

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **HAMPSTEAD DISTRICT MANAGEMENT COMMITTEE** held on **THURSDAY, 22ND JUNE, 2023** at 6.30 pm in the Taplow TRA Hall, Taplow, Adelaide Road, London NW3 3NU

REGISTERED DMC MEMBERS PRESENT

(in person and online)

Toyin Majiyagbe (Chair)	Taplow TRA
Anne Ward (Vice-Chair)	5-7 Belsize Grove TRA
Arun Kumar (Vice-Chair)	Abbey Green TRA
Fiona Cubbins	Alexandra & Ainsworth TRA
Zoe Davenport (sub)	Alexandra & Ainsworth TRA
Ubah Egal (sub)	Alexandra & Ainsworth TRA
George Richardson	Arkwright Mansions TRA
Casey Okezie	Blashford TRA
Kinga Salgado	Brassey Road, Barlow Rd
Eliza Chrysanthou (sub)	Brassey Road, Barlow Rd
Hasan Shah	Burnham TRA
Jeremy Yankey	CASP
Andreas Yennadiou	Hilgrove Estate TRA
Janice Smart	Lymington Road TRA
Fatima Abubakur (sub)	Mortimer Crescent TRA
Mary Ryan	Sydney Boyd Court
Navenka Martin	Taplow TRA
Lynda Stuart	Webheath TRA

COUNCILLOR OBSERVERS PRESENT

(in person and online)

Councillors Nancy Jirira and Nanouche Umeadi

OTHER COUNCILLORS PRESENT

Councillor Meric Apak (Cabinet Member for Better Homes)

OFFICERS PRESENT

(in person and online)

Graeme Beedham	Head of Tenant and Leaseholder Engagement
Ododo Dafe	Head of Innovation and Improvement
Graeme Dyson	Head of Security
Gavin Haynes	Director of Property Management
Maria Jacobs	Head of Neighbourhoods
Stanton La Foucade	Tenant Participation Co-Ordinator
Vinothan Sangarapillai	Committee Services
Darren Smith	Repairs Manager
Nilva Thompson	Neighbourhood Manager

Michael Webb

Head of Finance (Supporting Communities)

The minutes should be read in conjunction with the agenda for the meeting. They are subject to approval and signature at the next meeting of the Hampstead District Management Committee and any corrections approved at that meeting will be recorded in those minutes.

MINUTES

1. REGISTRATION OF TENANTS ASSOCIATIONS AND CO-OPTION OF TENANT REPRESENTATIVES

RESOLVED –

THAT the 'A' and 'B' lists be noted.

2. ELECTION OF CHAIR

Toyin Majiyagbe was proposed and seconded as a candidate for Chair of the Hampstead District Management Committee (DMC). There were no other nominations.

RESOLVED –

THAT Toyin Majiyagbe be elected Chair of Hampstead DMC for the municipal year 2023-24.

3. ELECTION OF VICE-CHAIR(S)

Anne Ward and Arun Kumar were proposed and seconded as Vice-Chairs of the DMC.

RESOLVED –

THAT Anne Ward and Arun Kumar be elected Vice-Chairs of Hampstead DMC for the municipal year 2023-24.

4. CONSTITUTION

RESOLVED –

THAT the Hampstead DMC Constitution be agreed.

5. CODE OF CONDUCT

RESOLVED –

THAT the Tenant and Leaseholder Engagement Code of Conduct be agreed.

6. APOLOGIES

Apologies for absence were received from Mary-Ann Gilroy (Dorney TRA), Sara Bell (Alexandra & Ainsworth TRA) and Jeremy Woolcock (50 Fitzjohns TRA). Apologies for lateness were received from Pamela Holmes-Gunsell (Blashford TRA).

7. ANNOUNCEMENTS

The Chair welcomed new Council officers to the DMC: Maria Jacobs (Head of Neighbourhoods), Ododo Dafe (Head of Innovation and Improvement) and Darren Smith (Repairs Manager).

8. DECLARATIONS OF INTEREST IN ITEMS ON THIS AGENDA

There were no declarations of interest.

9. NOTIFICATIONS OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT

There were no notifications of any items of urgent business.

10. MINUTES

Consideration was given to the minutes of the meeting held on 9th March 2023.

The Chair proposed the following amendments:

- The second paragraph on page 6 of the agenda (under Item 10: Hampstead DMC budget report) was to be amended so the final sentence read: "Residents felt frustrated and disrespected by the long delay".
- The third paragraph on that page was to be amended so the first sentence read: "The Chair, Toyin Majiyagbe, said that residents were dissatisfied with the bids process".

RESOLVED –

THAT the minutes of the 9th March 2023 meeting be agreed, subject to the amendments above.

