

ACTION POINTS ARISING FROM SEPTEMBER 2024 DMC MEETINGS

KENTISH TOWN DMC ACTION – 03 SEPTEMBER 2024			
Item	Action	Responsible Individual/Department	Comments
KT/0924/01	To check on the progress of the letter sent to the Government by the Leader, regarding HS2 and Social Housing.	Tenant Participation	Officers can advise the Leader of the Council Richard Olszewski wrote to three ministers on the 18 th September and is awaiting responses.
KT/0924/02	To write a letter to the Chief Executive, relevant Directors, and Leader of the Council to ascertain why the reports were not provided and to express disappointment that the reports that were requested well in advance had not been produced.	DMC Chair/Vice-Chair	The Chair wrote a letter on behalf of the DMC on 5 September 2024. A response was received on 6 September 2024.
KT/0924/03	Provide an update on the matched funding for the Peckwater Estate MUGA project	Josef Thomas Principal Participation Officer	Josef spoke to Jane 11 th September 2024 to update. Meeting set with Arsenal and Adidas at Peckwater Estate end of September. Josef – 20.09.2024
KT/0924/04	Information report on the work that was underway to tackle arrears and requested a report be provided, including information on why the arrears were increasing.	Sean Scott Head of Leaseholder Services and Housing Income	A detailed response was sent via email to all reps on Friday 4 th October 2024
KT/0924/05	Information on how downsizing incentives were funded.	Gerry Crowley Head of Allocations, Lettings and Private Housing Services	Downsizing incentives are funded through the Housing Revenue Account.
KT/0924/06	Standing item under Local Issues on the Regis Road redevelopment be provided to each future meeting of the Kentish Town DMC.	David Burns Direct of Economy, Regeneration & Investment	A report will be provided for the December round of DMC meetings

CAMDEN TOWN DMC ACTIONS – 04 SEPTEMBER 2024

Item	Action	Responsible Individual/Department	Comments
CT/0924/01	Missing reports The DMC agreed to take up the offer of having a special meeting to consider the outstanding Voids and lifts papers, and suggested that the meeting could also cover the issue of communications with tenants and residents.	<p style="text-align: center;">Stanton La Foucade Tenant Participation Coordinator</p>	Officers have committed to having these reports available by 14 th October with a tentative date of 29 th October for meeting when they can be presented to reps for discussion.
CT/0924/02	Heating Pool meeting Officers were looking at holding a meeting in October regarding the proposals relating to the operation of the heating pool.		Officers have offered, and are preparing a follow up meeting on 17 th October. Slide-deck will be shared beforehand.
CT/0924/03	Special Grants Scheme Officers would consider whether this scheme should be revised to allow those TRAs who did not have access to other resources to have trips fully funded, along with the overall budget level available to fund such requests.		This will be considered with the service review currently in progress and due to complete in the new year.
CT/0924/04	DMC Bid application form Officers would circulate the mapping process and application form in its new format as it had not come out clearly in the agenda papers.		The revised guidance, application and evaluation forms were sent to reps by email on 11/09/24
CT/0624/05	Major Works Officers agreed to provide information regarding whether Three Fields Estate were part of any major works proposals going forward, and if not why that was the case.	<p style="text-align: center;">Paul Cansick Property Data, Programmes & Systems Team Leader</p>	Major works to 1-20 Brierfield, 1-24 Foxfield and 1-71 Fairfield FRA works are being carried out 1-20 Brierfield are having self closers to

