

## ACTION POINTS ARISING FROM SEPTEMBER 2023 DMC MEETINGS

KENTISH TOWN DMC ACTION – 5 <sup>th</sup> SEPTEMBER 2023			
Item	Action	Responsible Individual/Department	Comments
<b>KT/0923/01</b>	To provide an information report to a future meeting of the DMC, which provides an overview of the role of the DMC in general and outlines the duties of Chair and Vice-Chair.	<b>Hugh Boatswain</b> Senior Tenant Participation Officer	<p>The responsibilities of DMC Chairs and Vice Chairs will include:</p> <ul style="list-style-type: none"> <li>• Providing leadership for the DMC, enabling the DMC to act strategically to meet both policies and priorities;</li> <li>• With the vice-chair(s) and in consultation with the Cabinet Member, the Chair will plan the annual cycle of meetings;</li> <li>• The Chair will liaise closely with Vice Chair(s) and Council Officers around arrangements and agendas for DMC meetings;</li> <li>• The Chair will Chair DMC meetings and in the absence the Vice Chair will carry out this role;</li> <li>• The Chair and Vice Chair will together monitor that decisions taken at meetings are implemented; and</li> <li>• Outside of meetings, the Chair and Vice Chair will represent the DMC, provide advice and support to members and officers and act as the spokesperson for DMCs as appropriate</li> </ul>
<b>KT/0923/02</b>	To arrange a date in late September for an all-DMCs special meeting themed on Camden housing allocation for Members to receive in-depth information on voids, overcrowding, mutual exchanges and downsizing.	<b>Gerry Crowley</b> Head of Allocations, Lettings and Private Housing Services	This session has been scheduled for Thursday 9th November.

<b>KT/0923/03</b>	To provide information to DMC Members on repairs, CIP, and Better Homes, and the relationship between these schemes at the Special Deep Dive meeting, in September.	<b>Hannah Ashley Frazer</b> Head of Asset Management	Officer responsible for a response to this request understood ask however they are not currently in position to pull all this information together though will revisit at a future date.
<b>KT/0923/04</b>	To clarify whether the rent arrears figure is impacted by the rent accounts that are in credit and to provide a breakdown of this information.	<b>Graeme Jones</b> Neighborhood/ Housing Services	The arrears figure is not impacted by people in credit. As at 23.10, the total arrears for general needs housing and sheltered is £18.1 million. Those accounts in credit are not included in this so the arrears amount is not offset by any credit. 42% of accounts are in credit and a further 6% have a zero balance.
<b>KT/0923/05</b>	To provide a progress update on the fire doors at the St Pancras Way Estate, and identify the cause of delays	<b>Hannah Ashley Frazer</b> Head of Asset Management	<p>We were planning to renew all the tenanted doors on the estate with Vinci Construction. However there where issues with the original contractor sourced to undertake the work, their door manufacturer confirmed that that they do not have a door set to fit that complies with the current regulations.</p> <p>The replacement of doors has been put on hold whilst we review other viable options.</p> <p>We have written to the TRA to explain the situation and that we are committed to replacing the tenanted doors at St Pancras Way estate, will also be writing to all the residents next week so that they are aware. We will again update the TRA and all residents once a viable solution has been found.</p>
<b>KT/0923/06</b>	To confirm that the Council are aware of the Cadent Gas Works being undertaken on the estates in the Kentish Town DMC Area	<b>John Stow</b> Mechanical & Electrical Manager	Officers have confirmed they are working with Cadent to complete these work. Should there be any major issues that could affect the gas supply to our estates, Cadent would notify officers in advance that working together any discomfort for our residents can be avoided.

