

ACTION POINTS ARISING FROM NOVEMBER/DECEMBER 2024 DMC MEETINGS

KENTISH TOWN DMC ACTION – 26 NOVEMBER 2024			
Item	Action	Responsible Individual/Department	Comments
KT/1124/01	Officers to provide information on the amount of budget allocated in the Housing Revenue Account for downsizing and whether there is an allocation limit for each financial year.	Emma Cardoso Finance Team Leader – HRA & Capital Works	The budget for 25/26 is £0.6m and no annual limits are set by the team.
KT/1124/02	Officers to provide an update on the tenant engagement programme of Housing/Council officers visiting every tenant household in the borough.	Maria Jacobs Head of Neighbourhoods	<p>Tenancy Visits are a regulatory requirement with a specific function, and not an element of resident engagement.</p> <p>Our tenancy visiting programme will focus on:</p> <ul style="list-style-type: none"> • Residents aged over 65 Residents who have reported D&M over 12 months ago but have received no further follow up visit in the last 12 months • Residents who have not reported a repair in the previous 12 months. <p>We are currently developing a mobile app for our Housing Officers to use which will be available in January. We will be carrying out a short trial before we roll out programme of visits.</p>

KT/1124/03	<p>Officers to provide information on which estates are on the CCTV installations waiting list, to include information on how those estates can develop their case to the Council for installations if there are any obstacles to their application.</p>	<p>Russell Taylor CCTV Control Room Operations Manager</p>	<p>An update on the housing CCTV installation programme can be found on the link below;</p> <p>wc-22-10-24-cctv-housing-upgrade-summary</p> <p>TRAs that want to explore CCTV installation should raise this at their DMC meetings so that Community Safety colleagues can assist. The following questions would need to be considered:</p> <ol style="list-style-type: none"> 1. Are there other effective, less intrusive methods available or could appropriate safeguards be put in place if no other option is available? 2. Would it's use be proportionate and justifiable? 3. Is it technically and logistically possible to install cameras in the locations? 4. Would the installation deliver the specific priorities of the Camden Community Safety Partnership (CSP)? 5. Is there community support for the installation? <p>Funding installations</p> <p>The Council's ability to forward fund the installation would be considered, confirmed and approved before any</p>

			<p>works can commence</p> <p>If the funding can be accommodated, then tenants and leaseholders would need to be consulted on the service charge that would be levied for the installation on their estate.</p>
KT/1124/04	Officers to provide information on whether there is any scope to develop the two under-croft areas into two disabled flats units on St Pancras Way estate.	<p>Steve Downs Head of CIP Development</p>	<p>Our small sites programme is focused on opportunities of 5 homes or more.</p> <p>At present our wider capital programme is focused on delivery of fire safety works and essential works such as roofs, windows and communal heating.</p> <p>We will keep this location under review, however at this stage there would be no funding available for this scheme.</p>
KT/1124/05	Officers to provide information on the current resident consultation of the future of Holmes Road Depot, to include information on when a public meeting that residents can participate in will take place.	<p>Gavin Sexton Euston OSD Manager</p>	<p>There have been and will continue to be meetings with the residents who live in the affected flats and with the affected Camden services and stakeholders such as Veolia who work in the depot, in order to plan for the re-provision of the homes and facilities.</p> <p>No public meetings have yet been arranged relating to the Holmes Road depot. However, once Yoo Capital confirm the preferred location for re-provision of the various facilities and homes as part of preparing their planning application there are likely to be public meetings where the re-</p>

			<p>provision will be discussed. The timing of such meetings will be determined by Yoo Capital's programme.</p>
<p>KT/1124/06</p>	<p>Officers to provide a progress update on the letter sent to the Government by the Leader regarding HS2 and Social Housing.</p>	<p>Debora Byrne Tenant Participation Officer</p>	<p>The Leader of the council received a response from Lord Peter Hendy, Minister of State for Rail on 14th December 2024 in response to his letter to the Chancellor of the Exchequer dated 18th September 2024 in relation to Euston and delivery of the Growth Mission. The Minister reiterated the government's commitment to maintaining partnerships working through the development of the scheme.</p>
<p>KT/1124/07</p>	<p>Officers to investigate whether it was possible to install sensory lighting units onto estates as a savings measure.</p>	<p>Andrew Wilson M&E Operations Manager</p>	<p>With lighting throughout the Borough, we have been introducing IP lighting, mainly to Street properties. This works on a 10% ratio of being on until approached, then turns on to full output, (rather than being on full power 24/7).</p> <p>We are looking at solar power lighting moving forward but are waiting for the infrastructure/guarantee that will cover our residents' requirements before implementing it. More importantly, we need to ensure it does not fail, as these would still need to be powered in some shape or form. However, once refined, this is the future of lighting.</p>

