

ACTION POINTS ARISING FROM MARCH 2024 DMC MEETINGS

KENTISH TOWN DMC ACTION – 5 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
KT/0524/01	To provide a response to the questions on the Heating Pool Charges submitted by Maiden Lane TRA	Rubait Hossain Rent & Charge Services Manager	Response to the specific questions have been drafted and waiting sign off, due to the sensitivity of some data, before sharing with the TRA.
KT/0524/02	To provide information to DMC reps on the plans and procedures when an emergency or large scale repair is required, including the how residents and TRAs are communicated with.	Scot Reid Head of Property Customer Services and Engagement	We have launched a proactive lifts campaign. As soon as we are notified that a lift breaks down and it will not be a quick fix, we will send an SMS to affected residents and provide further updates when the lift is back in service. This is live for all lifts currently. We are aiming to expand to other communal repair issues throughout 2024
KT/0524/03	To provide an update on the missing Energy Performance Certificate (EPC) for residential properties.	Susanne Afra Head of Capital Works	If a resident requires an EPC certificate they should contact their Housing Officer.
KT/0524/04	To provide a report on the new proposals for the allocations process to a future DMC meeting	Gerry Cowley Head of Allocations, Lettings and Private Housing Services	The Council is currently seeking to implement minor changes to the Allocations policy. Over the next 12-18 months we will be scoping and consulting on major changes to the scheme.
KT/0524/05	To provide an update report on the Pilot Neighbourhoods Team	Maria Jacobs Head of Neighbourhoods	Outline of Holmes Road Work As part of the cross-council Neighbourhoods programme of work, since June 2023 we have been co-locating our place-based council services at the Holmes Road Depot in Kentish Town testing working together two days per week. This includes Neighbourhood Housing Officers, Community Safety, Adult Social Care, Repairs and Caretaking. The team has been working to reduce silos, working together to discuss complex cases, unblocking barriers and gaining a better understanding of each other's roles and remits within the team. This piece of work takes a test and learn approach and has

			<p>been able to test new ways of working, including a test devolved budget for team managers to spend, sharing session from teams across the council and the VCS, testing ways of working, and crossovers between Social Prescribing and housing teams. Overall, we have found positive results regarding co-location of place-based staff and the teams involved have noted that they are able to see the benefits from creating a 'tap on the shoulder' working environment.</p>
KT/0524/06	<p>To provide a briefing note to TRAs on the HS2 Land at Euston, to include how this would impact social housing, information on the work had already been undertaken, details on the meetings that had taken place in relation to this (including attendance lists), and what work is planned for the future.</p>	<p>Katy Mann Head of HS2 Programme Delivery</p>	<p>We are preparing to hold a Community Conversation on the latest on HS2 at Euston in June, to include a discussion on the identification of the potential for 10,000 new homes in Euston by the Government, and also an update on meanwhile and actions since the last Community Conversation. We have not communicated to the wider community about this event yet but as soon as we do we will include and invite TRA reps.</p> <p>In terms of HS2 land at Euston most the activity has been focused on meanwhile uses, and the Council also commissioned an Economic Impact Assessment which is available here: Euston and HS2 - Camden Council We are continuing to make the case for a locally led Development Corporation if one is introduced by Government.</p> <p>We are updating the Euston Area Plan Review at the moment to respond to the different approach to station design, and are also planning engagement on this in July and will provide a briefing as part of this.</p>
KT/0524/06	<p>To add the future of HS2 Land and social housing to the agenda at the forthcoming Resident Conference, ensuring that this was a resident led conversation</p>	<p>Resident Conference Planning Group/Lydia Roberts</p>	<p>This suggestion was discussed with the planning group that includes to KTDMC reps. The view as a collective was, given the level of objection to HS2 and ongoing impact, a presence by HS2 representatives at the event could lead to further agitation rather than in keeping with the spirit of the</p>