			<p>flats 6, 7,10,11,14,15,18 and 19 as well as the removal of security gates from flats 8, 9,13,15,16 and 17</p> <p>1-24 Foxfield - signage for flat numbers to be provided, as well as the removal of security gates from flats 12 and 19</p> <p>1-71 Fairfield - the removal of security gates from numerous flats</p> <p>Wall finishes are to be considered for 2028, as well as windows in 2028 at 1-71 Fairfield</p> <p>The roofs at all three blocks are due to be considered for works in 2032</p>
	Cabinet Member Better Homes update		
CT/0624/06	An update regarding the Ampthill Square community safety action plan.	<p>Albert Simango Community Safety Team Leader</p>	Residents and other stakeholders will be contacted W/C 14 October 2024 by the newly appointed Anti-Social Behaviour Officer Peter Mitchell to resume work on the action plan which was temporarily paused at the end of July.
CT/0624/07	Information regarding the total amount that was being spent regarding temporary accommodation in Camden, along with how much the Government and the Council were each funding.	<p>Gerry Crowley Head of Allocations, Lettings and Private Housing Services</p>	The procurement and provision of nightly temporary accommodation in pursuance of the Council's statutory duties in 2023/24 was approximately £9m.
CT/0624/08	The actual number of those rough sleeping on the single night count undertaken in February 2024, along with the figures for 2023, 2022 and 2021.	<p>Simone Melia Head of Housing Solutions</p>	<p>2024: 112</p> <p>2023: 63</p> <p>2022: 48</p> <p>2021: 40</p>

CT/0624/09	An update on the work of the ASB Task force to be included in the next Cabinet Member report to the DMCs.	<p style="text-align: center;">Patrick Coulson Community Safety Manager</p>	<p>The taskforce recently got approval to publish the new Anti-Social Behaviour Policy which covers both Community Safety and Housing, clearly setting out the ASB Task force's response to Anti-Social Behaviour. A copy can be seen here Antisocial Behaviour Policy - Camden Council</p>
CT/0624/10	An update regarding the position of Personal Evacuation Plans (PEEPs) in relation to fire safety.	<p style="text-align: center;">Michal Jankowski Head of Building Safety</p>	<p>Currently, there are no legislative requirements to implement PEEPs in residential housing (general needs housing). This is a complicated matter because PEEPs require detailed plans explaining how a vulnerable person will be evacuated (e.g. Via use of an evac chair etc).</p> <p>In general needs housing, due to a lack of permanent staff on site, there is insufficient practical means of evacuating anyone. Additionally, most of our blocks are based on the stay-put policy evacuation strategy. This means that the Fire and Rescue Service attending to an incident would be in control of that building, and any potential full-scale evacuation would be ordered by them. If anyone were to be rescued as a result, the London Fire Brigade (LFB) would manage such activity under their Rescue policy.</p> <p>Therefore, what Camden is currently implementing is a process based on analysis of our vulnerable residents</p>

			<p>across the high-rise buildings, with an aim to undertake a person-centred fire risk assessment (PCFRA), evaluate each person's risk exposure, and develop suitable and practical control measures. Additionally, the risk rating will be shared (anonymously) with the LFB through the inclusion of block plans in Secure Information Boxes (SIB's). Once this has been completed successfully, the project will be evaluated and considerations will be made on how best this can be rolled out to low-rise blocks, including street properties.</p> <p>PCFRAs will be offered to all residents, regardless of the building they live in, if a referral is made to the Fire Safety Team. However, as SIB boxes only feature on high-rise blocks, this information will only be included for those blocks.</p>
CT/0624/11	The cost of the fire safety programme for the Council	<p>Paul Cansick Property Data, Programmes & Systems Team Leader</p>	<p>Cost as follows: -</p> <p>FRA Works (excluding Chalcots) Spend in prior years to end 2023'24 - £ 36,120,715 Budget 2024'25 - £ 18,622,830 Spend to date in 2024'25 - £ 4,752,031</p> <p>Future Budgets 2025'26 to 2027'28 - £ 36,146,738</p> <p>Chalcots Spend in prior years to end 2023'24 - £ 116,116,433 Budget 2024'25 - £ 49,905,421</p>