			<p>A massive percentage of Camden's lighting stock now is LED. Moving forward, all of Camden's stock will be LED. These are cheaper to run and more eco-friendly than the old 2D fittings/fluorescent light fittings which are being phased out and will become obsolete in the near the future.</p> <p>Whittington Estate - I believe the majority of lamp post heads are already LED. The areas that might benefit from a lighting upgrade are the low-rise area/stairwells which lead to the resident's properties, and alleyways to the side of the buildings, where the old design 2D light fittings are currently in place. This can be looked at in more detail in the near future.</p> <p>Brookfield Estate, Croftdown Rd, etc larger blocks - these would benefit from a LED lighting upgrade, but not the light IP design because of the footfall to the blocks. This design would still benefit the residents as the lights are a lot brighter and more economical to run than what is in place now but would still be running off a traditional time clock.</p> <p>Smaller blocks - these would need to</p>
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			be looked at on an individual basis as some of these may benefit from the light IP version. The reason for this is that the smaller blocks normally have less natural light in the communal areas due to fewer windows, leaving these areas darker during the daytime.
KENTISH TOWN DMC ACTIONS – RENT SETTING 08 JANUARY 2025			
KT/0125/01	A report on the Asset Management Strategy is circulated at a future DMC meeting	Sinead Burke Head of Property Asset Management	A copy of the Asset Management Strategy (AMS) paper is going to Cabinet along with a link to the online version will be shared with reps when published. The paper also includes information on the quality homes proposal that is also part of the AMS.
KT/0125/02	An information report on the Quality Homes Proposal will be circulated at a future DMC meeting		
CAMDEN TOWN DMC ACTIONS – 27 NOVEMBER 2024			
Item	Action	Responsible Individual/Department	Comments
CT/1124/01	HRA It was proposed that Communal Lighting Charges would be frozen and not increased for 2025/26 due to the forecasted reduction in the cost of electricity. This service was not being reduced due to the on-going maintenance charges. Officers agreed to provide information regarding the use of movement sensor lighting to replace the existing fixed communal light that was on all year round, along with the use of solar panels.	Andrew Wilson M&E Manager	With lighting throughout the Borough, we have been introducing IP lighting, mainly to Street properties. This works on a 10% ratio of being on until approached, then turns on to full output, (rather than being on full power 24/7). We are looking at solar power lighting moving forward but are waiting for the infrastructure/guarantee that will cover our residents' requirements before implementing it. More importantly, we need to ensure it does not fail, as

			<p>these would still need to be powered in some shape or form. However, once refined, this is the future of lighting.</p> <p>A massive percentage of Camden's lighting stock now is LED. Moving forward, all of Camden's stock will be LED. These are cheaper to run and more eco-friendly than the old 2D fittings/fluorescent light fittings which are being phased out and will become obsolete in the near the future.</p>
CT/1124/02	Officers agreed to provide further information on the how much the Communal M&E Maintenance Budget had brought in in revenue since it had been brought inhouse; what the overall cost of the Housing Transformation Programme was; the current level and amount of rent arrears; and a breakdown of the Housing Management Services budget head	<p>Michael Webb Head of Finance</p>	Please see full information provided at the end of the table.
CT/1124/03	<p>Housing Transformation</p> <p>Officers would provide information regarding the performance of APEX in relation to its management of the Council lift repairs contract.</p>	<p>John Stow M&E Manager</p>	Report sent out separately 13 th January 2025
CT/1124/04	Officers agreed to provide an update on the work of the housing panels.	<p>Thomas Broad Consultation and Engagement Manager</p>	Information on the housing panels, including terms of reference (ToR) and records of discussions, remains openly available online and can be accessed through the links below.

