance and pest control.</p>	<p>Fran Heron DMC Chair</p> <p>Sarah Moore Senior Tenant Participation Officer</p>	
12	<p>Social Event</p> <p>The Chair also stated that in order to thank Sharon Calvey, a social event would be arranged the details of which would be circulated when it had been confirmed.</p>	<p>Fran Heron DMC Chair</p>	
GOSPEL OAK DMC ACTIONS – 2nd MARCH 2023			
7	HOUSING SERVICES REPORT		
	Bring a report to the Committee about lifts and repairs.	<p>Danny Waite Head of Repairs and Operations</p>	
	To follow up with Gavin Haynes about whether Wendling TRA and Ludham and Waxham TRA receive hot water through the Royal Free Hospital.	<p>Scot Reid Head of Customer Property Services & Engagement</p>	Wendling, Ludham & Waxham can receive heat from the Royal Free Hospital. However, the system has been offline since August 2020. We have been engaging with RFH contractor Mitie to find a solution to turn the heat back on.
	Report on plans to replace old heating systems.		Mitie has now provided a cost and suggested timescales programme for

			<p>this to happen. We are at the early stages and have questions and clarifications on this proposal before we can advise further on the next stages.</p> <p>Colleagues in Capital Works are leading on this.</p>
	Confirm whether modernisation of telephony will be covered by the provider as an expectation in the procurement process.		This is for the Director of IT, as IT is leading the procurement.
	Provide an update on Damp and Mould at the next meeting.		Update paper to be provided at the next round of DMC's
8	GOSPEL OAK DMC BUDGET		
	Update on Mansfield Road TRA bid to improve security fencing.	Adewale Adefeya Neighbourhood Housing Manager	
	Update on bid from Cayford House TRA bid to improve security fencing.		
HOLBORN DMC ACTIONS – 8th MARCH 2023			
1.	Registration of Tenant and Resident Associations and Co-Option of Representatives		
	AGM dates for Gamages TRA and Flaxman Court TRA to be updated.	Hugh Boatswain Senior Tenant Participation Officer	Dates updated.
7.	Housing Services Report		
	Officers to follow up with Judith Milner, Landon House TRA, on concerns raised about contact centre advice on two repairs and to address questions about heating systems.	Danny Waite Head of Repairs	Email was received from Judith Milner on 13 March requesting clarification on the issues that had been raised at the DMC. This was responded to on 16 and 23 March and resolved.

	Programme of planned maintenance to be shared with the DMC.		
	Officers to discuss caretakers' reporting channels for repairs with the relevant team and respond back to Julia Pascal, Flaxman Court TRA.		Contact has been made via email with Julia Pascal. She will make enquiries with relevant tenants to see if this situation has been resolved.
	Officers to investigate an issue of resolving the minor repair of a communal tap and respond to Zeena Zakaria, Powis House TRA.		One of the Repairs Supervisors met up with Zeena Zakaria on 19 April and will now be meeting up with contractors to try and resolve the situation.
	Officers to investigate when the advice bus might be able to visit the Bourne Estate.	Dermott Mullan Landlord Services Manager	The next dates for the bus will be scheduled in May. NHOs can offer advice in the meantime.
	Officers to consider a proposal that vulnerable tenants could be provided with information about the TRAs during tenant visits.		We are currently reviewing the topics discussed during the visits and this point has been noted.
	Details of the online survey on the grounds maintenance contract to be circulated to DMC representatives.	Andrew Hinchley Interim Head of Green Space	Tenant Participation emailed all TRA committee members on 30/3/23
	Officers to respond to Julia Pascal, Flaxman Court TRA, on the lack of engagement from idverde		A Grounds Maintenance Monitoring Officer and Caretaking Manager met with resident on site on 9/3/23
	Officers to respond to Charise Outram, Bourne Estate TRA, with regard to council maintenance of the Quiet Garden.		The Quiet garden is resident maintained.
	Officers to follow up on communication issues on the agreed funding for a project by Riverside (Birkenhead) TRA.		All DMC funded works are now either completed or underway.

	Officers to investigate why idverde had chopped down a mature tree on Red Lion Square.		It appears this is not Red Lion Square but Red Lion Estate. No trees have been removed. but a large shrub was hard pruned on site which residents were unhappy with. The grounds maintenance supervisor addressed with residents and provided replacement plants to residents, as well as planting up under pruned shrub with pyracantha and under planted bed with spring bulbs.
	The Project Manager for the Phase 3 project would be asked to update the Bourne Estate TRA.	Susanne Afra Head of Capital Works	John Burton has updated the TRA on progress
	TRAs to be told if their estate had been identified as a priority for CCTV upgrades.	Graeme Dyson Head of Security	
	Officers to feedback to the Responsive Security Patrol that a text would be a preferable way to update and that instead of driving around the Brunswick Estate, they should patrol through on foot.	Dermott Mullan Landlord Services Manager	Noted and these points have been shared with the Responsive Security Patrol
	A paper to be brought to the DMC responding to questions as outlined in the minutes regarding the Camden Housing & Property Residents Panel.	Scot Reid Head of Property Customer Services and Engagement	Tom Broad to circulate again
	An email from the Cabinet Member for Better Homes to Gamages TRA on heating pool charge increases to be shared with the DMC.	Hugh Boatswain Senior Tenant Participation Officer	Email text was shared with Holborn DMC reps on Thursday 30 th March 2023
	Officers to investigate the options for heat metering.	Susanne Afra Head of Capital Works	Was this in relation to Gamages ? Sim Dhinsa Retrofit Project Manager has followed up with the TRA.

HAMPSTEAD DMC ACTIONS – 9th MARCH 2023

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8	HOUSING SERVICES CONSOLIDATED REPORT		
	The representative from Hillgrove Estate said that internal lights were not working in one block and so the stairwells were dark after dusk and this caused a trip hazard	Susan O'Hara Principal Caretaking Manager	The lighting timer has been adjusted accordingly and is now working correctly.
	Officers to check if the Abbey Road lifts were open or closed protocol.	Danny Waite Head of Repairs and Operations	
	Information requested on planned maintenance schedule for 50 Fitzjohn's	Susanne Afra Head of Capital Works	Not currently included in the forward programme for works
	Officer to publicise the action plan from the Alexandra & Ainsworth walkabout via the councils' website	Stanton La Foucade Tenant Participation Co-Ordinator	The draft action plan was shared with the TRA for comments and uploaded to the council's website on 10 th March 2023
10	BUDGET REPORT		
	Works requested from the Sydney Boyd Court bid need to be completed	Celestine Fairhall Neighbourhood Housing Manager	The Grounds Maintenance team are currently arranging the removal of the self-set trees to facilitate the works and the installation of the beds will follow this. We will update when we have a more detailed start date.
11	LOCAL ISSUES		
	Officer to provide information to reps about service charge refund request	Rubait Hossain Rents & Service Charges Manager	