

THE LONDON BOROUGH OF CAMDEN

At a meeting of the **HOUSING AND FIRE SAFETY ADVISORY PANEL** held on **THURSDAY, 18TH JULY, 2024** at 6.30 pm in Committee Room 1, Town Hall, Judd Street, London WC1H 9JE

MEMBERS OF THE COMMITTEE PRESENT

Jason McIntyre (Co-Chair), Gulbahar Begum (Co-Chair in the Chair), Ceri Baraclough, Gavin Haynes, Maria Jacobs, Michal Jankowski, Councillor Sagal Abdi-Wali, Councillor Kemi Atolagbe, Councillor Anna Burrage, and Councillor Tom Simon

MEMBERS OF THE COMMITTEE ABSENT

Catherine Crawford, Razaq Dawodu, Francis Dias, David George, Silvia Kirk, Brian Leavey, Tezar Miah, Gillian Farrugia, Ryan Heng, David O'Keefe, Simon Murray, Jo Rose, Councillor Steve Adams, Councillor Pat Callaghan, and Councillor Lorna Russell

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 Housing and Fire Safety Advisory Panel and any corrections approved at that meeting will be recorded in those minutes.

MINUTES

1. APOLOGIES

Apologies for absence were received from Councillor Steve Adams, Councillor Pat Callaghan, Councillor Lorna Russell, Francis Dias, Gillian Farrugia, David George, Tezar Miah, David O'Keefe and Thomas Watkins.

David George was being represented at the meeting by Chucks Abili.

2. ANNOUNCEMENTS

Webcasting

The Chair announced that the meeting was being broadcast live to the internet and would be capable of repeated viewing and copies of the recording could be made available to those that requested them. Those participating in the meeting were deemed to be consenting to being filmed.

3. DECLARATIONS OF INTEREST OF ITEMS ON THIS AGENDA

There were none.

4. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT

There were none.

5. MINUTES

Consideration was given to the minutes of the meeting held on 17th April 2024.

RESOLVED –

THAT the minutes of the meeting held on 17th April 2024 be approved as a correct record.

6. COMPLIANCE AND TENANT SATISFACTION MEASURES

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

Gavin Haynes, Director of Property Management, and Sinead Burke, Head of Property Asset Management, took the meeting through the report and the presentation slides (that had been circulated at the meeting) and gave the following key responses to questions:

- Officers would always seek to ensure that the right contractors were providing the services based on a skilled set and best value analysis, this could be the in-house service if it proved to be the best option.
- The view that was provided by Housemark, the specialist data and insight company for the UK housing sector, was that London boroughs and metropolitan areas came lower in the satisfaction scores. This was expected to come out when the Housing Regulator published its social housing provider national comparative data in the autumn. These lower satisfaction scores were likely to be due to the density of housing stock, overcrowding of homes and anti-social behaviour. This comparative data would provide useful information regarding social housing and social policy going forward.
- As this was the first year of the provision of the Tenants Satisfaction Measures (TSM), it was likely that not all boroughs had inputted the same data so it was expected that there would be areas of difference. The Council had been helped with its data inputting information through the use of a third party audit of its data. It was expected that over time these data reporting differences would be ironed out.
- The Council's in-house emergency repairs completion in time, in areas like carpentry, was running at 92%, but there was a dip in completion in time on the M&E communal heating and electrical contractors which was due to IT systems not synchronising. The Council would be seeking to make

improvements in these areas going forward which it was hoped would then lead to improvements in its TSM scores.

- The information arising from the TSM scores would help drive service change going forward.
- Housemark had information from 24 of the 33 London Boroughs and they had been able to rank those that had responded from top to bottom, so they had been able to provide a London Median and a London Average, even though some of this data gave high end figures.
- Officers agreed that future reports would have year on year comparisons so that the information could be compared over time.

ACTION BY: Director of Property Management (SB)

RESOLVED –

THAT the report be noted

7. GATEWAY 2 & 3 BUILDING CONTROL REGIME FOR HIGHER RISK BUILDINGS

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

Melissa Dillon, Resident Safety Engagement & Governance Lead, took the meeting through the report.