			Have Your Say Today - Camden Housing And Property Resident's Panel - Commonplace
CT/1124/05	DMC Bids The DMC felt that contractors should be required to make new anything they broke or changed when undertaking works on an estate.	Gavin Haynes Director Of Property Management	<p>In principle, items damaged by a contractor should be made good if it is proven damage caused by them - examples in our terms and conditions are:</p> <ul style="list-style-type: none"> • All grassed and cultivated areas are to be protected, and no damage is to be caused to plants, trees or shrubs during the Works. If damage does occur it will be reinstated to the residents and Authorised Users satisfaction at the Framework Users cost. • Communal entry doors must be kept closed at all times, the action of forcibly keeping them open with the use of foreign objects is not permitted, any damaged caused by this action will be put right at the Contractors own cost. • Where any Framework Supplier is found to be breaking the above rules resulting in damage or the cause of breakdowns to the lift car; damage to the lift lobby or surrounding landing or communal entrance doors they will be liable for costs to pay all costs incurred in the rectification of the damage, as well as any costs for the lifts being out of action for any period of time

			and requiring alternative service to being provided.
CT/1124/06	<p>Traffic Management Orders</p> <p>The DMC Chair asked that appropriate Housing Managers meet with tenants and residents at Ampthill to discuss the TMO programme for that estate.</p>	<p>Michael Wood Project Manager</p>	<p>Project Officers met with residents on Wednesday 18th December at a “Drop-in” surgery for parking related queries and TMO changes, held in the Ampthill Estate IT Hub between 4-7pm. Additional actions were agreed between project officers and TRA chairs in attendance, which are underway</p>
CT/1124/07	<p>Mobile CCTV Units</p> <p>The DMC asked to be provided with an update in relation to the use of the mobile CCTV units that Camden Town DMC had purchased, the list of estates on the current CCTV installation programme, and whether they could be used on the Churchway Estate.</p>	<p>Natasha Dickinson Community Safety Officer</p>	<ul style="list-style-type: none"> • The current locations of the Redeployable CCTV cameras (RDCs) were shared with the DMC Chair and Deputy on 6 November 2024. • An application for an RDC to be located on the corner of Churchway and Doric Way is still being prepared, as there are reports of drug related antisocial behaviour here. Hopefully, a decision will be made in the next 4 weeks.
CT/1124/08	<p>Regis Road DLO Depot</p> <p>Details of consultation arrangements and events would be provided to the DMC.</p>	<p>Mahie Melad Tenant Participation Officer</p>	<p>An email was sent out to all CTDMC reps about the Regis Road Consultation and how to ‘Have your say’ on 05th December. Included in the email was information about public drop-in sessions and where/when they would be.</p>
CT/1124/09	<p>The DMC were concerned about the overall proposals along with the short consultation time-line and asked that a</p>	<p>David Burns Direct of Economy, Regeneration &</p>	<p>There have been and will continue to be meetings with the residents who live in the affected flats and with the</p>

	public meeting be held involving appropriate officers and Camden Town and Kentish Town DMC representatives.	Investment	<p>affected Camden services and stakeholders such as Veolia who work in the depot, in order to plan for the re-provision of the homes and facilities.</p> <p>No public meetings have yet been arranged relating to the Holmes Road depot. However, once Yoo Capital confirm the preferred location for re-provision of the various facilities and homes as part of preparing their planning application there are likely to be public meetings where the re-provision will be discussed. The timing of such meetings will be determined by Yoo Capital's programme.</p>
CAMDEN TOWN DMC ACTIONS – 8TH JANUARY 2025			
CT/0125/01	<p>HRA and budget setting</p> <p>That in future such reports avoid referencing the cumulative rental loss due to the rent reductions as it failed to give the full picture or add anything to the discussion. Also greater transparency should be provided so that tenants and residents could make informed decisions. The authority should give further consideration regarding how it could seek to address the HRA budget deficit more strategically over the long term, rather than the annualised existing approach.</p>	<p>Michael Webb Head of HRA Finance</p>	<p>This comment was feedback to finance officers for future consideration.</p>