11. HAMPSTEAD DMC PROGRESS REPORT - ACTION POINTS UPDATE

The progress report was noted.

12. CONSOLIDATED HOUSING REPORT

Consideration was given to the report of the Director of Housing and the Director of Property Management.

The Head of Tenant and Leaseholder Engagement, spoke to the report. There was an overspend on the Housing Revenue Account (HRA), which was due in large part to the spend on repairs and on capital works, including fire safety work. The bill on social housing regulation going through Parliament was highlighted and members were informed that the Council would be reviewing its complaints processes, with a report on this to go to the September round of DMCs.

The Head of Finance (Supporting Communities), highlighted the pressure on the HRA from rising energy costs and rising interest rates. A report on the financial situation would go to July Cabinet and be available on the Council's website.

Contributions were made by TRA representatives and officers were given the opportunity to respond.

A representative from Burnham TRA queried what he saw as unnecessary use of scaffolding on the Chalcots Estate, which would be costing the Council money. The Director of Property Management, said that there was oversight of Chalcots work and the Council was aiming to run it cost-effectively.

Residents, including the representatives from Sydney Boyd Court and Webheath, said that the automatic lights were left on in the communal areas of their estates, rather than being turned off when it was daylight. The Chair commented that this had been raised with her by a number of residents; and that she had passed this onto Council officers but it did not appear to have been followed up. The Chair asked that this be actioned.

Representatives raised queries about CCTV and the protocol for releasing footage. The Head of Security replied that footage would be released to the Police and to other authorised officers in response to requests from them. A resident raised an incident where a crime had been reported to the Police and the Safer Neighbourhoods team but they had not come back to her despite there being CCTV evidence that could have been consulted. The Head of Security responded that it was a matter for the Police how they handled cases and that the Council would provide CCTV footage if they were asked to provide it by the Police and had it.

A resident also commented that she had been told by the Police that CCTV cameras were not working. The Head of Security stated that it was not the role of the Police to say that without checking with the CCTV service by making a formal request for footage. If such a request came in, the CCTV service would try to action it and, if the equipment was broken, the Police would be informed.

The TRA representative highlighted that the gates in Sydney Boyd Court broke regularly and then remained unrepaired for a long period of time. This was causing a security risk as people were entering the area to deal and consume drugs.

The Director of Property Management undertook to investigate this matter with the contractors, if the repairs they had been undertaking were not satisfactory.

ACTION: Director of Property Management

The Chair highlighted difficulties with logging a problem in a communal area with the Repairs Service, as it was often associated with the flat number of the person who made the report.

The Burnham TRA representative raised issues of concern in that block:

- CCTV cameras in the lifts had been smashed. One lift had had its camera out of action for more than a year, and it had not been repaired.
- There was damp and mould in some flats. There had been visits by officers to the flats of residents affected by this but there had not been follow-up.
- Residents were being told that blocked pipes were their responsibility, but the blockages were not in their flats but were in the communal stack system which the Council ought to be responsible for.

The Repairs Manager, said he would arrange a meeting with Chalcots TRA reps to follow up their concerns.

ACTION: Repairs Manager

A similar issue about lift cameras being damaged was raised by the representative from Blashford TRA.

The Alexandra & Ainsworth TRA reps raised matters of concern on that estate:

- There had been long-standing problems with heating and hot water supply, and some residents had been left months without it. The service from Repairs had been poor, with some jobs being marked "closed" on the system before they were completed. This implied contractors might be billing the Council for work they had not done.
- Some garages were in a state of disrepair. This meant there were a number of voids and so a potential loss of income for the Council.
- There were some garages may have been sub-let to commercial operators and so this needed to be investigated.
- There were no cameras on the 'red brick' side of Alexandra & Ainsworth and van theft had occurred there.

The Head of Neighbourhoods, said that she would be reviewing the Council's approach to garages as part of her new role.

An attendee raised concerns about the damp and mould in Kilburn Vale estate. This appeared to have become worse since the installation of the new heating system. The Director of Property Management noted the concern about the situation at Kilburn Vale. The Council had undertaken outreach to identify damp and mould in its properties, and had identified 6000 cases. Admin staff, surveyors and mould-washers were being recruited to tackle these cases, and it was hoped the backlog would be cleared by next summer.

The Repairs Manager highlighted that the paint being applied to the mould should create a barrier for 2 years. It needed to be investigated whether some instances of mould had been created by residents' behaviour and if this could be changed.

The Head of Innovation and Improvement introduced the section of the report on the DMC inclusivity charter. She wanted to see inclusivity throughout resident engagement and also wanted to broaden participation. The social housing regulator would require landlords to give tenants the opportunity to get involved in their own way. The Head of Innovation and Improvement proposed that there be a tenant conference and estate action days to get residents who were not currently involved more involved. She appreciated that residents wanted the Council to listen and act on what they said there.

