

Title: Property Management Update

Designation (Information/discussion/decision) Report: Information Item

Recommendations: The DMC is asked to note the report.

Report Summary: This report provides an update on the priorities for the Division, and signposts DMC members to a recent panel report on Building Safety Cases.

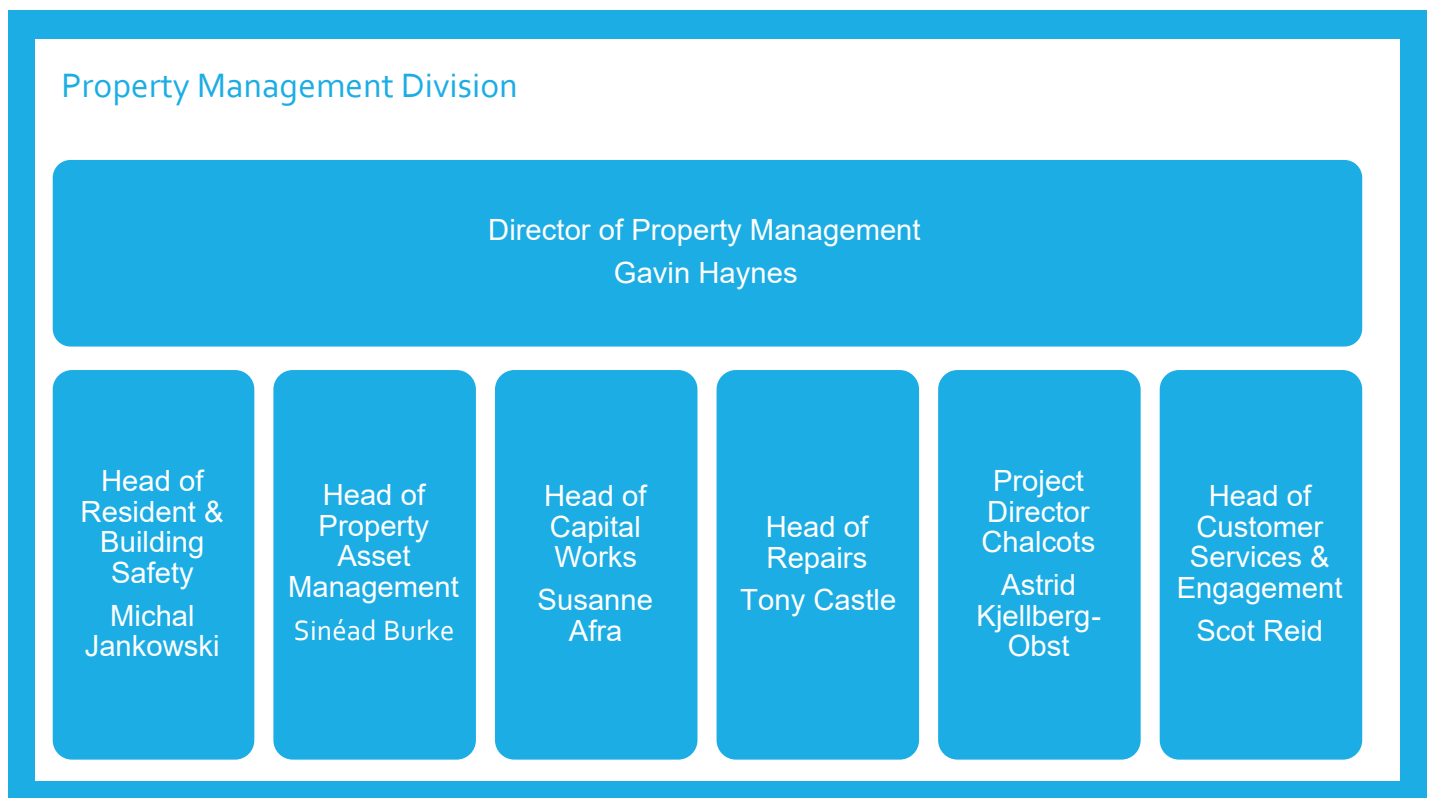
Further to the presentation from Heads of Service in September 2024, this short paper sets out the priority areas of action for the Property Management Division in 2025.