			<p>Spend in 2024'25 to date - £ 28,690,385</p> <p>Future Budgets 2025'26 to 2027'28 - £ 4,360,909</p>
CT/0624/12	Information on the fines accrued from private rented sector landlords, overall figure and what budget do the fines go into.	<p>Gerry Crowley Head of Allocations, Lettings and Private Housing Services</p>	<p>In 2023/24, £431,489 in Civil Penalty Notice fines was paid to the council, an increase of 66% from 2022/23. Regulations require the Council to utilise revenue from CPN fines to fund the cost and expense of its enforcement functions in relation to the private rented sector under the Housing Act 2004 and the Housing and Planning Act 2016.</p> <p>Recovered penalties are currently being used to support additional enforcement activities within the Private Sector Housing Service and funding housing focused Trading Standards Officers.</p>
CT/0624/13	Information to be provided regarding how a tenant and resident can find out whether there home has any asbestos, and whether that information is in a single place that could be easily accessed by them.	<p>Susanne Afra Head of Capital Works</p>	<p>Any enquiries regarding asbestos should be sent to AsbestosCompliance@camden.gov.uk</p>
	Local Issues		
CT/0624/14	<p>Local Labour Force Motion</p> <p>The DMC asked to be provided with information regarding a breakdown of the Repairs Budget in relation to how much of the budget was being provided in-house and how much was provided by contractors.</p>	<p>Tony Castle Head of Repairs Operations</p>	<p>Please see full response at the end of the table.</p>

CT/0624/15	The DMC also asked for information on the cost of the out-of-hours contact, the hourly rate and the value for money judgement on the contract, along with whether this could be better done in-house.		Except for some longer duration jetting works, out of hours are delivered in house. There are caveats here around the availability of DLO. There are ongoing and extensive talks with HR, Trade Union representatives and senior management. Where there are no DLO to cover these periods then the council have no alternative other than to outsource to its procured partners to ensure emergency situations are covered.
CT/0624/16	That the motion set out above be agreed and asked for a report back to the DMCs on the proposals in the motion, along with the details on the planning application and proposals for the site once the information was available.	David Burns Direct of Economy, Regeneration & Investment	A report will be provided for the December round of DMC meetings

GOSPEL OAK DMC ACTIONS – 05 SEPTEMBER 2024

Item	Action	Responsible Individual/Department	Comments
	Minutes and Progress Report		
GO/0924/01	An update on Maitland Park Community Centre	Steve Downes Head of CIP Development	<p>Letting process re-commencing with the aim of selecting a VCS organisation who can share the space with the TRA, and take on the management responsibility and costs. Advert is due to go out in November.</p> <p>The Maitland Park TRA have been asked to join the process to help select an operator.</p> <p>The TRA are using the space for meetings in the interim until the space can be let.</p>

	Cabinet Member for Better Homes Update		
GO/0924/02	Officers agreed to share the link to details of tenant satisfaction measures that had been implemented.	Robert Quaye Senior Tenant Participation Officer	<p>The correct and relevant access link has been emailed out to Gospel Oak DMC members on 02.10.24.</p> <p>Previous access issues were due to Gov.uk technical difficulties, which have now been resolved.</p>
GO/0924/03	Officers agreed to provide an update on the empty block in West Kentish Town estate	Steve Downes Head of CIP Development	<p>Officers in the CIP team have advised as below;</p> <p>UCL owns Hawkridge House site and is in negotiations with a developer about the sale of Hawkridge House. The future of the property will therefore depend on the developer's aspirations for the site and the outcomes of any discussions with the planning service about future development if they seek to make changes to the building.</p> <p>The building sits next to the WKTE development but is not in Camden's ownership. Once any development proposals start to move forward there will be an expectation from the planning service that the developers engage with the public and local stakeholders on their ideas.</p>
	Local Issues		
GO/0924/04	The Committee asked for an update on the future of Holmes Road Depot	David Burns Direct of Economy, Regeneration & Investment	A report will be provided for the December round of DMC meetings

