

ACTION POINTS ARISING FROM JUNE 2023 DMC MEETINGS

KENTISH TOWN DMC ACTION – 13 TH JUNE 2023			
Item	Action	Responsible Individual/Department	Comments
9	MINUTES		
	To explore providing DMCs with Camden Council email addresses.	Hugh Boatswain Senior Tenant Participation Officer	A structure of new Supporting Communities Service Head and direct reports will be included in the September DMC consolidate housing report.
	To provide information to the DMC of a price breakdown of the energy price increase to tenants.	Michael Webb Director of Finance Supporting Communities	<p>This question is interpreted as asking about how the increase in heating pool scale charges for 2023/24 was arrived at.</p> <p>In January 2023, the Cabinet agreed an increase of 175% to heating pool scale charges with a one-off credit to accounts so that the increase was limited to 125%. The one-off credit is funded by £3.5m of funding from outside the heating pool and the HRA.</p> <p>This increase aimed to ensure the heating pool charges cover the heating pool’s cost of gas and electricity in 2023/24 and was based on assumptions set out below. However, the heating pool ran a deficit in 2022/23 because the cost of gas and electricity rose very sharply after the heating pool scale charges were set for the year. The 2023/24 price increases were not forecast to recoup this deficit.</p> <p>The 2023/24 heating pool scale charges were set based on an assumed fuel cost for the year of £27.769m broken down as follows:</p>

			<p>The forecast breaks down as follows:</p> <table border="1"> <thead> <tr> <th></th> <th colspan="3">Year 23/24</th> </tr> <tr> <th></th> <th>April - Sept</th> <th>Oct - Mar</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Boiler Electricity</td> <td>£991,768</td> <td>£1,487,652</td> <td>£2,479,420</td> </tr> </tbody> </table> <p><i>Next steps</i> The Council now has a much better idea of what the actual cost of gas and electricity were for the second half of 2023/24. Officers are working on an updated forecast for the heating pool for 2023/24. If gas and/or electricity prices paid by LASER for fuel to be consumed in the second half of 2023/24 have fallen (rather than stayed the same/increased by 20% as assumed) then the heating pool may be in surplus for 2023/24. However it would still need to recoup the deficit brought forward from 2022/23 before the Council could consider reducing the charges for 2024/25. That decision will be taken as part of the rent setting process for 2024/25 and using the best information and forecasts available to the Council at the time.</p>		Year 23/24				April - Sept	Oct - Mar	Total	Boiler Electricity	£991,768	£1,487,652	£2,479,420
	Year 23/24														
	April - Sept	Oct - Mar	Total												
Boiler Electricity	£991,768	£1,487,652	£2,479,420												
10	ACTION POINTS UPDATE														
	<p><u>Ongoing action</u> - 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.</p> <p>To invite London Councils to attend a DMC.</p>	<p>Ododo Dafe Head of Innovation & Improvement</p>	<p>Ododo had not been able to access any void property report on the London Councils website, or specialist information on the topic. Their website describes them as follows: <i>London Councils is the cross-party organisation that represents the interests of the 32 London boroughs and the City of London Corporation.</i></p> <p><i>We act as a collective voice for the boroughs, advocating for their needs and priorities at the regional, national, and international levels. The London Fire and Emergency Planning Authority and the Mayor's Office of Policing and Crime are also members of London Councils.</i></p>												