			event.
KT/0524/07	To provide an update to DMC Reps on the retrofit programme for street properties	Susanne Afra Head of Capital Works	Regular reports are provided each DMC cycle.
KT/0524/08	To provide an update to DMC Reps on the Tenancy Visits	Maria Jacobs Head of Neighbourhoods	<p>Neighbourhood Services embarked on an ambitious programme of tenancy visits in 2023, with the aim of visiting every council tenant. Coinciding with tenancy visits, a series of 'intensive tenant participation (ITP)' events to engage with our residents, and get feedback on what it is like to live on their estate, started last summer and continues.</p> <p>The ITP first phase was well received but we recognised our resources were being stretched. To enable us to focus on the ITP programme, we scaled back our tenancy visits. We asked our Neighbourhood Housing Officers to approach this as an opportunity when meeting with residents rather than targeting a particular number per month.</p> <p>To date we have completed 2,453 visits (measured from April 2023 to March 2024). This is a combination of tenancy visits and intensive engagement door-knocking and events</p> <p>As the ITP programme is being scaled down offering resource capacity, the programme of tenancy visits will be scaled up. However, the approach will be data led – in that we will review who had not been contacted through the ITP or had a recent tenancy visit. We will also cross reference this with our Damp & Mould visits.</p> <p>We will draw up a programme of visits based on tenants who are marked as vulnerable (e.g. flagged as enhanced repairs service) or who have not reported any repairs in the last 6 months and who have not had a recent visit (as above).</p> <p>We are also exploring options where technology can assist NHOs capture information from any future visits. We demonstrated the effectiveness of this</p>

			<p>approach through the data we captured via the door knocking exercise.</p> <p>We will track our progress as a Key Performance Indicator (KPI) and this is reported to our senior management team to ensure we are delivering against our agreed targets. Future updates can be provided to DMCs at the December or March round of meetings</p>
KT/0524/09	To write to Councillors to encourage them to attend or to send apologies if they were unable to.	Derek Jarman DMC Chair	The DMC Chair wrote to Councillor Observers with a reminder about attendance.

CAMDEN TOWN DMC ACTIONS – 6 MARCH 2024

Item	Action	Responsible Individual/Department	Comments
CT/0624/01	<p>Registration of TRAs</p> <p>The DMC asked that officers seek to undertake work 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.</p>	Tenant Participation	<p>TP officers have and will continue to engage all TRAs, in particular those whose registration has lapsed, offering support to hold a successful AGM and reregister.</p> <p>Work is also in train to explore establishment of new TRAs and other resident groups where there has been expression of interest or a potential.</p>
CT/0624/02	<p>Action Points update - Heating Pool deep dive</p> <p>Further information regarding the follow up session to be provided to DMC representatives.</p>	Tenant Participation	TP officers are working with colleagues to book a follow-up session potentially at the end of May
CT/0624/03	<p>Grounds Maintenance</p> <p>Officers to provide a response regarding whether there was a formal proposal to take estate playgrounds out of the</p>		The new saving from 2024/25 budget setting is an accounting adjustment rather than transferring responsibility. There will be no changes to service provision. Playgrounds are mentioned in government

	responsibility of housing services, should this be the case then what the impact of this would be on the HRA and housing service delivery.		guidance under “amenities”. Operation of the Housing Revenue Account ring-fence - GOV.UK (www.gov.uk)
CT/0624/04	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. Amphill Square Estate).	Emma Cardoso Team Leader Finance (HRA & Capital Works)	Finance officers confirmed the cost of the lighting in question is charged to HRA as it is housing land. This would be recovered as part of either Tenant communal lighting service charge or Leaseholders communal lighting service charge.
CT/0624/05	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.	Paul Mchugh/Sim Dhinsa Programme Managers Capital Works	Heat Meters are very site specific. Officer will need to know the site in question or potential site in order to offer a response on issues affecting possible install.
CT/0624/06	Housing Transformation programme 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.	Maria Jacobs Head of Neighbourhoods	This information is unlikely to be available before September 2024. In any event, information cannot be shared until the prerequisite consultation with affected staff, union and HR has been exhausted.
CT/0624/07	The Council was seeking to revise its Allocation Scheme and officers would confirm the time-line regarding this.	Gerry Crowley Head of Allocations/Letting and Private Housing Services	The Council is currently seeking to implement minor changes to the Allocations policy. Over the next 12-18 months we will be scoping and consultation on major changes to the scheme.
CT/0624/08	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	Scot Reid Head of Property Customer Services Engagement	Following this helpful feedback, a revised messaging version was recorded and uploaded onto the repairs telephone system option. We will continue to review this.

