

## **THE LONDON BOROUGH OF CAMDEN**

At a meeting of the **CAMDEN TOWN DISTRICT MANAGEMENT COMMITTEE** held on **WEDNESDAY, 6TH MARCH, 2024** at 6.00 pm in the Conference Room, 3rd Floor, Crowndale Centre, 218 - 220 Eversholt Street, London, NW1 1BD

### **REGISTERED DMC MEMBERS PRESENT**

Fran Heron (Chair)	Amphill Square TRA
John Wood (Vice-Chair)	Walker House TRA
David Perris (Vice-Chair)	CASP
Brian Gardiner	Churchway TRA
Paul Tomlinson	Amphill Square TRA
Stephen Kelly	Three Fields TRA
Mahboobur Rahman	Cooper's Lane TRA
Mohammed Lukman (Sub)	Godwin and Crowndale TMO

### **OTHER RESIDENTS PRESENT**

Richard Caylor	Bayham Street TRA
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### **COUNCILLOR OBSERVERS PRESENT**

Councillor Edmund Frondigoun

### **COUNCILLOR OBSERVERS ABSENT**

Councillor Miah Shah

### **OTHER COUNCILLORS PRESENT**

Councillor Meric Apak, Cabinet Member Better Homes

### **OFFICERS PRESENT**

Scot Reid	Head of Property Customer Services and Engagement
Stanton La Foucade	Tenant Participation Co-ordinator
Olivier Goma	Neighbourhood Housing Manager
Ramona Damiean	Neighbourhood Housing Manager
Albert Simango	Community Safety Lead
Johaun Seesahai	Estate Management Service Manager

**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 Camden Town District Management Committee and any corrections approved at that meeting will be recorded in those minutes.**

## **MINUTES**

### **1. REGISTRATION OF TENANT AND RESIDENT ASSOCIATIONS AND CO-OPTION OF REPRESENTATIVES**

The DMC considered the list of registered tenant and resident associations (TRAs) provided by the Tenant Participation Service listed at Appendix A to the agenda and those TRAs whose registration had lapsed, which were listed at Appendix B.

The DMC noted that the Clarkson and Mornington TRA had disbanded itself, this was also something the Mayford TRA could decide to do.

The DMC asked that officers seek to undertake appropriate action to help tenants and residents to form or reform TRAs on estates in the Camden Town DMC area, along with ensuring that TRAs follow governance rules.

**ACTION BY: Tenant Participation Team (SLF)**

### **RESOLVED –**

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

### **2. APOLOGIES**

Apologies for absence were received from Maria Sexias (Agar Grove), Jackie Haggitt (Amphill Square TRA), James Mansfield (Bridgeway Street TRA), Jason Schluter (Goldington Street Estate TRA), and Sherryl Murphy (Mayford TRA). Also apologies for lateness were received from Councillor Meric Apak, Cabinet Member Better Homes.

### **3. ANNOUNCEMENTS**

#### **Re-ordering the agenda**

The meeting agreed that the minutes and the action point update items would be considered at the end of the meeting.

#### **Special Housing Conference**

The meeting was advised that there would be a special resident-led Housing Conference, taking place on Saturday, 29<sup>th</sup> June 2024 at the Starcross Street Skills Centre (the former Maria Fidelis School off Hampstead Road).

The meeting noted that as this was a resident-led event all the DMC representatives on the steering group requested that all 5 DMCs be asked to fund the costs of the

conference, which was anticipated to be in the region of £20,000 in total. Each DMC would be asked to make a £4,000 contribution to these expected costs. The specific bid to fund the costs of the conference would be submitted for formal consideration by each DMC at their June meetings. The DMC supported the principle of funding the conference from DMC funds.

**ACTION BY: Tenant Participation (SLF)/NHMs/Strategic Lead Supporting Communities (LR)**

### **Camden's Evening and Night-time Economy proposals**

The Chair advised the meeting that she, along with other TRA representatives, had made representations to the Leader of the Council, along with a letter to the CNJ, asking that the Council take a balanced and a more objective approach to its proposals to change Camden's Evening and Nighttime Strategy. The Cabinet had not listened to these representations and agreed the revised strategy.

#### **4. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA**

There were none.

#### **5. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

There were none.

#### **6. MINUTES**

Consideration was given to the meetings on 29<sup>th</sup> November 2023 and 11<sup>th</sup> January 2024.

The meeting noted that in relation to the minutes of 29<sup>th</sup> November 2023, the word 'humidifier' should be changed to 'de-humidifier' on page 16 of the agenda papers.