- **Fire safety** – deliver our remaining fire risk assessment actions by the end of December 2025 – our progress is posted online each month
- **Building Safety Cases** – we have submitted 13 Building Safety Case reports so far – you can read about this in our report to the January 2025 Housing and Fire Safety Panel – [Building Safety Case Information.pdf](#) – and key points have been included in Appendix 1 to this note.
- Implement **new laws and regulations**, this includes:
 - **Awaab’s Law** – elements of which take effect October 2025 and will affect how our repairs service is configured and works are prioritised
 - **Residential Personal Emergency Evacuation Plans** – details of which will be published by Government in 2025, again more detail can be found in a January 2025 panel report - [Grenfell Inquiry and Regulation update.pdf](#)
- Fully implement our **new repairs systems** – Madetech and ROCC – to make it easier for repair appointments to be booked and managed online, for teams to efficiently schedule repairs, and for repairs to be tracked to completion.
- Implement the new [Housing Investment Strategy](#) and Asset Management Strategy, and starting to commission works as part of our new £670m capital programme for Council homes.
- Continue to implement the **improvements to complaints handling** set out in our action plan following the Housing Ombudsman report – further detail on this will be provided in a report to Housing Scrutiny Committee on 25 February 2025.
- Implement our new service standards and complete our policy reviews, as part of the **transformation programme** – this includes the vulnerability policy and how it will relate to repairs services.

- Continue our **service improvements** to repairs as informed by our lessons learned lead and analysis of our complaints, with a continued focus on productivity, communication during the works process, keeping appointments and effective management of follow on orders.
- Complete the **Chalcots** major works project, with two blocks to be completed by the end of March 2025 and the remaining three over the Summer and Autumn 2025
- Progress our **retrofit grant-funded** projects which include insulation and pilot heat pump installations (c. £7m of grant), and progress the development of our **retrofit at scale** project which is looking to install solar panels and storage to 3,000 homes.
- Re-procure our **mechanical and electrical** contracts covering communal heating, lifts, electrical services and lighting, and ancillary services such as door entry. The new contracts will build in learning from current contracts and will include new performance indicators and measures to incentivise performance. The new contracts will go live in April 2026.
- Consider the **insourcing of individual heating repairs and servicing**, this is covered in a report to Cabinet 26 February 2025. If approved the Council will insource this service, covering approximately 14,000 homes by April 2026. The recommended approach would see the Council develop a workforce with an emphasis on local employment and apprenticeships, in addition to preparing for the transition to renewable heating sources such as heat pumps. The proposal will also see targeted replacement of our least efficient boilers so that energy costs and repair call outs are reduced.

This is only a short selection of our work for the year ahead and the Property Management Division would be willing to host an online meeting or webinar to talk through the above in more detail if that would be of interest.

DMC members asked for a current structure chart, below is a reminder of the top tier of the management team.



Appendix 1 – Building Safety Case Update

1. Introduction

- 1.1 The Building Safety Act 2022 requires that the Principal Accountable Person (PAP) registers its higher-risk buildings/high-rise buildings (HRBs) with the Building Safety Regulator (BSR). The Council as the landlord for Council homes is the corporate body that constitutes the PAP, the Executive Director Supporting Communities is the lead operational PAP for Council homes.
- 1.2 HRBs are defined as buildings that contain at least 2 residential units, have at least 7 storeys and/or are 18+ metres high. The Act also requires that PAPs prepare building safety cases for each HRB.
- 1.3 A building safe case is the process of compiling information and supporting evidence to manage the risks of fire spread and structural safety in a higher-risk building and demonstrates that the PAP is taking action to identify, manage and mitigate fire and structural risks.
- 1.4 A building safety case report is a summary of the information and evidence and an explanation of why the physical safety and management arrangements for an HRB mean that it is safe for occupation,