GO/0924/05	<p>The Committee requested an update on where the Council was with creating personal emergency evacuation plans (PEEPs) for disabled residents and also whether PEEPs were created for those in street properties.</p>	<p style="text-align: center;">Michal Jankowski Head of Building Safety</p>	<p>Currently, there are no legislative requirements to implement PEEPs in residential housing (general needs housing). This is a complicated matter because PEEPs require detailed plans explaining how a vulnerable person will be evacuated (e.g. Via use of an evac chair etc).</p> <p>In general needs housing, due to a lack of permanent staff on site, there is insufficient practical means of evacuating anyone. Additionally, most of our blocks are based on the stay-put policy evacuation strategy. This means that the Fire and Rescue Service attending to an incident would be in control of that building, and any potential full-scale evacuation would be ordered by them. If anyone were to be rescued as a result, the London Fire Brigade (LFB) would manage such activity under their Rescue policy.</p> <p>Therefore, what Camden is currently implementing is a process based on analysis of our vulnerable residents across the high-rise buildings, with an aim to undertake a person-centred fire risk assessment (PCFRA), evaluate each person's risk exposure, and develop suitable and practical control measures. Additionally, the risk rating will be shared (anonymously) with the LFB through the inclusion of block plans in Secure Information Boxes (SIB's). Once this has been completed</p>
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			<p>successfully, the project will be evaluated and considerations will be made on how best this can be rolled out to low-rise blocks, including street properties.</p> <p>PCFRAs will be offered to all residents, regardless of the building they live in, if a referral is made to the Fire Safety Team. However, as SIB boxes only feature on high-rise blocks, this information will only be included for those blocks.</p>
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HOLBORN DMC ACTIONS – 10 SEPTEMBER 2024

Item	Action	Responsible Individual/Department	Comments
	Works Communication to Tenants and Residents		
HOL/0924/01	Further detail to be provided on the contractual requirements for communications with tenants and residents.	Thomas Broad Consultation and Engagement Manager	The standard we hold our contractors to (as regards communication with residents) is measured by whether or not residents themselves feel communication from the contractor to be good enough, this relayed in the form of satisfaction surveys. We target contractors to achieve a minimum of 75% resident satisfaction.
HOL0924/02	Officers to follow up on concerns about the progress of snagging works at Falcon House, and issues with allocating responsibility for repairs during capital works.		This has been fed back to the head of capital works to follow up with the project manager.
HOL/0924/03	Officers to follow up on duplicate correspondence being sent to Judith Milner, Langdon House.		This matter has been raised with leasehold colleagues who will action accordingly.
HOL/0924/04	The Consultation and Engagement Manager would follow up on timelines and notice periods for the Birkenhead renovations with		Residents will be informed of works with a minimum of 2 weeks notice. For larger and more disruptive or impactful works we will

	the Head of Capital Works.		give as much additional notice as we can.
Update from Cabinet Member for Better Homes			
HOL/0924/05	<p>The Cabinet Member for Better Homes to investigate the removal of a kitchen and bathroom from a void property on the Tybalds Estate if more details could be provided by the TRA. Update to action – address details now supplied.</p>	<p>Tony Castle Head of Repairs Operations</p>	<p>The property required a renewal of the kitchen and bathroom due to non-standard items installed by the previous tenant, which did not comply with Housing Health and Safety Rating System (HHSRS) standards to ensure any future repairs will be maintained by our Repairs team.</p> <p>Below is a summary of the work carried out:</p> <p>Kitchen Renovation:</p> <ol style="list-style-type: none"> 1. Rewiring and Electrical Upgrades: <ol style="list-style-type: none"> a. The kitchen circuits were rewired and the Consumer Control Unit (CCU) was upgraded. We also installed a fused spur for ignition and an extractor fan, as these were missing. b. New electrical sockets were added above the worktops for convenience. 2. Kitchen Units: <ol style="list-style-type: none"> a. New kitchen wall and base units were installed to replace missing units, ensuring proper storage space for future tenants. 3. Taps, Sink, and Plumbing: <ol style="list-style-type: none"> a. The non-standard taps and sink, as well as an improperly installed flexi connection under the sink, were replaced with standard, compliant fixtures. 4. Cooker Space: <ol style="list-style-type: none"> a. The cooker space was repositioned to a safer and more practical location in the kitchen. 5. Flooring: <ol style="list-style-type: none"> a. The laminate flooring under the kitchen units was removed and replaced with