#### **RESOLVED –**

THAT the minutes of the meeting held on 29<sup>th</sup> November 2023 and 11<sup>th</sup> January 2024 as a correct record, subject to the change outlined above.

#### **7. CAMDEN TOWN DMC ACTION POINT UPDATE**

Consideration was given to the action points.

### **Heating Pool deep dive**

Further copies of the slides that were considered at the special Camden Town DMC on 14<sup>th</sup> December 2023 would be available on request from the Tenant Participation Team.

**ACTION BY: DMC representatives**

Further information regarding the follow up session to be provided to DMC representatives.

**ACTION BY: Director of Finance (EC)**

### **HS2**

The Chair would provide a copy of the response from officers regarding replacement homes and the reclassification of blocks, which would then be circulated to DMC representatives for information.

**ACTION BY: DMC Chair/TP**

### **Lift Protocol**

Officers would provide a response to the Amptill Square TRA regarding the lift flooding.

**ACTION BY: NHMs**

### **Grounds Maintenance**

Officers to provide a response regarding whether there was a formal proposal to take estate playgrounds out of the responsibility of housing services, should this be the case then the response should indicate what the impact of this would be on the HRA and housing service delivery.

**ACTION BY: Director of Recreation (OJ)**

### **Estate lighting**

Officers to provide a response regarding who pays for communal lighting on estates where the area has been deemed a public space (e.g. Amptill Square Estate).

**ACTION BY: Director of Finance (EC)**

Officers would provide a response to the Amptill Square TRA regarding LED lights being on all day.

**ACTION BY: M&E Operations Manager (JS)**

Officers to provide a response to the Walker House TRA regarding why they did not have LED lights in place.

**ACTION BY: Programme Manager (PM)**

### **Heat Meters on High rise estates**

Officers to provide a response on the issues surrounding having heat meters for tenants living on high rise estates.

**ACTION BY: Programme Manager (SD)**

### **RESOLVED -**

THAT the action points be noted.

## **8. UPDATE ON HOUSING TRANSFORMATION PROGRAMME**

Consideration was given to the report of the Director of Housing.

Scot Reid, Head of Property Customer Services and Engagement, took the meeting through the report and gave the following key responses to questions:

- Neighbourhood Services would be going through a service restructure below head of service level the details of which would be provided to tenants and residents once the proposals had been finalised.

**ACTION BY: Head of Neighbourhoods**

- One of the service improvements within Neighbourhood Services would be introduction of district-based hubs, where neighbourhood/repairs/community safety and adult social care officers would be based to provide joined up services to tenants and residents living in the area.
- The repairs aspect of the voids delivery initiative had steadily improved, with properties now being made available in approximately 50 days by the repairs service. The log jam-in process was due in part to tenant's refusals, as the current process allowed tenants an unlimited number of refusals, so delaying the allocation of a home and subsequent loss in rental income. Any changes to this part of the process would require changes to the Council's Allocation Scheme. The Council was seeking to revise its Allocation Scheme and officers would confirm the time-line regarding this.

**ACTION BY: Head of Allocations,  
Lettings and Private Housing Services**

- Most repairs were now no longer being reported through the Housing Repairs Call Centre, rather they were being done on-line (85%).
- Telephone call from tenants who were identified as being enhanced or were reporting an emergency would be taken through the call based service, all other calls would be advised to report their non-emergency repair on-line. Officers would re-listen to the message advising tenants and residents regarding reporting repairs through the repairs call centre to see if it was clear and if necessary, following input from tenants and residents, make appropriate revisions.

**ACTION BY: Head of Property Customer Services and Engagement**

- The Council's existing main call centre telephone system would be replaced by a cloud-based system in June 2024. This should improve the user experience.
- Officers would get the ASB officer to contact Churchway TRA and Cooper's Lane TRA regarding the ASB in their areas.

**ACTION BY: Director of Public Safety (ND)**

- Officers would check the repairs issues regarding Cooper's Lane Estate and contact the TRA regarding the issues they were experiencing.

**ACTION BY: Head of Repairs**

- The Council had put in a place a successful programme for dealing with damp and mould cases in the borough. The Council currently had 673 active cases (new and existing cases), that it was dealing with at the moment. Tenants with damp and mould issues should contact the Council for assistance or action even if it was a repeat issue. The Council was now offering Saturday appointments (150 which had been undertaken so far), something that was proving to be very popular with tenants and residents. When necessary tenants had been moved to allow for work to undertaken to deal with structural issues that were causing damp and mould in their homes.
- Officers would look into the damp and mould issues regarding Goldwin and Crowndale TMO and contact the TMO regarding the issues they were experiencing.

