

## ACTION POINTS ARISING FROM SEPTEMBER 2022 ROUND OF DMC MEETINGS

HAMPSTEAD DMC ACTIONS – 22nd SEPTEMBER 2022			
Item	Action	Responsible Individual/Department	Comments
	<p><b>Capital Works</b></p> <p>The 50 Fitzjohn's TRA representative said his estate had not had capital works for 40 years and asked how estates could be put on the list for the capital programme. He highlighted problems with windows and doors on the estate.</p>	<p><b>Susanne Afra</b> (Head of Capital Works)</p>	<p>We don't have this estate in the forward programme for works. If there are problems that need to be addressed then please share examples for us to be able to review. Can the TRA representative send these to Susanne Afra.</p>
	<p><b>Caretaking</b></p> <p>The representative from Hilgrove Estate raised concerns about the quality of caretaking. There was also a query about the time at which lights went on and off.</p>	<p><b>Susan O'Hara</b> (Principal Caretaking Manager)</p>	<p>Susan O'Hara carried out an inspection of Farjeon House, week commencing 26 Sep 2022. At that time standards of caretaking were satisfactory. The caretaker manager will be closely monitoring the area to ensure standards are maintained.</p> <p>The lighting timers have been adjusted accordingly.</p>
	<p><b>CCTV</b></p> <p>Sydney Boyd Court and Webheath also raised queries about CCTV and wanted to know about the prioritisation of CCTV installation and when it would be rolled out on their estates</p>	<p><b>Graeme Dyson</b> (Head of Security)</p>	<p>Works are being finished on the southern ring of the wireless transmitter network and work on the northern ring is expected to start in a couple of months' time. Until the northern ring transmitters are connected then the cameras can't be upgraded as there is nothing to connect them to. When we have a clearer timescale from our contractors then we will be in touch base with estates to discuss their individual role out.</p>

	<p><b>CCTV/Repairs</b></p> <p>The Templar House attendees said they wanted to know whether the CCTV on their estate was functional. They raised problems with the hot water on their estate, as it seemed that contractors were only undertaking 'quick fixes' and so the matter was not fully resolved</p>	<p><b>Graeme Dyson</b> (Head of Security)</p> <p><b>Danny Waite</b> (Head of Repairs and Operations)</p>	<p>The CCTV network at Templar House is temperamental and intermittent. the cameras themselves work and record. Templar House will be the site of one of the northern ring CCTV network transmitters, work on the northern ring is expected to start in a couple of months' time and will resolve any issues and be followed with the new camera upgrades.</p>
	<p><b>Local Issues – Chalcots</b></p> <p>The Bray representative raised concerns that the show flats did not seem to be fully completed.</p> <p>People had also not been able to take a companion with them when they visited.</p> <p>He said that people were being asked to make a lot of choices after their visit.</p> <p>He asked:</p> <ul style="list-style-type: none"> <li>• Whether a detailed programme of works was available</li> <li>• Whether the contract had been signed</li> <li>• Whether the design had been finalised</li> <li>• If planning permission had been sought</li> </ul>	<p><b>Astrid Kjellberg-Obst</b> (Project Director, Chalcots)</p>	<p>This was the case for the first week where the new windows were fully installed, but not all the radiator and blind options were fitted and residents who booked their viewing during this week were advised of this.</p> <p>Residents are more than welcome to bring a family member to their show flat viewing appointment of 40 minutes allocated to each household.</p> <p>Residents are welcome to view the show flat more than once and the residents' choice needs to be confirmed at the home visit, which takes place about 6 weeks before the works start in their home.</p> <ol style="list-style-type: none"> <li>1) This is informed by the home visits</li> <li>2) The contract is signed since early February 2022</li> <li>3) The design is final</li> <li>4) Planning permission was sought in January 2021 and approved in April 2021</li> </ol>