CT/0125/02	Officers would provide a link to the Cabinet papers for the meeting on 15 th January 2025 regarding the Housing Investment Strategy Proposals.	<p style="text-align: center;">Mahie Melad Senior TP Officer</p>	<p>See link below that was circulated to all reps by email.</p> <p>(Public Pack)Agenda Document for Cabinet, 15/01/2025 19:00</p>
CT/0125/03	Officers would also provide information on the principles and processes that would apply when considering a home for sale.	<p style="text-align: center;">Sinéad Burke Head of Asset Management</p>	<p>This information is detailed in Appendix B - Housing Asset Management Strategy - Section 5: Asset Review.</p> <p>Appendix B2 has a template for the business case we would write to support any disposals.</p> <p>Both documents were included in the March round agenda pack and can also be accessed via this link</p> <p>(Public Pack)Agenda Document for Cabinet, 15/01/2025 19:00</p>
CT/0125/04	Officers would ensure that response was provided regarding the Heating Pool issues raised by John Wood.	<p style="text-align: center;">Emma Cardoso Team Lead HRA & Capital Finance</p>	<p>John Woods has been provided with available responses. Officers are working on responses to two questions, which require dedicated time for detailed compilation and analysis.</p>
CT/0125/05	Officers were asked for information regarding the benefits in kind provided by contractors with site on estates, along with the impact on rental loss.	<p style="text-align: center;">Susanne Afra Head of Capital Works</p>	<p>It is only in extreme circumstances (no other alternative) where a contractor would be allowed to use a void property if a base is needed on site. This is more cost effective than any alternative with the benefit of the property given back in better condition, ready or letting. A saving to the HRA.</p>
CT/0125/06	Officers would provide an update regarding the new CCTV Camera	<p style="text-align: center;">Deborah Pyne</p>	<p>Officers have agreed on a special</p>

	installation programme.	CCTV Governance & Data Protection Mgr Russell Taylor CCTV Control Room Mgr	DMC meeting on 18 th Feb when a report on the CCTV upgrade programme and operations will be presented
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 will clean the windows where access allows. For high-rise buildings, we use an external contractor, who typically performs the cleaning by abseiling.

			<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.	<p>Emma Cardoso Finance Team Leader – HRA & Capital Works</p>	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.	<p>Tenant Participation</p>	<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	Officers agreed to provide an update on 2 Family hostels that residents had been told would be built.	<p>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

			<p>for their residents and Chester will offer improvements to the public realm to the north of the site.</p> <ul style="list-style-type: none"> • 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 newsletters; construction working groups are also set up. • 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.	Katie Hawthorn Housing Change and Transformation Manager	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.
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	Emma Cardoso Finance Team Leader – HRA & Capital Works	Levelling up fund - Camden Council This link has details of the application and what is to be delivered.

Item	Action	Responsible Individual/Department	Comments
HOL/1224/01	<p><u>HRA Budget update report</u></p> <p>Officers would provide details of the two posts being deleted from the services as part of the budgetary saving proposals.</p>	<p>Gavin Haynes Director of Property Management</p>	<p>Technical Standards Manager and M&E Engineering design lead.</p> <p>These were originally anticipated as needed for permanent staff posts but the work is being managed in a different way and therefore was not needed in budget or establishment.</p>
HOL/1224/02	<p><u>Housing Transformation report</u></p> <p>Officers to provide information on recruitment of senior management roles under the new structuring of Housing Services expected to be completed in the New Year</p>	<p>Maria Jacobs Head of Neighbourhood</p>	<p>We will provide updated structure charts with named individuals as soon as possible, once recruitment and any necessary employment checks have been completed. We are unable to provide a specific date but will circulate them to DMC chairs as soon as possible.</p>
HOL/1224/03	<p><u>Data Analysis</u></p> <p>Officers would consider the best way to interact with community groups/VCS in relation housing services issues captured from residents, for better understanding and possible service improvements. This should cover what ways the tenants and residents were using to engage with the Council. Also officers would meet with the Chair to discuss on-going relationship issues with the DMC.</p>		<p>We will consider this on an ongoing basis as part of pieces of improvement work in housing and repairs, as and when they occur.</p>
HOL/1224/04	<p><u>Performance Management Update</u></p> <p>Officers would consider improved ways of presenting performance tracking (e.g. a RAG rating with context) so that the KPIs dashboard is easier to understand and allowed for easier comparisons.</p>	<p>Katie Hawthorn Housing Change and Transformation Manager</p>	<p>We are in the process of reviewing our performance indicators to align more closely with our Housing and Repairs outcomes and regulatory requirements. Once this review is completed, we will work to improve the publication of our performance</p>