			<p>durable vinyl flooring.</p> <p>6. Fire Safety:</p> <p>a. A fire-rated board was installed in the wall between the kitchen and living room to improve fire safety compliance.</p> <p>Bathroom Renovation:</p> <ul style="list-style-type: none"> • Non-standard fixtures in the bathroom were replaced, and plumbing and ventilation were upgraded to meet safety regulations. <p>Gas Meter and Electric Cooker:</p> <p>As the gas meter has been removed, a new electric cooker will be installed as a gift for the new resident, ensuring their convenience and safety.</p>
<p>HOL/9724/06</p>	<p>Officers to investigate the issue of contractors carrying out potentially unnecessary tests on a regular basis, charging the Council and leaseholders.</p>		<p>The enquiry is too vague to give a direct response. However, FLAGEL compliance is an essential part of being a compliant landlord. For FLAGEL based contracts servicing (AKA Testing) is of a prescriptive nature based on legislative need. Additionally, orders are compared by AM colleagues at regular monthly meetings.</p> <p>If the panel has specific examples, then I would be happy to either explain or investigate.</p>
<p>HOL/0924/07</p>	<p>The Cabinet Member for Better Homes offered to follow up on questions about the new online reporting system if Andrey Kobilnyk emailed with further information.</p>	<p>Scot Reid Head of Property Customer Service & Engagement</p>	<p>Our new Online Repairs Portal is nearly ready to launch, for residents to report and track their own repairs 24/7. It's replacing the housing repairs part of the Camden Account (but the Camden Account will still be there for all the other things it does). The new Repairs Portal will let you report more repairs more easily, including most communal repairs, and you'll be able to check status updates of your repair online.</p>

			<p>One of the things we're proudest about in Camden is the strength we draw from our diversity as a borough, and it's crucially important to us that we support all of our residents from every background. We've taken time and care to make sure the new system is straightforward, easy to use, and fully accessible, drawing on the experiences and needs of our residents, and the practical feedback of people who have been using this same system in many other councils and social housing providers. One of the things we're introducing alongside the Repairs Portal is instant support over live chat while using the Portal – if you're struggling with it, or if it's not working like you expect, then during normal working hours you'll be able to click straight through to a real live person who can help. We've been testing the new system with residents since the beginning of 2024, and now we're keen to give DMC reps access to the new system before it goes live. We'll be holding sessions where reps can see what it looks and feels like, how it works, and how much easier it is to use. We're really interested to find out what you think, and hear your feedback. If you'd like to book a space on one of these sessions, please register your interest online at https://forms.office.com/e/3YKVFwvFHV</p>
HOL/0924/08	<p>The Chair suggested that DMC meetings might need to be rescheduled to enable sight of reports on the Housing Asset Management Strategy and Capital Programme and on the Medium Term Financial Review before Cabinet decisions on 11 December 2024.</p>	<p>Stanton La Foucade Tenant Participation Co-ordinator</p>	<p>This concern will be addressed at the next DMC chairs agenda setting meeting with the cabinet member</p>
HOL/0924/09	<p>Information on retrofitting and work to inform a new approach to participation to be brought to a future meeting.</p>	<p>Susanne Afra Head of Capital Works</p>	<p>An update can be provided for a future meeting.</p>

