

ACTION POINTS ARISING FROM NOVEMBER/DECEMBER 2024 DMC MEETINGS

HOLBORN DMC ACTIONS – 3 DECEMBER 2024			
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 align="center">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 align="center">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</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>

	<p>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>HOL/1224/04</p>	<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 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.</p>
<p>HOL/1224/05</p>	<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>	<p>A paper will be submitted as requested.</p>

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>	<p>Please see full response at the end of the table.</p>
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 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.</p>	<p>Jonathan Doyle Neighbourhood Manager (Voids)</p>	<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.</p>
HOL/1224/08	<p><u>Action points update – Falcon House</u></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>	<p>A response was sent to Falcon TRA on 16 December 2024.</p>
HOLBORN DMC ACTIONS – RENT SETTING 08 JANUARY 2025			
HOL/0125/01	<p>Officers to investigate whether CCTV surveys had taken place on Tybalds</p>	<p>Susanne Afra Head of Capital Works</p>	<p>Susanne responded to Sue Knox at the end of the</p>

	Estate arising from Better Homes programme		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 brought to a future round of the DMCs.		<p>Susanne has highlighted to Scot Reid that this request has been put forward and that it would be helpful to share an 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.	Scot Reid Head of Property Customer Service &	Susanne has shared this feedback received during the

		Engagement	<p>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.	Jayne Brown Principal Policy & Projects Officer	A paper will be prepared for the March DMC
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.

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 – Building 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 Councils 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](#)