			online in accordance with the new indicators and service standards. This will enable all residents to track the performance of our services. We will update the DMCs once data is live online.
HOL/1224/05	<p><u>CCTV Programme Update</u></p> <p>The DMC asked that a paper be submitted to the next DMC meeting regarding the area's crime hotspots, whether they were already covered by CCTV, along with the views of TRAs regarding areas of concern regarding crime and ASB. This information would help shape the proposed CCTV installation programme.</p>	<p>Jamie Akinola Director of Public Safety</p>	A paper will be submitted as requested.
HOL/1224/06	<p><u>Cabinet Member for Better Homes update report</u></p> <p>Officers agreed to provide DMC representatives with a copy of the Building Safety Case report on compliance action plan for all high-rise for information</p>	<p>Michal Jankowski Head of Resident and Building Safety</p>	Please see full response at the end of the table.
HOL/1224/07	<p><u>Local Issues - New Tenant Arrivals</u></p> <p>The DMC was advised that Red Lion TRA representatives had not been advised of new tenant arrivals on the estate. Officers agreed to provide information regarding the current procedure, along with proposed approach going forward which</p>	<p>Jonathan Doyle Neighbourhood Manager (Voids)</p>	The new Lettings Team, which was implemented from 6th January 2024, have been informed of this request. The TRA details have been noted, and the lettings team will advise them when a new tenant is moving in. The lettings team will also provide details of the TRA to the new tenant.

	would identify how they would be able to advise new tenants joining an estate of who to contact should they wish to join the TRA along with whether they wished to be contacted by them.		
HOL/1224/08	<p>Action points update – Falcon House</p> <p>It was noted that a response had not yet been provided in relation to the snagging issues during the capital works. Officers would seek to ensure a response was provided to the TRA.</p>	<p>Fiona Joseph Project Manager, Capital Works</p>	A response was sent to Falcon TRA on 16 December 2024.
HOLBORN DMC ACTIONS – RENT SETTING 08 JANUARY 2025			
HOL/0125/01	Officers to investigate whether CCTV surveys had taken place on Tybalds Estate arising from Better Homes programme	<p>Susanne Afra Head of Capital Works</p>	Susanne responded to Sue Knox at the end of the meeting and updated on this matter. CCTV surveys took place for the scope of the Better Homes works but these would not help with the drainage issue that Sue Knox raised in the meeting.
HOL/0125/02	Officers to follow up on problems with reporting and following up on a leak at New Calthorpe Estate.		Susanne investigated the issue raised and advised the TRA lead that a repair has been logged and that they should follow up with repairs if the issue doesn't get resolved soon.
HOL/0125/03	Officers to follow up on recent issues with the communal heating system at Brunswick Estate.		Susanne will share this feedback with John Stow as Capital Works are not undertaking any heating related works at this location.
HOL/0125/04	A briefing on the action plan responding to the Housing Ombudsman report on the Council's complaints handling to be		Susanne has highlighted to Scot Reid that this request has been put forward and that it would be helpful to share an

	brought to a future round of the DMCs.		<p>update at a future DMC meeting on this topic.</p> <p>A report will be presented to the Housing Scrutiny Committee on February 25th. A copy of this report will be circulated to the DMCs for the next agenda.</p>
HOL/0125/05	Officers to feedback on issues with the WhatsApp repairs reporting channel.	<p>Scot Reid Head of Property Customer Service & Engagement</p>	<p>Susanne has shared this feedback received during the meeting with Scot Reid.</p> <p>Currently, the majority of repair requests are submitted via WhatsApp, accounting for approximately 55% of all requests. Overall, these requests are managed effectively, and repairs are completed as expected. We handle more than 125,000 repairs and servicing requests each year; however, there will be instances when requests do not proceed as planned.</p> <p>For emergency issues, such as malfunctioning communal lighting, repairs can also be reported by telephone.</p> <p>We continuously monitor and learn from customer feedback on WhatsApp, and we are regularly reviewing ways to improve our services in the future.</p>
HOL/0125/06	An update to be brought on the neighbourhoods approach to a future meeting.	<p>Jayne Brown Principal Policy & Projects Officer</p>	<p>A paper will be prepared for the March DMC</p>

HOL/0125/07	Officers to share with residents postholders on completion of the restructure.	Glendine Shepherd Director of Housing	Officers have committed to sharing an update with the finalised structure to include names when completed.
HAMPSTEAD DMC ACTIONS – 5 DECEMBER 2024			
Item	Action	Responsible Individual/Department	Comments
HAM/1224/01	Officers agreed to provide a brief description of the different roles of the proposed structure shared with DMCs	Katie Hawthorn Housing Change and Transformation Manager	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.
HAMPSTEAD DMC ACTIONS – RENT SETTING 08 JANUARY 2025			
HAM/0125/01	Officers agreed to signpost DMC members to general information about 'Right to Manage' and 'Enfranchisement'.	Sean Scott Head of Leasehold Services and Housing Income	