CT/0624/09	<p>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 with the Council's website.</p>	<p>Director of Housing/Director of Property Management</p>	<p>Officers are working on the best possible option to achieve this and testing new analytical software that brings the required information together. It is expected a dashboard report on housing and property services KPIs should be available for the September round of DMC meetings</p>
CT/0624/10	<p>Community Safety Update</p> <p>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.</p>	<p>Patrick Coulson / Shaheda Rahman Community Safety Managers</p>	<p>The Council's Community Safety and Enforcement team, alongside the Metropolitan Police have been taking proactive steps to address various issues in Camden Town and its surrounding areas. Information has been shared on matters such as unlicensed street trading, drug dealing, and busking which demonstrates a comprehensive approach to enhancing public safety and quality of life.</p> <p>A working group has been created to bring different services together to create a cohesive approach to the issues within Camden Town. The group consists of Police, Council departments such as Licencing and Community Safety, Camden Town Security services and landowners such as the River Trust. This working group has led to successful operations which have combated counterfeit goods sold on the High Street and other issues such as encroachment.</p> <p>The involvement of outreach services such as Routes off the Streets (RTS) and Operation Adder highlights a commitment to addressing underlying issues such as homelessness and substance abuse. Operation</p>

Adder's focus on understanding the root causes of substance abuse and providing support is crucial for creating sustainable solutions.

The introduction of Operation Addax, a locally run initiative targeting drug distribution, demonstrates adaptability and responsiveness to emerging challenges. Utilising covert patrols and leveraging local knowledge shows a strategic approach to enforcement efforts, resulting in significant arrests and seizures.

The increased visibility of Town Centre Team officers, Emergency Response Policing Team support and our Community Safety and Enforcement Team (CSEO) has coincided with a decline in robbery and a levelling off in Knife enabled Crime (KEC) and Violence with Injury (VWI) offending across the Camden Town Centre footprint. There will be other factors influencing the decline, but it was noted at our last joint meeting with Police Partners that stop and search has been linked to declines in KEC. One of the key hotspots that was driving robbery offending was KOKO nightclub. This is no longer a hotspot and the increased CSEO and police presence has been noted by the venue and large groups gathering to sell Nitrous Oxide (NOS) canisters who were also involved in robbery are no longer present.

The ongoing collaboration with the Metropolitan Police's Safer Neighbourhood teams indicates a commitment to sustaining and expanding the positive impact of these initiatives. By working together, the Council, Police and partner agencies can continue to make meaningful progress in enhancing community safety and well-being in Camden Town and its surrounding areas.

With the recent tensions in the Palestine/Israel which has had a knockon affect within London as a whole,

			has strained policing resources since last year, the CSEO have begun planning days of action within Camden Town. By establishing set dates during the summer months, we can efficiently allocate resources and carry out partnership actions and patrols, enhancing community safety.
GOSPEL OAK DMC ACTIONS – 7 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
	Update on Housing Transformation Programme		
GO/0724/01	The Head of Property Customer Services and Engagement agreed to share an update on discussions arising from the housing resident panel.	Thomas Broad Engagement Manager Property Services	We have always been open and transparent about the work of the housing resident panel by making this available as a link on our website. At the latest meeting, the Chair of the Hampstead DMC provided an overview to the panel of the work of the DMCs - Camden Housing and property residents panel - Camden Council
GO/0724/02	The Landlord Services Manager agreed to share a timetable of street property engagement in relation to the resident participation strategy.	Deana Taziny Housing Services Manager	<p>From April to September 2024, Intensive Tenant Engagement programme (ITE) will focus on our 3,920 street property tenants, and small blocks estates, as we begin Phase 2 of the programme.</p> <p>To date informal conversations have been held at 43 estates and clusters of street properties during our Estate Action Days and Door Knocking.</p> <p>Officers completed a pilot of door knocking on both street properties and small estates in Frognaal Ward, whereby tenants were written to in advance and officers held conversations, delivered leaflets signposting tenants to various services.</p> <p>The ITE Team will now be visiting tenants on a district approach, first visiting the West, followed by North, South, East and Central, with an Action Day planned after each neighbourhood district is</p>

			completed. See table of proposed dates: Phase 2 Door Knocking and Action Day Dates
CCTV and Responsive Security Patrol Update			
GO/0724/03	The Head of Property Customer Services and Engagement agreed to share an update on the CCTV replacement programme in the June round, including the criteria required for a replacement.	Deborah Pyne CCTV Governance and Data Protection Manager	<p>Criteria of upgrade:</p> <ul style="list-style-type: none"> • Replacement of an existing 20 plus year old system and obsolete assets. Newer, more reliable technology - future proofing <p>Cameras covering:</p> <ul style="list-style-type: none"> • Entrances/exits • Interior main communal ground floor of building where required (includes some stair access points) • Existing lift cameras • specific roof access to CCTV assets • Dedicated CCTV server rooms on estates • Locations on identified upgrade estates specifically identified by Community Safety • External dedicated estate MUGA/Play areas • External/underground car parking where required • External estate grounds where required • Total integration with CCTV control room. Live feeds 24/7/365, Remote downloads • Replacing existing cameras with new state of the art cameras to handle light contrast sources/high low light performance. Provides higher quality, superior images day and night • Extended CCTV coverage on existing sites • Dedicated CCTV High bandwidth wireless network ring across the borough (Northern, Southern and Central). Future proofing dedicated CCTV network - ability to cultivate network • No dependency on electrical supply – greater flexibly use and autonomy

