

ACTION POINTS ARISING FROM NOVEMBER 2024 DMC MEETING

GOSPEL OAK DMC ACTIONS – 28 NOVEMBER 2024			
Item	Action	Responsible Individual/Department	Comments
	Housing Revenue Account (HRA)		
GO/1124/01	Officers agreed to provide information about rent payments at the start of a tenancy. (believed there is that it was a requirement to pay for 2 months rent at the start of a tenancy?)	Graeme Jones Neighbourhood Housing Manager	As per the tenancy agreement, rent is due in advance, whether paid weekly or monthly. If paying weekly, then a week's rent is due at the start of the tenancy. If paying monthly, then a month's rent is needed. If claiming benefits to cover rent charges, then no advance payment is required.
GO/1124/02	Officers agreed to provide details on window cleaning. Residents had been told that windows without balconies would not be cleaned.	Kevin Murray Contract Performance Manager	The cleaning responsibilities for windows varies depending on the situation, but generally, we clean communal windows. Residents are responsible for cleaning their own windows. For low-rise buildings (up to 5 floors), we have an in-house window cleaning team that

			<p>will clean the windows where access allows. For high-rise buildings, we use an external contractor, who typically performs the cleaning by abseiling.</p> <p>Almost all the windows in the new builds at Maitland Park were designed to be cleaned safely by the residents. Window cleaning may have been included in the service charge estimate; however, when the final accounts for the year ending March 25 are sent out in September, an adjustment would be made to reflect the actual costs.</p>
GO/1124/03	Officers agreed to provide more detail on Appendix A and what service charges were used to pay for.	Emma Cardoso Finance Team Leader – HRA & Capital Works	This is being shared at the January DMC meeting and in the January DMC report.
GO/1124/04	Officers agreed to share links to grounds maintenance contracts.	Tenant Participation	<p>Information on grounds maintenance services and contracts can be accessed through the links below;</p> <p>Parks and green spaces - Camden Council</p> <p>Community Forum - Camden Green Space Maintenance - Commonplace</p>

Housing & Repairs Transformation			
GO/1124/05	<p>Officers agreed to provide an update on 2 Family hostels that residents had been told would be built.</p>	<p style="text-align: center;">Janeth Aguilera Senior Development Manager –CIP Development</p>	<p>Hostels update:</p> <ul style="list-style-type: none"> • The new Temporary Accommodation (hostels) will provide 50 units at 2 Chester Road and 39 units at 248 Camden Road including common areas, staff room and offices. • All units will be self-contained (with fully fitted kitchen and bathroom facilities) and energy efficient. Both hostels will provide amenity spaces for their residents and Chester will offer improvements to the public realm to the north of the site. • Morgan Sindall Construction Ltd has been appointed as main contractor for the delivery of the two hostels and construction works have now started (18th November). • Works are estimated to complete in September 2026. • Consultation is on-going with frequent updates on the website and via

			<p>newsletters; construction working groups are also set up.</p> <ul style="list-style-type: none"> Camden hostel website: Camden Rd hostel redevelopment - We Are Camden - Citizen Space and Chester hostel website Chester Road temporary accommodation - We Are Camden - Citizen Space
GO/1124/06	Officers agreed to circulate information about the objectives of different services within the proposed department model.	<p>Katie Hawthorn Housing Change and Transformation Manager</p>	<p>Details will be provided once the service managers are in post after the restructure, which is expected to be completed by March. Additionally, we will supply an updated list of relevant contacts for each section of Housing.</p>
GO/1124/07	Officers agreed to provide information on funds secured by Gospel Oak and Kentish Town as part of the Government's Levelling Up scheme	<p>Emma Cardoso Finance Team Leader – HRA & Capital Works</p>	<p>Levelling up fund - Camden Council</p> <p>This link has details of the application and what is to be delivered.</p>