Please see information from Michael Webb, Head of Finance, below relating to **CT/1124/02**

How much communal M&E has made/cost since brought in	Communal M&E was "de-pooled" from the rent in 2017/18, meaning that it was stripped out of the rent and charged separately. As a result, in 2017/18 the new charge was offset by a decrease in the rent (as mandated by the government). Since then, it has increased year on year to reflect the cost of providing communal M&E maintenance. The total income received from tenants for this charge over the eight years since it was introduced in 2017/18 (including the forecast for 24/25) is £7m.
Overall cost of Housing transformation programme	There are savings associated with the housing transformation programme - £300k in 2024/25 and another £300k in 2025/26. There are some one-off redundancy costs associated with the programme but the full cost of these will not be known until the restructure is completed. A new team, the Housing Policy, Performance and Assurance team has been set up at a cost to the HRA of £140k - their work is split between compliance/regulation and transformation. Other costs are met within existing budgets.

Current level and amount of rent arrears	Current tenants £18.7m and former tenants £3.2m as at 29th September 2024, total £21.9m. Bad debt provision forecast to be £21.8m by end of 24/25. The collection rate has improved to ~99% during Q2 thanks to the continued effort from the team and the implementation of new software.
Breakdown of Housing Management services budget heading	Includes costs for: DMCs, ASB staff, Voids team, tenancy support services, director of housing services team, intensive participation and engagement, RTB administration, rents team, rent collection teams, housing support services team, sheltered tenancy services, sheltered supporting people, sheltered wardens, parking and access team, housing investigations team, landlord service support group, HRA welfare rights, Strategy and data and HRA management (mainly HRA insurance costs and the HRA share of recharges and overheads costs).

Please see information below relating to **HOL/1224/06**

The Regulator began to call in building safety case reports in June 2024 and have advised that in year 1 HRBs call in will be for buildings that meet at least one of following criteria:

- Are over 50m tall with 11 or more residential units
- Are between 30m and 49.9m tall with more than 227 residential units
- Buildings of any height that still have combustible Aluminium Composite Material (ACM) cladding
- Large Panel System (LPS) buildings, specifically those built between 1956 and 1973 which have a gas supply, and where it is unclear if structural reinforcement work has been carried out

The Council was involved in discussions with governments Early Adopter working groups and the Building Safety Regulator about priorities for their planned 5 year call in programme. The Regulators initial proposal was to prioritise buildings based on a combination of the number of residential units and building height with tranche priorities as set out below:

	Number of dwellings	141+	74-140	54-73	49-53	26-48	11-25	2-10
Height of building (metres)	50+ m	1	1	1	1	1	1	5
	30-49 m	1	2	2	3	3	3	5
	18-29 m	1	2	3	3	4	5	5

In January, government published proposals for amending tranche submission criteria and to call in buildings in a slightly revised order as follows:

Tranche 2 – Buildings that are 30 metres to 49.99 metres high with between 11 to 216 residential units, or 18 metres to 29.99 metres high with more than 378 residential units

Tranche 3 – Buildings that are 18 metres to 29.99 metres high with between 52 to 377 residential units

Tranche 4 – Buildings that are 18 metres to 29.99 metres high with between 25 to 51 residential units

Tranche 5 – Buildings that are at least 18 metres high with between 2 to 24 residential units

Officers are reviewing the Council's high-rise buildings against the revised criteria to work out what the revised annual submission tranches may be and re-prioritise building safety case preparation. Camden has registered HRBs with the Regulator who will call in Building Safety Cases as they see fit, the Council cannot submit a building safety case for assessment without a call-in request from the Regulator. A list of registered HRBs can be found on the Council website at [Registered high rise residential buildings in Camden - Camden Council](#)

Building Safety Case Guidance

Safety Case guidance is available on the government website at - [Preparing a safety case report - GOV.UK](#). The Building Safety Regulator has published a Building Safety Case toolkit to guide Principal Accountable Persons preparing BSCs, the toolkit provides information about the 'reasonable steps' that PAPs are expected to take and the evidence they must provide, and gives some examples of what this means in practice including

- Bin chutes
- Fire doors
- Lifts
- Water ingress
- Construction
- Structure – balconies, structural fire protection, structural cracking,
- Risk of vehicle damage

The toolkit can be found on the Regulators website at - [Safety case toolkit - Reasonable steps and practical examples](#)