The Chair welcomed the proposal of a tenant conference, and would like to see contractors attending, as they had done at a previous tenant conference.

Residents from the Sidings (Brassey Road, Barlow Road and Hall Oak Walk TRA) queried when contractors would be installing CCTV on the estate. The Head of Security agreed to provide them with information on this.

ACTION BY: Head of Security

Residents also said they were frustrated by a lack of response to emails from housing officers. The Chair agreed to follow this up with the Council.

RESOLVED –

THAT the report and the comments above be noted.

13. HAMPSTEAD DMC BUDGET REPORT

Consideration was given to a report in the supplementary agenda from the Head of Neighbourhoods.

The Neighbourhood Manager introduced the report and acknowledged that there had been problems in the way that bids had been handled in the past. In future officers would review bids at an earlier stage, before they went to committee, to ensure that they had sufficient information to be progressed.

DMC members were informed that there was a larger budget than last year, with £157,730 available for DMC bids.

The TRA representative spoke to the Webheath bid for £1041 for two caged wall lamps to illuminate the ramp, which would improve residents' sense of safety and security. The bid was agreed by the meeting.

RESOLVED –

THAT the following bid be agreed:

TRA	BID REQUEST	AMOUNT
Webheath	DMC Funding requested to cover the cost of the installation of two caged wall lamps to illuminate ramp leading to Netherwood Street to improve security	£1,041

14. LOCAL ISSUES

Residents raised a number of local issues which were of concern to them.

With regard to the comments made in the presentation by the Head of Improvement and Innovation they welcomed the proposal for estate action days and a tenant conference. There was a view expressed that TRAs did not represent all residents, as only a fraction attended and participated, and that residents did not appreciate the role of the DMC.

A fear was raised that knife crime might increase during summer, and that there might be an upsurge of anti-social behaviour in general. The Responsive Security Patrol and other public agencies needed to be prepared for this. Disappointment was expressed that the Responsive Security did not appear to be doing many foot patrols and were vehicle-based.

Officers said that information about the Responsive Security Patrol role would be brought to a future meeting.

ACTION BY: Head of Security

The representative from Blashford reported that there was no lighting or camera in the parking area, which meant residents were nervous about their personal safety

there. The estate also lacked a bike stand to keep tenants' bicycles secure, which was why some residents had been leaving them in corridors.

The representative from Sydney Boyd TRA highlighted water penetration and weeds growing on the roof of the block.

The Repairs Manager said that the service would be doing preventative maintenance and clearing out gutters and drains.

With regard to Burnham, the representative raised safety concerns about motorbikes speeding past the narrow entrance to Fellows Road. He was also concerned that window replacement would worsen mould and damp.

The Director of Property Management said that new cladding would reduce damp and mould and offered to arrange a meeting with the Health and Safety Adviser to consider safety concerns.

ACTION BY: Head of Security and Health and Safety Adviser

The Vice-Chair and representative for 5-7 Belsize Grove, Anne Ward, said that the meter room in that block was locked and that residents needed access to it. Also, the view was expressed that their smart meters might not work in future due to changes in Economy 7 charging.

The Director of Property Management undertook to liaise with the Head of Neighbourhoods on this topic.

ACTION BY: Head of Neighbourhoods

A member queried whether heating charges were being reviewed mid-year, as had been suggested at the joint DMC in January 2023.

The representatives from Alexandra and Ainsworth TRA said that caretaking standards had fallen on their estate and that they did not have the number of caretakers on duty that they should have.

The Chair urged members to report matters through the correct channels and to keep a record of when they did this. This would enable her to help them follow up long-standing issues.

The meeting thanked officers who were leaving the Council. Graeme Beedham was thanked for his work as Head of Tenant Participation, and for the help he had given many residents and TRAs. They also thanked Sharon Calvey for her work helping residents during her long service with the Council.

The Chair said she had confidence in the new officers who were joining the Council and she hoped they would be able to take housing services forward.

15. MINUTES FOR REFERENCE

The minutes were noted.

16. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no urgent business.

17. DATES OF FUTURE MEETINGS

The dates of future meetings would be:

- Thursday, 21st September 2023
- Thursday, 6th December 2023
- Wednesday, 10th January 2024 (Joint DMCs)
- Thursday, 14th March 2024

The meeting ended at 8.40pm.

CHAIR

Contact Officer: Vinothan Sangarapillai, Committee Services

Telephone No: 020 7974 4071

E-Mail: vinothan.sangarapillai@camden.gov.uk

MINUTES END