	KPI Dashboard		
HOL/0924/10	A catalogue of local performance indicators to be provided, along with a progress update on their development and an overview of how they are organised.	Maria Jacobs Head of Neighbourhoods	Existing KPI's are already shared on the DMC microsites. New ones will be added as we develop them.
	Action Points Update		
HOL/0924/11	Cabinet Member for Better Homes to provide an update on heating charges and support for residents in debt.	Sean Scot Head of Leaseholder Services and Housing Income	We had the Deep Dive last week and will be providing an update to DMCs in January on the heat scale charges for 25/26, after we receive pricing info from Laser
HOL/0924/12	Officers to share when the current rent settlement would end.	Maria Jacobs Head of Neighbourhoods	Current rent settlement will end in 2025/2026. The government will consult on new rent settlement.
	Any Other Business that the Chair Considers Urgent		
HOL/0924/13	A report to be provided on the future of the Holmes Road depot.	David Burns Direct of Economy, Regeneration & Investment	A report will be provided for the December round of DMC meetings
HAMPSTEAD DMC ACTIONS – 12 SEPTEMBER 2024			
Item	Action	Responsible Individual/Department	Comments
HAM/0924/01	Officers to provide information on how to report ASB It was noted this was an action from the June round, Officer agreed to circulate the new leaflets was being designed at the time	Sonia Mason Community Safety Manager	<ul style="list-style-type: none"> Residents are encouraged to report ASB via the following ways: Complete our online form to report anti-social behaviour Phone: 020 7974 4444 (9am to 5pm Mon- Fri.) If you're a Camden council tenant or

			<p>leaseholder and the antisocial behaviour is happening on council estate between 4pm and 4am you can call the Responsive Security Patrol on 020 7974 4444 (every day)</p> <p>Quick comms leaflets will be circulated once they have been finalised by the design team.</p>
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CT/0624/14	<p>Camden Town DMC Actions - Local Labour Force Motion</p> <p>The DMC asked to be provided with information regarding a breakdown of the Repairs Budget in relation to how much of the budget was being provided in-house and how much was provided by contractors.</p>	<p>Tony Castle Head of Repairs Operations</p>	<p>Please see full response below.</p>
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Camden Repairs (DLO) subcontractor usage

D2D Responsive Repairs

April 2023 - August 2024

Financial value (split by completion date)

Group Responsive Rej

Visit count (split by completion date)

Group Responsive Repa

Row Labels	DLO	Subcontractor	DLO % Split
<input type="checkbox"/> 2023-24			
Apr	616,040	427,389	59%
May	641,387	503,462	56%
Jun	722,102	581,428	55%
Jul	698,609	475,552	59%
Aug	673,097	409,774	62%
Sep	717,406	590,551	55%
Oct	793,737	743,503	52%
Nov	795,722	603,448	57%
Dec	601,278	356,526	63%
Jan	793,678	530,336	60%
Feb	737,981	356,455	67%
Mar	610,663	173,476	78%
2023-24 Total	8,401,699	5,751,900	59%
<input type="checkbox"/> 2024-25			
Apr	784,161	272,633	74%
May	865,708	252,094	77%
Jun	895,039	327,674	73%
Jul	1,015,665	263,343	79%
Aug	740,764	117,798	86%
2024-25 Total	4,301,337	1,233,542	78%
Grand Total	12,703,035	6,985,443	

Row Labels	DLO	Subcontractor	DLO % Split
<input type="checkbox"/> 2023-24			
Apr	3,959	320	93%
May	4,129	405	91%
Jun	4,589	520	90%
Jul	4,532	428	91%
Aug	4,492	386	92%
Sep	4,629	435	91%
Oct	5,348	495	92%
Nov	4,835	382	93%
Dec	3,833	353	92%
Jan	4,885	446	92%
Feb	4,386	465	90%
Mar	3,917	285	93%
2023-24 Total	53,534	4,920	92%
<input type="checkbox"/> 2024-25			
Apr	4,601	415	92%
May	4,334	373	92%
Jun	4,304	287	94%
Jul	4,597	343	93%
Aug	3,590	223	94%
2024-25 Total	21,426	1,641	93%
Grand Total	74,960	6,561	