			We can consider the purpose of inviting London Councils to a DMC, and whether they are the right organisation. Or whether the 'deep dive' meeting across DMC's might present a useful forum to discuss plans for improving voids performance and using good practises shared by specialist housing organisations such as Housemark.
	To circulate information and guidance to TRAs on the causes and how to prevent and mitigate damp and mould.		Links to information on the Council's website and a useful damp and mould leaflet sent to TRA reps w/c Monday 7 August.
	To provide an update to a future meeting on how the Council is progressing in advertising the options of mutual exchange and downsizing to residents.		The information will form part of the 'deep dive' meeting requested on voids, overcrowding, mutual exchanges and downsizing.
	To write to other DMC chairs to propose an all-DMCs special meeting themed on Camden housing allocation. The intention of the special meeting is to receive in-depth information on how and why housing allocation policies function and hold resident discussions on the upcoming housing allocation consultation and review.	Derek Jarman Kentish Town DMC Chair	All DMC Chairs were written to and a deep dive session is to be arranged for September.
10	HOUSING SERVICES CONSOLIDATED REPORT		
	To write to DMC members ahead of DMC agenda publications providing deadlines for TRAs to submit information which can be included in the regular housing officer reports to DMCs.	Tara Cookson Neighbourhood Housing Manager	We agreed at the agenda setting meeting in July to revise the report please refer back to that meeting.
14	ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT		

	To respond to the Camden Association of Street Properties (CASP) statement to the Council in relation to master key scheme.	Gavin Haynes Director of Property Management	A response will be provided to the Chair of CASP and copied to DMC Chair and Vice Chairs.

CAMDEN TOWN DMC ACTIONS – 14th JUNE 2023

Item	Action	Responsible Individual/Department	Comments
1	DMC special meeting The meeting was advised that there would be a special meeting of the DMC on 19 th June to consider repairs, local issues, action-tracker responses from the March cycle (if necessary) and to consider ways of improving communications between the Council and tenants and residents.	Sarah Moore Senior Tenant Participation Officer	The special meeting was held on 19 th July as planned. Reps fed back that the meeting and discussion was quite constructive. Maria Jacobs Head of Neighbourhoods and Scot Reid Head of Property Customer Services Engagement attended
2	DMC Questions The meeting asked that officers provide a response to the questions that DMC representatives provided in advance of the meeting.		A separate session with officers, DMC chairs and vice chairs is being arrange of late August for a deep dive into voids and allocations. The session should satisfy questions on voids and allocation asked. Responses to other questions will be circulated to reps with other DMC actions.
3	Leaseholder Services Officers agreed to provide further information regarding the position of leaseholders in funding bids (e.g. could they veto bids, whether they should be charged for DMC bids, whether leaseholder charges for such bids went into the HRA). Officers would also advise on the position of whether DMC funding should be used for community safety and general estate improvements.	Maria Jacobs Head of Neighbourhoods	The current position is that the TRA representatives should consult with residents on any proposed bids and submit to the DMC who raise this with the housing team. If any resident raises an objection this should be considered/declared on the bid for funding. There is an opportunity for us to strengthen the requirements here if that is what the DMC would like to see. Over the past 10 or so years, only three DMC funded works have been recharged to leaseholders. If or where recharges are made, any reimbursement to the DMC budget

			would need to be in line with the service charge estimate/actuals cycle so potentially would not happen in the year of expenditure. If the lease allowed for recovery of charges and the contribution required from each leaseholder exceeded £250 then the formal consultation process would be triggered. See point 12 below for answer on the final point.
4	DMC Budgets Officers agreed to ensure that a response was provided regarding the process for rolling over DMC budget bids.	<p style="text-align: center;">Mike Webb Head of Finance (Supporting Communities)</p>	The position relating to the 'roll over' of unspent budgets has been explored previously. It is not possible to roll over any monies unspent. It has been agreed that if DMC's identify and bid for projects during the current financial year, which will then not complete in the current financial year, this funding can be moved to the HRA Reserve to be spent in future years. This would need to be agreed at the DMC meeting in December and minuted. Following a discussion at the special meeting in July – the DMC have required further clarification on any accounting rules or practices from a member of the finance team.
5	HRA Budget Monitoring report Officers advised the meeting that a more in-depth financial position report would be available for the September round of the DMCs. This would provide comparative service budget data, along with the position regarding the heating pool proposals for this financial year which would include information on how the heating pool charges compared to what was available on the open market. This report would also cover the issue of the current level of borrowing and interest payments required to service that debt. The current debt servicing costs would be sent to DMC representatives.	<p style="text-align: center;">Louise Coster Senior Energy Management Officer</p>	Camden Council are a commercial energy customer, but it is understood that domestic energy suppliers are not currently publishing energy prices, having been subjected to either the Energy Price Guarantee or the Energy Price Cap since October 2022. Domestic energy prices can only be obtained by a householder requesting a specific quote. Please see Heating Pool response and graph below, which shows that Camden's energy procurement strategy has consistently performed well for Camden and its residents over a long period, and even in the context of global challenges over the last 2 years, that are outside of our control, it has remained competitive at, on average, 52% below domestic market rates since 2015 (domestic rates published by government Department for