**CAMDEN TOWN DMC ACTIONS – 6<sup>th</sup> SEPTEMBER 2023**

Item	Action	Responsible Individual/Department	Comments
<b>CT/0923/01</b>	<p><b>Special DMC</b>            The meeting was advised that there would be a special DMC in October on a date and time to be determined regarding local issues, action tracker update along with HRA Budgetary issues including heating charges.</p> <p>The DMC also agreed that the special meeting due to take place in October would do a deep dive into the heating and hot water costs of the current provision to tenants and leaseholders. The meeting would look at the annualised costs; standing charges; individual meeting installation programme; through metering, paying for actual usage only; the position relating to the use of the one-off sale to help keep the heating pool cost down this year; what the proposals would be to help tenants this year; the position of electricity sold back to the national grid; whether a breakdown of charges could be given to tenants; cost comparison between those not in the heating pool with those that are; tenants paying standing charges even when the property was unused. DMC representatives would also seek to identify specific questions to officers in advance of the special meeting.</p>	<p><b>Sarah Moore</b>            TP/Other relevant officers</p>	<p>This meeting is taking place on 14<sup>th</sup> December and will be open to all DMC reps.</p>

<b>CT/0923/02</b>	<p><b>Voids and Allocations</b> The DMC asked that officers set up the proposed session with other DMCs regarding voids and allocations as had previously been agreed.</p>	<p><b>Gerry Crowley</b> Head of allocations, Lettings and Private Housing Services</p>	<p>This session has been scheduled for Thursday 9<sup>th</sup> November</p>
<b>CT/0923/03</b>	<p><b>Lifts</b> Officers would look into the issue regarding the Ampthill Square (Dalehead) lifts that were not stopping on a particular floor.</p>	<p><b>Sam Hulbert</b> Lifts Contract Manager</p>	<p>Officers have reviewed the operation records to the beginning of this year and have found only one instance where it would seem the lift was not going to correct floors. This was due to the indicators being out of sync. These were reset and fault corrected.</p>
<b>CT/0923/04</b>	<p><b>Damp and Mould</b> Officers would look into the decant issue that John Wood would provide the details on.</p>	<p><b>Darren Smith</b> Head of Repairs</p>	<p>The team is currently dealing with a leak but it should be returned to the lettings team by end of Nov.</p>
<b>CT/0923/05</b>	<p><b>Capital Works</b> Officers would provide information regarding the timelines for the retrofitting projects outlined, the position on the possible Ampthill Square individual metering programme along, with the position regarding Phoenix Court (mould).</p>	<p><b>Susanne Afra</b> Head of Capital Works</p>	<p>Retrofit programme – two of our pilot projects at Brooks Court and Belsize Grove are due to complete later this year. Our retrofitting of up to 10 street properties is going to be retendered as the bids received were not considered value for money. Work is progressing well on our internal insulation project which is part of the GLA funded Future Neighbourhoods programme. Our Energiesprong project is progressing with an aim to get on site by the Spring. We are looking at funding models which will help us scale up the programme.</p> <p>Ampthill - Our current housing metering programme involves installing 'heat meters' and takes guidance from the regulation 'The Heat Network (Metering and Billing) Regulations 2014' to determines the programme of delivery. This regulation covers communal and district</p>

			<p>heating systems, i.e. where one boiler is feeding more than one dwelling, for example at Dalehead/Gillfoot/Oxenholm there are 80 dwellings in each tower block, they have a shared plant room which is located on the roof, heating and hot water is distributed from this location to each of the 80 dwellings. Each of these blocks has heat meters installed at dwelling level, and residents are billed on actual usage. The dwellings in the other blocks have individual boilers (not communal or district heating) which wouldn't allow for heat meters and therefore are not on a metering programme.</p> <p>Phoenix Court – we are developing a project at Phoenix Court with feasibility funding from the Future Neighbourhoods project which is a collaboration between LBC and the GLA specifically for the Somers Town area. We plan to develop an accurate energy performance certificate profile at dwelling level, allowing us to understand what work and the level of funding required. We will find out in January if our funding bid is successful and if this project can progress. Any issues related to damp and mould will be taken into consideration in this project. There are 5 properties that required damp and mould works at Phoenix court all with minor mould cleaning taken place which suggests condensation issues generally for these affected properties.</p>
<b>CT/0923/06</b>	<p><b>CCTV</b> Officers agreed to provide the DMC with information regarding the resident engagement process surrounding the installation of CCTV cameras; an update on whether Churchway estate would be receiving CCTV camera, and an update on the broken gates on the estate.</p>	<p><b>Graeme Dyson</b> Head of Security</p>	<p>Churchway estate is not on the list of estates currently receiving a CCTV upgrade.</p>