**ACTION BY: Head of Repairs**

- Following consultation with tenants and residents, officers were hoping to launch the new Resident Participation Strategy at the Tenants Conference in June 2024.
- Officers would look into whether Three Fields TRA could be added to the Intensive Estate Action Day's programme.

**ACTION BY: Tenant Participation (SLF)**

The DMC asked that there be a standing item on all DMC agenda regarding service performance based on KPIs provided in a dashboard format. This report would cover areas like the repairs service, voids, housing rent collection performance and allow the DMCs to track performance (using a traffic light system), compare performance across the borough, and raise areas of concern in the spirit of partnership. Officers agreed to give consideration to this proposal, along with how performance information could be shared with all tenants and residents, along with the DMCs through using microsites within the Council's website.

**ACTION BY: Director of Housing/Director of Property Management**

**RESOLVED:**

THAT the report be noted and the action identified be endorsed.

**9. COMMUNITY SAFETY UPDATE (SERIOUS INCIDENTS)**

Consideration was given to the report of the Director of Public Safety.

Albert Simango, Community Safety Team Leader, took the meeting through the report.

The DMC was advised that there was a combined Police and Council operation that would be undertaken to seek to deal with drug dealers/users and resulting community safety issues in the Camden Town area. Further information regarding the initiative would be available to be shared with the DMC in the future.

**ACTION BY: Community Safety Team Leader (AS)**

The DMC noted that the Police SNT for the area would soon be back being fully staffed and one of the returning officers had experience of the area.

**RESOLVED –**

THAT the report be noted

At 7.20pm the meeting adjourned for 10 minutes.

**10. CCTV AND RESPONSIVE SECURITY PATROL UPDATE**

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

Albert Simango, Community Safety Team Leader, took the meeting through the report and he along with Scot Reid, Head of Property Customer Services and Engagement, gave the following key responses to questions:

Officers agreed to provide a response to Churchway Estate TRA regarding its wish to be included in the CCTV Installation programme and provide a response to the TRA. This response should explain the reasons why it would not be included, if it proves to be the case, and attend the DMC to outline the position.

**ACTION BY: Director of Property Management**

**RESOLVED:**

THAT the report be noted

**11. CAMDEN TOWN DMC BUDGET**

Consideration was given to the report of the Head of Neighbourhoods.

The DMC were advised that there were no new bids for consideration.

The DMC noted that the Ampthill Square Metro Bins scheme may need additional resources once issues had been resolved. A further bid would then be made should that prove necessary.

**RESOLVED –**

THAT the report be noted.

**12. LOCAL ISSUES**

There were none.

**13. COST OF CIP**

Consideration was given to the report of the Director of Finance.

The DMC asked officers to provide the answer to the question raised at the January meeting that asked officers to provide information regarding the cost of CIP to the HRA since 2012.

**ACTION BY: Director of Finance (MW)**



**RESOLVED –**

THAT the report be noted

**14. SMOKE DETECTOR INSTALLATION WORKS**

Consideration was given to the report of the Director of Property Services.

**RESOLVED –**

THAT the report be noted

**15. ESTATE AND OFF-STREET PARKING STRATEGY**

Consideration was given to the report of the Director of Housing.

Officers would provide a response to the Amptill Square TRA regarding the consultation timeline for the introduction of Traffic Management Orders programme to enable the better management of parking on the estate.

**ACTION BY: Estate Management Service  
Manager (JS)**

Officers would look into the parking issues surrounding Plot 10 and provide a response to the Bayham Place Estate TRA.

**ACTION BY: Estate Management Service  
Manager (JS)**

Officers would look into the parking issues at Cooper's Lane Estate and provide a response to the Cooper's Lane Estate TRA.

**ACTION BY: Estate Management Service  
Manager (JS)**

**RESOLVED –**

THAT the report be noted

**16. DMC NOMINATION PAPER 2024**

Consideration was given to the information from the Director of Housing.

**RESOLVED –**

THAT the report be noted

**17. DATES OF FUTURE MEETINGS**

Consideration was given to the dates of future meetings.

**RESOLVED –**

THAT the dates of future meetings for 2024/25 as set out in the document be noted.

**18. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

There were none.

The meeting ended at 8.35 pm.

**CHAIR**

**Contact Officer: Gianni Franchi**

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**MINUTES END**