			Energy Security and Net Zero - 2022).
6	<p>DMC Constitution and Code of Conduct THAT the Constitution and Code of Conduct be approved for the 2023/24 Municipal Year, subject to further consideration of the documents at the September meeting as set out above.</p>	<p>Fran Heron DMC Chair</p>	On the agenda for consideration
7	<p>DMC Inclusivity Charter Officers agreed to look into the sharing of information in the Drummond Street TRA area as it seemed that not all tenants and residents were receiving information updates.</p> <p>Officers would look into the issue raised on proposed dates for events regarding Ampthill Square.</p>	<p>Ododo Dafe Head of Innovation and Improvement</p>	Officers met with Ampthill Square TRA committee members on Friday 16 June, and settled on approach and dates for the Estate Action Day events that were successfully held in July.
8.	<p>Voids Performance The DMC agreed that they would join with the proposed session being arranged for Kentish Town DMC regarding voids and allocations.</p>	<p>Gerry Crowley Head of Allocations, Lettings and Private Housing Services</p>	Session planned for late August. Agreed KT and CT DMC vice chairs will draft paper of the session to include any agreed actions
9.	<p>Grounds Maintenance & Tree Management Officers would provide a response regarding the issue of leaseholders living in street properties being charged for grounds maintenance (as a requirement of the lease), when the Council had stated that it would not provide this service for these types of properties. Officers would contact David Auger directly if they needed further clarification on this matter.</p>	<p>Geraldine Littlechild Leaseholder Services</p>	<p>The lease/tenancy agreement sets out our obligations to maintain communal areas whether that's grounds maintenance, cleaning, repairs etc. in some areas this might not be regular grounds maintenance but there could be one off charge for weed spraying etc.</p> <p>In some areas there are local agreements whereby residents have opted to undertake services and we are satisfied that these areas are being maintained. If there are individual cases where leaseholders have queries, then these should be directed to the team for response.</p>

10.	Complaints Update report Officers would ensure that future updates provided information on the number of stage 2 complaints that were upheld along with a summary of the issue.	Jim Read Service Manager Information Governance	This has been conveyed to the submitting officer who will provide information as required from the next issue of the DMC consolidated housing report.
11.	Camden Housing & Property Resident's Panel The meeting was informed that the Panel provided tenants and residents with an opportunity to understand how a service was being provided and for them to identify issues they wished to raise. Officers agreed to seek the views of the Panel regarding whether they would allow audio recordings of the sessions so that hear the discussions when meets were being held.	Scot Reid Head of Property Customer Services Engagement	Panel members were asked if they wished for the sessions to allow audio recordings to take place, and there was no clear agreement on this, so this will not be taken forward. We will continue to update the dedicated webpage on the Camden website with the work the panel is focussing on and provide updates to the DMC where required.
12.	DMC Budget Officers would consider whether in future such initiatives (e.g. example Gerda Keys) should be funded by the Council rather than from DMC budgets.	Maria Jacobs Head of Neighbourhoods	086ef970-1036-d976-43cb-8701bd4f4480 (camden.gov.uk) The guidance given on DMC funding does include security works as suitable for bidding. Neighbourhood Housing Managers should consider any presenting factors such as reports of ASB etc along with asset plans for works when reviewing bids for additional security.