			<ul style="list-style-type: none"> • Faster footage processing to police, council and third parties • Reduced maintenance and economical parts <p>Upgrade progress can be found and tracked on Camden Website CCTV Upgrade Camden Website</p>
GO/0724/04	The Estate Parking and Access Manager agreed to provide an update on the traffic management order consultation happening on Southend Close	Andy Foster Estate Parking and Access Manager	I have been advised that 10 comments were received through the statutory consultation and all 10 have been answered. If there are further questions these can be emailed to me and I will answer them or seek advice from colleagues where these are more complex.
	Gospel Oak DMC Budget		
GO/0724/05	The Head of Property Customer Services and Engagement agreed to bring clear guidance on the bidding process for DMCs to the June meeting.	Deana Taziny Housing Services Manager	The current application process including guidance will be shared with reps along with this action and is readily available via housing and TP teams. Officers have committed to working with reps to review the application process to then bring a proposal to DMC at the June round.
HOLBORN DMC ACTIONS – 13 MARCH 2024			
Item	Action	Responsible Individual/Department	Comments
	Housing Transformation Programme		
HOL/1324/01	Head of Repairs & Operation to follow up issues raised at the walkabout of Tybalds Estate in November 2023.	Tony Castle Head of Repairs & Operations	The Repairs raised from the walkabout are now completed from a repair's perspective.
HOL/1324/02	Director of Property Management to meet with Brunswick TRA representatives to discuss issues.	Gavin Haynes Director of Property Management	Date to be confirmed subject to diary but likely to be early July.

HOL/1324/03	Details on the payments to members of the Residents Panels to be circulated to the Committee.	Thomas Broad Engagement Manager Property Services	Each panel member receives a £40 Love2Shop shopping voucher for each meeting they attend.
HOL/1324/04	Problems with the phone lines to the contact centre, such as calls being cut off, to be reviewed.	Scot Reid Head of Property Customer Service	Typically, up to 500,000 calls can be received on the main Camden 4444 telephone number per year, so we need to be provided with specific dates/times of calls being cut to advise what may have gone wrong. In general terms, the current phone system works as designed. However, the existing telephony platform is hosted on a local IT server, which has caused problems, when this occurs, it may affect call waiting. We are migrating our telephony platform to a cloud-based solution, which should be in place by this Summer. This should increase reliability.
HOL/1324/05	Judith Milner (Landon House resident) to send details of an elderly resident experiencing noise nuisance so that the Landlord Services Manager could look into the case.	Stephanie Marsh-Aldis Landlord Services Manager	Details were received and passed onto the NHO and Neighbourhood Manager so a home visit could be arranged.
HOL/1324/06	The Landlord Services Manager requested details of a case of noise nuisance at Derby Lodge so that progress could be investigated.		The TRA representative has been emailed for more details as I did not receive a phone call direct from the resident despite passing on my phone number after the meeting.
HOL/1324/07	The link to the microsite with Resident Panel papers to be circulated to the Committee.	Thomas Broad Engagement Manager Property Services	See action ref: GO/0724/01 Camden Housing and property residents panel - Camden Council
Stock Condition Survey, Development of the Capital Programme, Fire Safety Works			
HOL/1324/8	The Director of Property Management to circulate contact details to the Committee so that residents who wished to could be advised how to access the survey results for their home online.	Gavin Haynes Director of Property Management	Officers have advised residents can request a copy of the survey of their block by email to: Assetmanagement.surveys@camden.gov.uk
HOL/1324/09	A report on the proposed rolling condition survey to be scheduled for June or September 2024.		Officers have committed to providing a report at the September 2024 round of DMC meetings.
HOL/1324/910	Officers to discuss questions regarding why battery powered fire alarms were not a	Susanne Afra Head of Capital Works	Hard wired alarms are recommended in line with the British standard.