Key Building Information

- 1.5 At registration PAPs are required to submit high-level Key Building Information about potential risk factors at the registered building including:
 - i. Whether it is attached to any other building
 - ii. Details of the use of the building and any change of use
 - iii. The external wall system and roof
 - iv. The structural design type of the building and the main material used in its construction
 - v. The number of storeys below ground level
 - vi. The number of staircases in the building
 - vii. The type of energy supply and energy storage system
 - viii. The evacuation strategy for the building
 - ix. Fire and smoke control equipment.

Building Safety Cases

- 1.5 PAPs must produce building safety cases reports summarising the Building Safety Case evidence, and when called upon to do so, submit them within 28 days to the BSR for assessment. The BSR will issue a Building Assessment Certificate for each HRB valid for up to 5 years. The BSR has said it will call-in building safety case reports in tranches over a 5-year period.

Tranche Criteria

1.6 The BSR began to call in building safety case reports in June 2024 and have advised that in year 1 they will call in buildings that:

- Are over 50m tall with 11 or more residential units
- Are between 30m and 49.9m tall with more than 227 residential units
- Still have combustible Aluminium Composite Material (ACM) cladding
- Are 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

1.7 Whilst the call-in criteria for the remaining 4 tranches years have yet to be confirmed, discussion in Early Adopter working groups with the BSR suggested that the programme may prioritise on the basis of number of residential units and building height 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

Building Safety Case Guidance

1.8 Information about Building Safety Cases and government guidance about what is required is available on the government website at - [Preparing a safety case report - GOV.UK](#).

1.9 The BSR has also published a Building Safety Case toolkit to guide Principal Accountable Persons. 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

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

2.0 Camden Council Higher-Risk Residential Buildings (HRBs)

2.1 The Council has registered 188 HRBs with the Building Safety Regulator and is working through the preparation of Building Safety Cases in the tranches explained at paragraph 1.8. A list of registered HRBs is on the Council's website at [Registered high rise residential buildings in Camden - Camden Council](#).

- 2.2 Building Safety Cases are prepared by Camden's Building Safety Manager team for all the 188 residential HRBs managed by the Council who can only submit a BSC to the Regulator for assessment when invited to do so. At the time of writing the Regulator has called in building safety case reports for 13 Council HRBs, which have all been submitted for assessment. The list is provided below in alphabetical order:
- Bacton
 - Bray
 - Burnham
 - Casterbridge
 - Dalehead
 - Dorney
 - Gillfoot
 - Mary Green
 - Oxenholme
 - Snowman
 - Taplow
 - 9A York Way
- 2.3 The BSR often follows up their initial review of a building safety case report by asking for clarification or additional information about any aspect of the construction or management of an HRB. At the time of writing the Council has responded to requests from the Regulator for all the BSCs it has submitted but has yet to receive a response or a Building Assessment Certificate (BAC) for any of the BSC reports.

3. Resident Engagement & Publication of Building Safety Case Reports and Building Assessment Certificates

- 3.1 Building Safety Case reports must be accompanied by a resident engagement strategy setting out how residents are involved in decisions about the safety of their buildings and kept informed about fire and building safety.
- 3.2 Each HRB has a Building Safety Manager (BSM) who carries out monthly site inspections to ensure buildings are kept safe and identify any safety issues that need to be addressed. They will check safety systems and signage in the buildings, ensure that communal areas and fire exits are not blocked or being used to store anything that could catch fire; the BSM will contact tenants and residents associations and residents of individual HRBs to discuss building safety and the engagement process for their building.
- 3.3 When the Council receives a Building Assessment Certificate from the BSR it will be published on the Council's website alongside the final Building Safety Case report for the HRB it relates to. A copy of the relevant BAC will be displayed in a prominent place in each building.

Report Ends