GOSPEL OAK DMC ACTIONS – 15th JUNE 2023

Item	Action	Responsible Individual/Department	Comments
11.	HOUSING SERVICES REPORT		
	Bring an update on repairs with a focus on missed appointments	Darren Smith Repairs Manager	We recognise that any missed appointment is frustrating and inconvenient for our residents. Last-minute sickness can often result in having to cancel or rearrange appointments. This is a last resort approach as we always seek alternatives, and we should always try

			<p>to call the resident, followed by a text message advising of the revised appointment date.</p> <p>Where there is a report of no access to a property, the Operative should call the planning team to ask them to contact the resident by telephone. If this is unsuccessful, the operative should leave a calling card and take a photograph on their mobile phones of the entrance to the property. The image is sent to the Planner for records.</p> <p>In Q1 23/24, we recorded 90 Missed appointments logged by Agents or through complaints. This number has fallen from 104 in the same period the previous year.</p>
	LOCAL ISSUES		
13.	Request attendance from CIP team at future meeting to provide an update on GO projects	<p>Rosemarie Jenkins Team Leader Regeneration</p>	Officer of the CIP team have agreed to attend and present at the September meeting of the GODMC
13.	The DMC requested an update report on void properties at a future meeting.	<p>Gerry Crowley Head of Allocations, Lettings and Private Housing Services</p>	<p>In total we have 800 voids. This does not include an additional 51 in Antony Grey Court that have handed back by CIP as completed and are in the process of being let. The 800 are broken down as</p> <ul style="list-style-type: none"> • 169 in the letting process (plus the additional 51 in Antony Grey Court) • 258 in the repair process and • 373 being held - properties in this category include those being demolished to be redeveloped, complex repairs taking over 6 months to be completed, and Regent's Park estate decants <p>Session planned for late August.</p>
13.	The DMC requested an update report on the programme of works for installing new boilers at a future meeting.	<p>Paul McHugh Programme Manager</p> <p>John Stow M&E Operations Manager</p>	In the past year, we successfully replaced a total of 659 individual heating boilers, investing £1.7 million in this initiative. This proactive approach was taken to enhance both efficiency and reliability for our residents. The boilers

			<p>we replaced were, on average, between 12 to 18 years old, making this upgrade timely and necessary.</p> <p>I am pleased to share that our momentum continues in the current 23-24 financial year. We have already replaced 326 boilers at a total cost of £872,000. Our focus remains on collaborating closely with our contractors to maintain the highest standards during the execution of these projects. Specifically, we are prioritizing boilers that exhibit poor performance and have reached an age where the availability of replacement parts could potentially lead to delays in restoring service to our valued residents.</p> <p>Looking ahead, I anticipate a budget similar to last year's allocation of £1.7 million for these essential enhancements. Our commitment to providing top-notch services and comfortable living environments for our residents remains firm.</p>

HOLBORN DMC ACTIONS – 20th JUNE 2023

Item	Action	Responsible Individual/Department	Comments
4.	Constitution and the Code of Conduct		
	To consider the trial time limit on speeches and potentially bring a formal proposal to the September meeting to amend the Constitution.	Peter Wright Chair of Holborn DMC	This has now been added to the constitution as worded below for adoption at the September DMC: 7 d) If any speech reaches four minutes, the Chair should ask the meeting if it wishes it to continue. Any member may ask the Chair to apply this provision to a speech.
10.	Consolidated Housing Services Report		
	Officers to check whether tenant service charges other than the heating pool are individually ring-fenced in respect of tenant	Mike Webb Head of Finance (Supporting Communities)	Service charges that are included in tenants' rental agreement are not ringfenced for rent arrears purposes.