	specified option for concrete housing blocks in Camden.		
HOL/1324/11	Officers to review the fire doors on the Brunswick Estate with regard to access for elderly or disabled residents.		FRA Programme Manager and Fire Safety Advisor to follow up with the TRA on this point.
	Estate and Off-Street Parking Strategy		
HOL/1324/12	The reported parking bays at Tybalds being sub-let via the JustPark website would be investigated to identify progress.	Jayne Seaman Parking, Access & Garages Team Leader	Initial investigations have not identified any parking spaces on the Just Park App at present. Parking officer for the estate, Muhammed Miah, has been in contact with Just Park previously and advised them to take down various sites within Holborn from their web app. We will continue to investigate other parking apps. Any residents found to be subletting parking spaces will lose their space.
HOL/1324/13	Officers to arrange for additional checks on illegal street parking at Flaxman Court subject to residents providing more details.		Street parking is not within the remit of the estate parking & access team. This would need to be addressed by colleagues in street parking.
HOL/1324/14	The Principal Caretaking Manager to do a site visit to Flaxman Court to explore whether entry measures such as fob access would be feasible.		There is already fob access on vehicle gates and entry doors so will arrange a joint visit with Dilip to ascertain what is required following discussion with TRA.
HOL/1324/15	The Principal Caretaking Manager to chase contractors on broken gates at the Brunswick Estate.		At the time of this response the gates were working and operational.
HOL/1324/16	Officers requested details from a Brunswick TRA representative on having received an additional charge for a car over five years of age although it was a low emission car, so that the charge could be investigated.		Need to contact TRA representative in question so that we can obtain breakdown of charges from rent service team. Muhammed Miah, parking officer for Brunswick will make contact and investigate.
HOL/1324/17	The Principal Caretaking Manager to email the Falcon TRA representative to arrange a site visit on parking issues.		Falcon pocket park has been agreed. There are a couple of cars illegally parking that require moving however we are not able to tow or remove the vehicles from our land. We have sent enforcement officers to ticket them and will be following up with DVLA to obtain keeper details so that we can make contact with them.

HOL/1324/18	The Principal Caretaking Manager to do a site visit to Dudley Court and investigate the lack of repair of the car park roller blind with the contractor.		Still investigating issues with roller shutter, enquiry into concerns raised are taking longer than anticipated but as so as I have an update I will advise all concerned parties.
	Local Issues		
HOL/1324/19	The Community Safety Officer who had managed to resolve issues at Winter Garden House to meet with Powis House residents on anti-social behaviour.	Claudio da Silva Pinheiro Community Safety Officer	The issues reported by residents of Powis House were noise related and will be investigated by the Neighbourhood Housing Officer.
HOL/1324/20	Officers to feedback that the Responsive Security Patrol should be more easily accessible when calling the Council's contact centre, and to query what residents should do if they need immediate action.	Stephanie Marsh-Aldis Landlord Services Manager	I am liaising with the Out of Hours Service and RSP to see if any improvements can be made. Philip King advised TRA reps at the meeting he can provide contact info for notice boards regarding how to report ASB.

HAMPSTEAD DMC ACTIONS – 14 MARCH 2024

Item	Action	Responsible Individual/Department	Comments
	Housing Transformation Programme		
HAM/1424/01	Clarification to be obtained as to why heat meters at Webheath were not in operation.	Susanne Afra Head of Capital Works	Heat Meter Project Manager has followed up on this point.
	Community Safety Update		
HAM/1424/02	Information to be provided about how Deaf residents could report crime and ASB.	Sonia Mason Community Safety Team Lead	Information provided. CC also shared information with Housing.
	Local Issues		
HAM/1424/03	Officers agreed to work with Veolia to improve recycling collection at West End Sidings estate	Jayne Seaman Principal Lead Officer for Parking & Access	Short term resolution on tackling illegal parking to not only keep residents on the estate safe but also to facilitate refuse collections will require collaborative working with Veolia, caretaking team, estate parking team, NHO's and our enforcement contractor NSL. I

			<p>will set up a joint meeting to look at ways to move forward, I will write to all residents on the estate regarding illegal parking and remind them of the dangers of parking irresponsibly on the estate. I will include a map of the locations where parking was previously removed, following instruction from London Fire Brigade, as some residents may not be aware of these locations. Issues with refuse vehicles accessing the estate requires some additional works, possibly some sort of physical obstruction to prevent parking in keys areas throughout the estate. Removal of wooden bollards on the pavement would be counter intuitive as they were installed to prevent illegal parking on the pavement and to protect pedestrians. Targeted enforcement will continue on the estate, and we will address persistent offenders by any means available to us. Long term solution is the introduction of the traffic management order however as this is not likely to be in place until later in the year, I acknowledge that interim measures are required urgently.</p>
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