RESOLVED –

THAT the report be noted

8. COMMUNAL AND FLAT ENTRANCE FIRE DOORS PROGRAM AND TESTING INCLUDING UPDATE ON SMOKE ALARM PROGRAMME

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

Shamsul Alam, Fire Safety Works Programme Manager, took the meeting through the report and gave the following key responses to questions:

- The Council's project managers would be checking the door installation work as part of the many functions they would be undertaking. Consultants on site would also be checking the door installation work. Also, the Council would be employing a door auditor (someone who had extensive knowledge of the door manufacturing process), which was a highly skilled role, to inspect door installation work. As it was such a skilled area the Council felt it would be better to employ an external contractor to undertake the role rather than it be delivered in-house.

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- Officers would undertake a pre-condition assessment of a door set before any installation work was undertaken. Where a tenant or resident had a set of grills installed then they would be asked to remove them. When necessary the Council would intervene and remove the grills if this was not done by the tenant or resident.
- The Council would replace leaseholder door sets free of charge, all they would need to provide was access to allow for the work to be carried out.
- If there were any issues arising from annual inspections then they would either be allocated to the Repairs Team to repair, or if the door set needed to be renewed then the Fire Safety Programme Team would undertake the work. If the installed door set failed a post inspection then the installer would be asked to refit the door set. If it related to a manufacturing issue then the door set would be sent back to the manufacturer to rectify the issue. 64 door set had to be returned to the manufacturers this year due to door set failures.
- All door sets came with a 12 month defect cover period, which started at the end of the contract. Manufacturers also provided a long-term guarantee for the door set. Liability for defects was covered in the Building Safety Act, which placed the duty on the person who caused the defect (developer, contractor or supplier), responsible for fixing the defect.
- The Council had a number of Grade II listed properties, and if the door had been replaced over the last few decades then the Council's Conservation Officers were happy for the Council to replace the door with a modern door set. If it was an original door then the Conservation Officers were likely to have concerns about the door being replaced. When this happened then the Council would not seek to do a full replacement, rather it would aim to upgrade the door's fire prevention ability which could be through the use of door panels. In all instances and works would be done in consultation the Council's Conservation Officers.
- The FRA programme would be picking up inspection issues for low rise and mixed use buildings, and this would include door installation. Tall buildings had a separate inspection programme. The outcomes from the FRA programme were now also being reported to the Building Safety Regulator, and this was linked to Tenant Satisfaction Measure process.

RESOLVED –

THAT the report be noted

9. FIRE RISK ASSESSMENT ACTIONS UPDATE

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

Gavin Haynes, Director of Property Management, took the meeting through the report and he gave the following key responses to questions:

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- Officers were willing to provide further updates to the panel regarding the Fire Risks Assessment action update if members wished.
- Officers would have the table in the report updated in the monthly statistics that were being provided to councillors.

ACTION BY: Director of Property Management

- Officers were expecting a drop in the number of outstanding medium risk actions in quarter 3 this year. There were a number of actions that were in work programmes going forward but for some of those works they required a specific work's package to be designed, then they had to go through a procurement and delivery process, all of which may take time.

RESOLVED –

THAT the report be noted

10. SOCIAL HOUSING REGULATOR CONSUMER STANDARDS UPDATE

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

Melissa Dillon, Resident Safety Engagement & Governance, took the meeting through the report.

RESOLVED –

THAT the report be noted

11. FORWARD PLAN

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

New items in bold

22nd October 2024

- Fire and building safety charter annual report for 2023/24 including delivery of water, gas and electrical safety
- Compliance performance report (Standing item)
- BS9997 Standard Fire Safety Management System Independent Audit report
- Work Programme

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29th January 2025

- Leasehold Property Access Options
- Annual report on work of the Panel
- Compliance performance report (Standing item)
- Work Programme

23rd April 2025

- LFB Annual Report
- Compliance performance report (Standing item)
- Work Programme

Yet to be Programmed

RESOLVED –

THAT the work programme as revised above, and action tracker update be endorsed and noted.

12. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were none.

The meeting ended at 7.50 pm.

CHAIR

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MINUTES END