	rent arrears.		
	Officers to update the Brunswick TRA representatives on the position with Spring Clean and fire safety works on the estate.	Susanne Afra Head of Capital Works	Susanne has contacted the TRA to clarify what the outstanding works were.
	Officers to follow up on lights being left on all day in communal areas of Flaxman Court.		Susanne has followed up with Julian Duke from M&E who is leading on this matter.
	The potential for heat metering to be followed up with Tybalds Close TRA and Brunswick TRA.		Susanne followed up with Tybalds TRA.
	Officers agreed to discuss with GEM and respond to the TRA on heating remaining on during the summer months.		Both Trentishoe Mansions & the Brunswick Estate residents' radiators should be fitted with TRV's which will allow the residents to control their heating. We can arrange a home visit from the Home Energy Advice Officer if there are residents that are concerned about their individual energy consumption, however without doing major upgrades to these systems and fitting HIU's to improve resident's user controls then there is not much more we in can do, if residents are unable to turn off radiators this would need to be reported to repairs.
	The refreshed heat metering programme for estates to be published.		This will be available via Open Data soon.
	Officers to follow up with the maintenance team once Brunswick TRA confirmed which lift was breaking down constantly.		Susanne has followed up with Sam Hulbert in M&E who has updated the TRA.
	Officers to follow up with lift repairs about a power supply fault to the lifts at Langdon House.		Susanne has followed up with Sam Hulbert in M&E who has updated the TRA.
	Officers to look at the history of Flaxman Court and follow up on damp issues with the TRA representative.		The enquiry received from the TRA is in relation to maintenance approach. Darren Smith (repairs manager) will feedback.
	Officers to discuss support for residents during lift maintenance at Birkenhead Estate with Councillor Lotis Bautista.		The Lift Works project manager has followed up regarding this request.

Officers to investigate problems of damp and mould at Brunswick Estate once the TRA representative confirmed the flat concerned.		Information required from TRA
An update on Bourne Phase 3 to be provided to the TRA.		This action is complete.
A list of all blocks included in FRA Packet 09 to be circulated.		This is being confirmed and will be shared when ready.
Officers to discuss potential planning restrictions impacting on works at Tybald's Close with the project manager.		The project manager has followed up with the TRA.
Officers to update on fire safety works to be done at Langdon House with the TRA.		FRA project manager has followed up with the TRA.
A list of estates that would be part of the resident engagement work to be circulated.	Hugh Boatswain Senior Tenant Participation Officer	The following estates are in the first tranche: Bourne, Brunswick, Birkenhead (Riverside) and Tybalds
Officers to follow up for an update on the CCTV upgrade to Riverside (Birkenhead) TRA.	Stephanie Marsh-Aldis Neighbourhood Manager	The update has been requested.
Officers to follow up on the caretaker being abused after challenging people leaving bags of rubbish at the rubbish chute on the Brunswick Estate.	Dilip Shah Principal Caretaking Manager	We are reviewing our Lone Working for resident facing team with a view to strengthening our approach. We have a zero tolerance policy to any form of abuse towards our employees and appropriate and proportionate action will be taken.
The Chair requested that Grounds Maintenance officers attend the September meeting.	Andrew Hinchley Head of Green Space	Noted a member of the Green Space team will attend September meeting of the DMC
Officers to seek an urgent update on the Riverside (Birkenhead) TRA funding for a project approved by the DMC.	Stephanie Marsh-Aldis Neighbourhood Manager	The update has been requested.
Officers would discuss requirements for the GLA funding for greening at Falcon Estate with the TRA.	Wen Quek Senior Development Manager Supporting Communities	A cross-section of officers from different teams will meet on 3 rd August to discuss the project, council remit and responsibility and agree a named officer/team that will continue to work with Falcon TRA to bring the project into fruition. The TRA will be advise in due course.