<b>CT/0923/07</b>	<p><b>Income management</b> The DMC were advised that the information regarding the rent collection data for June 23 should have been included in the table in the paper. Officers would also seek to circulate the information to DMC representatives regarding the September data when it was available.</p>	<p><b>Graeme Jones</b> Neighbourhood Housing Manager</p>	<p>Circulated to DMC members on 3 October.</p>
<b>CT/0923/08</b>	<p><b>Neighbourhoods</b> Officers would seek to ensure that the website link to the full list of current neighbourhood officers worked.</p>	<p><b>Maria Jacobs</b> Head of Neighbourhoods</p>	<p>The list is now up-to-date and working we have also asked if the Neighbourhood Housing Manager (who the NHO reports to) could be added: <a href="https://www.camden.gov.uk/contact-your-neighbourhood-housing-team">https://www.camden.gov.uk/contact-your-neighbourhood-housing-team</a></p>
<b>CT/0923/09</b>	<p><b>Estate Parking</b> Officers agreed to provide information regarding the statutory consultation process, when the consultation would start, how long it would run for, what the proposed physical changes would be for the proposed parking changes.</p>	<p><b>Michael Wood</b> Project Manager</p>	<p>An update paper on the first phase pilot of the Traffic Management Order (TMO) will be provided for information at the December DMC round.</p>
<b>CT/0923/10</b>	<p><b>DMC Budget</b> Officers agreed to meet with David Auger regarding his concerns on the DMC budget process and following this, if he still felt it necessary, he should provide officers with a note that specific outlined what issues he wished to raise, so that an officer response could be provided.</p> <p>Officers would also seek to provide an update on the Metro bins and the</p>	<p><b>Olivier Goma/Ramona Damien</b> Neighbourhood Housing Managers</p>	<p>Olivier Goma and Ramona Damiean held a meeting with David on Friday 27<sup>th</sup> October 2023, to discuss his concerns – additional information to be shared by David so further clarification be sought from the finance team</p>

	Ampthill Square pathway.		
<b>CT/0923/11</b>	<b>Camden Contact Centre update</b> Officers agreed to provide further data for information.	<b>Phil Quickenden</b> Head of Customer and Registration Services	Circulated to DMC members on 11 October.
<b>GOSPEL OAK DMC ACTIONS – 14<sup>th</sup> SEPTEMBER 2023</b>			
<b>Item</b>	<b>Action</b>	<b>Responsible Individual/Department</b>	<b>Comments</b>
	<b>Minutes and Progress Report</b>		
<b>GO/0923/01</b>	To confirm the meeting about boilers and the RFH took place and to organise an additional meeting, in person if needed.	<b>Scot Reid</b> Head of Property Customer Services & Engagement	The meeting took place on the 28 <sup>th</sup> of September and was a hybrid event. Eight TRA reps were there, and any agreed follow-up requests should now have been addressed.
	<b>Housing Services Report</b>		
<b>GO/0923/02</b>	Find out in what forms information about the property inspections can be accessed. Also, to look at using QR codes as a point of accessing information.	<b>Scot Reid</b> Head of Property Customer Services & Engagement	We are currently reviewing how we engage with residents and whether this is effective. This includes Housing News, leaflets we send out and the current main avenue to view information via the Camden website, where changes are taking place to improve this. Although we are not likely to be expanding the PDF options, in early 2024, we will produce our engagement plan for the following year. This will consider many methods currently being used effectively across other local authorities. We have already been testing QR codes on our letters, and