	Officers to follow up problems with reporting repairs for Brunswick TRA and Falcon TRA with the Head of Property Customer Services and Engagement.	Scot Reid Head of Property Customer Services Engagement	The Head of Property Customer Services and Engagement has made contact on this matter and offered to investigate this wait time further. All calls are recorded, and the route taken can be easily identified as to what may have gone wrong here. In the past 6 months, the longest wait time recorded for any call to be answered by the housing repairs team is 18 mins and 40 seconds and this was during a very high peak demand. Typically calls are responded to in under 60 seconds, and we update our website daily with our performance levels. All requests from enhanced tenants or to raise an emergency repair can be logged via the contact centre. However, all other requests are to be raised via the Camden account, live web chat, WhatsApp or SMS. Over 75% of all new repair requests are submitted this way.
	Someone from the Asset Management Strategy Team to attend the September meeting and address concerns about deferring works while prioritising schemes.	Susanne Afra Head of Capital Works	A member of the Property Management team will be present at each DMC and will be able to update on this matter.

11. Holborn DMC Budget Report – 1st Quarter 2023/24

	Officers to support Tybald's Close TRA in developing a bid.	Stephanie Marsh-Aldis Neighbourhood Manager	The TRA has been contacted and assistance has been offered for when a bid is to be submitted.

HAMPSTEAD DMC ACTIONS – 22nd JUNE 2023

Item	Action	Responsible Individual/Department	Comments
8	HOUSING SERVICES CONSOLIDATED REPORT		
	Officers to investigate with the contractors the regular break and repair of the gates at Sidney Boyd Estate	Darren Smith Repairs Manager	A meeting is being arranged with the TRA, and an update will be provided at the DMC.
	Officers to arrange meeting with Chalcots TRA reps to follow up concerns raised including safety and fear of crime	Alex Blake Health & Safety Advisor	We are arranging for a date for Alex Blake to meet the TRA representative at Burnham.
	Officers to confirm when new CCTV cameras will be installed at West End	Graeme Dyson Head of Security	We don't currently have a start date for the Sidings Estate. There is a meeting at the end of August

	Sidings Estate		where the next round of estates to install will be discussed with the contractors and we may have a better update following that meeting.
10	BUDGET REPORT		
11	LOCAL ISSUES		
	Officers to provide information on the Responsive Security Patrol to a future meeting of the DMC	Graeme Dyson Head of Security	<p>The Council's five vehicle Responsive Security Patrol (RSP) is available for residents to call out 12 hours a day, 7 days a week, from 4pm to 4am. The main purpose is to act as a deterrent and to detect and disrupt ASB on housing land. The RSP can be called out for any type of ASB and residents can call them out without sharing their personal details if they want. In the first half of this year they have carried out over 25,000 patrols. About 25% of these are targeted patrols to proactively disrupt ASB and the RSP dealt with more than 1265 residents call outs in 6 months. As well as responding to resident's call outs, the RSP carry out targeted vehicle and foot patrols at the request of Community Safety, Housing Managers and the Police. They may also carry out welfare or tenancy checks and form part of the Council's emergency response. They can be contacted on 020 7974 4444 asking for the Responsive Security Patrol or at RSP@camden.gov.uk</p> <p>Hampstead has generated 2% of the calls to the RSP in the first 6 months of this year and accounted for 6% of the patrols over the same period.</p>
	Officers to provide residents of 5-7 Belsize Grove with access to the meter room	Nilva Thompson Neighbourhood Housing Manager	Previously there was a fatality that occurred as an indirect result of access to an electrical intake cupboard. As a result, the Health and Safety Executive (HSE) recommended that Camden Council institute more robust controls on access to

			<p>these areas. This meant that the meter rooms and intake cupboards were locked, and a procedure was introduced that only energy suppliers and qualified electricians were allowed access to these rooms. The Meter Reading team provide access for top-ups to electrical key meters and access to swap electrical meters to smart meters. To access the service you can call Contact Camden on 020 7974 44444 option 3 then option 5 or email meterreading@camden.gov.uk</p>