			out-of-order lift posters, and the high uptake of mediums such as SMS and WhatsApp has proved to be very effective, so this will likely form a significant part of our strategy in the future.
	<b>Local Issues</b>		
<b>GO/0923/03</b>	Someone from Estate parking to attend future meeting to discuss parking and parking space rental.	<b>Jayne Seaman</b> Principal Lead Officer for Parking & Access	The request has been made to the relevant team for attendance at December meeting.
<b>GO/0923/04</b>	Someone from Grounds Maintenance to attend future meeting to discuss trees and grass	<b>David Houghton</b> Tree Manager	Our tree policy, maintenance cycles and outstanding tree work can be found on our tree webpages. TRA's are encouraged to check these for any general enquiries and email <a href="mailto:treesection@Camden.gov.uk">treesection@Camden.gov.uk</a> for specific issues.  Grass is maintained by our Grounds Maintenance team. Darrell Abercrombie, Green Space Operations Manager and his team will be able to answer questions about this. They can be contacted by <a href="mailto:groundsmaintenance@Camden.gov.uk">groundsmaintenance@Camden.gov.uk</a>
<b>HOLBORN DMC ACTIONS – 20<sup>th</sup> SEPTEMBER 2023</b>			
<b>Item</b>	<b>Action</b>	<b>Responsible Individual/Department</b>	<b>Comments</b>
	<b>Consolidated Housing Services Report</b>		
<b>HOL/0923/01</b>	Officers to check the LASER contract and extent of financial advice provided with the energy team and report back.	<b>Emma Cardoso</b> Team Leader (HRA and Capital Projects)	Camden have a mix of procurement only and fully managed service arrangements. There is no difference to the delivered procurement strategy, with Camden having full access to energy market advice for all Council supplies, whether they adopt a procurement only or fully managed service arrangement with LASER.



<b>HOL/0923/02</b>	Officers to pass feedback on workmen jamming open lift doors resulting in them being out of order back to the repairs team along with suggestions of notices.	<p style="text-align: center;"><b>Susanne Afra</b> Head of Capital Works</p>	Feedback shared with the M&E team.
<b>HOL/0923/03</b>	Officers to look at the history of Flaxman Court and follow up on damp issues with the TRA representative.		Information has been shared with TRA lead regarding the plans for the block.  A surveyor has been asked to get in touch with the residents that have raised concerns regarding damp and mould.
<b>HOL/0923/04</b>	Feedback to be given to the Head of Property Customer Service and Engagement on no shows to repairs appointments without any advance notification of cancellation.		Feedback shared.
<b>HOL/0923/05</b>	A resident of Langdon House to let the Landlord Services Manager know about any specific issues with NHOs	<p style="text-align: center;"><b>Judith Milner</b> Langdon House TRA</p>	Officers are following up with the TRA rep and awaiting further information to resolve.
<b>HOL/0923/06</b>	Officers to liaise with the Tybalds Close TRA representative on parking spaces on Tybalds Estate being let via a parking website.	<p style="text-align: center;"><b>Andy Foster</b> Estate Parking and Access Manager</p>	Relevant officers have been provided with details to make contact with the TRA to resolve the query
<b>HOL/0923/06</b>	The tree management team to contact the Flaxman Court TRA representative on the removal of trees without advance notice	<p style="text-align: center;"><b>Darrell Abercrombie</b> Green Space Operations Manager</p>	Relevant officers have been provided with details to contact the TRA to resolve the query
<b>HOL/0923/07</b>	Officers to arrange a meeting at the Gamages Estate wildflower meadow to discuss concerns.		
<b>HOL/0923/08</b>	The tree officer to update the Bourne Estate TRA directly about tree pruning.		
<b>HOL/0923/09</b>	Officers to follow up and provide an update on the issues with the Birkenhead grant.	<p style="text-align: center;"><b>Stephanie Marsh-Aldis</b> Landlord Services Manager</p>	Project completed. Request made for a site visit when this has been confirmed I will invite Cllr Bautista.
<b>HOL/0923/10</b>	Officers to provide a list of the small projects undertaken in Holborn by the caretaking response team.		Liaising with Dilip Shah regarding this and will provide a further update.

<b>Action Points Update</b>			
<b>Item</b>	<b>Action</b>	<b>Responsible Individual/Department</b>	<b>Comments</b>
<b>HOL/0923/11</b>	Officers to liaise with M&E and the Brunswick Estate TRA on how heating could be controlled individually and costs managed.	<b>Stephanie Marsh-Aldis</b> Neighbourhood Manager	There is no scope for this currently and it is part of a wider issue with all district heating blocks
<b>HOL/0923/12</b>	The energy team to visit Brunswick Estate to investigate the replacement of window seals.		Referral made and awaiting an update on when a visit will take place
<b>HAMPSTEAD DMC ACTIONS – 21<sup>st</sup> SEPTEMBER 2023</b>			
<b>NO ACTIONS SEPTEMBER DMC ROUND</b>			