

## **CHALCOTS WORKS GROUP (CWG) MINUTES AND ACTIONS 03.06.20**

### **Attendees**

Paul Urquhart (PU), Nigel Rumble (NR), Cllr Steve Adams (SA), Cllr Tom Simon (TS), Cllr Meric Apak (MA), Hasan Shah (HS), Paula Schofield (PS), Matt Jenkins (MJ), Cllr Luisa Porritt (LP)  
LBC: Astrid Kjellberg-Obst (AKO), Sam Hulbert (SH), Graeme Dyson (GD), Susan O'Hara (SOH)  
Interim Independent Chair: Oonah Lacey (OL)

### **Apologies**

Mandy Ryan (MR)

### **1. Minutes and Actions 20/05/20**

1.1 Minutes reviewed and approved.

### **2. Matters arising**

- 2.1 Quality Inspectors - AKO advised that each of the 5 Quality Inspectors are working on a specific work stream and will attend a CWG meeting to update once completed. No timeline confirmed.
- 2.2 Requested that a log of activities/actions be provided.
- 2.3 AKO advised that a dedicated Zoom meeting would be set up to review the Resident Engagement Framework and Graeme Beedham would be invited to attend.

### **3. Major Works Update**

- 3.1 AKO confirmed that Wates has submitted a revised final best and final offer that is currently being evaluated.
- 3.2 It was confirmed that the scaffolding would be removed and a demobilisation plan is being finalised. Instructions for removal of netting post Cabinet decision were issued by AKO.
- 3.3 There are issues with external lights either being too dim or too bright. AKO advised that darker shades to be added to reduce excess light affecting residents as per original specification.

### **4. Lift Update - Sam Hulbert**

- 4.1 SH provided a detailed overview covering the background to current issues affecting the defects and timescales for repair with lifts and in particular Bray where the lift has been out of use for some 10 weeks. The Bray lift was back in use on Monday 01/06.
- 4.2 Diagnostic challenges accounted for the extended delay in getting the Bray lift working. A systematic approach was used eliminating problems able to be remedied on site and subsequently required the need to remove and take off site the motor when seized bearings were diagnosed and replaced.
- 4.3 PS questioned the effectiveness of lift maintenance. It was confirmed that the standard maintenance carried out on site would not identify the issues experienced because motors are sealed for the life of the motor and require no routine maintenance
- 4.4 NR acknowledged the complexity of managing the lifts and questioned the potential for having key replacement parts on site. SH advised that lifts contain up to 1000 parts that could potentially fail. It was suggested that there could be a storage box on site containing the key components that are known to have a greater regularity for replacement. HS advised the key lift failures were around lift door/arm systems.
- 4.5 SH confirmed that the lifts are heavily used but are still within the design life of 20 years. In theory, the lifts should not be having serious problems of failure but there has been potential issues around roof leaks causing moisture and rusting of components.

- 4.6 MA confirmed that there was a report commissioned by external consultants on the lifts from a strategic rather than operational perspective and may be shared with the CWG.
- 4.7 Lift performance information is reviewed monthly and measured against key performance indicators. A new lift maintenance contract will be in place from 31 March 2021. Failure of performance by the contractor is raised and pressure applied to get performance improved. It was confirmed that there is a fixed price for servicing and repairs.
- 4.8 SH confirmed that he will be visiting each block and checking the condition and working of the lifts shortly. Site report covering key findings from lifts inspections to be sent to AKO.
- 4.9 The CWG thanked SH for the update.

## **5. CCTV - Graeme Dyson**

- 5.1 New contractor appointed and on site from 1 June 2020.
- 5.2 There was an update on monitoring of CCTV cameras and issues around the need to upgrade all housing CCTV cameras as part of a new Camden strategy. Many cameras are 15 years old and obtaining parts is getting difficult or in some cases impossible.
- 5.3 GH proposed that the Chalcots be used as an early site for the network upgrade followed by installation of new cameras. GH confirmed that there is a mobilisation meeting next week and this will inform potential timescales for commencing upgrade but it is expected that over the next few months that there will be something installed and tested.
- 5.4 HS requested a current list of all CCTV cameras by blocks that are working. GD confirmed that the control centre is aware when any camera is not working and timescales with the previous contractor to complete site visits and repairs did not meet the expectations of Camden. This should not be a future problem with the new contractor.
- 5.5 HS raised the issue about not being able to retrieve footage from CCTV cameras when incidents occur. GD advised that blocks have a digital drive and can go back to the control system to retrieve footage. Many local recorders have overheated or burnt out so this has been a factor in moving to a central control approach.
- 5.6 CWG thanked GD for update and list of current working CCTV cameras to be sent to AKO.

## **6. Caretaking Services - Susan O'Hara**

- 6.1 Currently there are fewer caretakers on site (12 staff self-isolating) and providing a Monday to Friday service made up of spot cleaning and supporting vulnerable residents. Working on a recovery service plan. LP advised that she had been advised that there were no Hampstead caretaking staff currently self-isolating.
- 6.2 HS questioned the need for reinstating a Saturday/Sunday caretaking service because the condition of the block over the weekend it is causing anger and distress to residents. SOH confirmed that there is currently no plan to bring back weekend cleaning.
- 6.3 PS proposed that an update on caretaking services being included in the newsletter including information about not dumping rubbish incorrectly. AKO suggested also adding this message to the screen monitors.
- 6.4 HS advised that Burnham has been pro-active checking wrongly dumped bags of rubbish to identify the household responsible and passing information to the Housing Manager. It was stressed that only the issuing of fines will prevent this happening and that letters to residents are not preventing the dumping of rubbish bags by gates etc. It was confirmed that the issuing of fines rests with the Environmental Enforcement Team but the person/s have to be physically witnessed to be able to proceed with the issuing of a financial penalty. AKO suggested inviting Housing Management and Environmental Enforcement Team to a dedicated meeting to give guidance on instigating fines and the information needed to allow this to happen.
- 6.5 SOH in response to a question from NS regarding cleaning requirements during the pandemic confirmed that Camden is following advice from Public Health England.

## **7. Window design panellists**

- 7.1 Confirmed that it is anticipated that the Window Design webinar will be scheduled week commencing 22 June.
- 7.2 Need to ensure that all 5 Blocks have the opportunity to send a representative to ask questions on behalf of their block residents.
- 7.3 Session with panellists to develop questions to be held before Webinar.
- 7.4 NR asked whether the window design would change if a new contractor appointed. AKO reconfirmed that this is not a referendum on the window design and the landlord has made the decision.
- 7.5 MA confirmed that the Cabinet decision was clear and Camden needs to bring residents with them and have an open discussion to explain the decision making principles and offer resident representatives the opportunity to raise questions in front of the residents that they represent. AKO confirmed that the window design will not change but the method of works may change.

## **8. AOB – Review of member questions and summary responses**

- 8.1 **Procurement** - Wates have submitted another offer and currently being evaluated.
- 8.2 **Scaffolding rubbish and rats** - awaiting demobilisation plan but expected to be resolved very shortly.
- 8.3 **Flat 160 Burnham** - Housing Management to be asked to investigate and change locks.
- 8.4 **External lights** - new shades for bright lights to be installed.
- 8.5 **Playground and open spaces** - demobilisation plan will include remedying defects from contractor works.
- 8.6 **Communal cleaning** - windows to be cleaned and deep clean of communal areas once scaffolding removed.
- 8.7 **Parking in basement/roadside parking** - look to removing parking restrictions once demobilisation complete.
- 8.9 **Staircase/hallways** - no decision made at this time.

## Action Summary

	<b>Owner</b>	<b>Date Raised</b>	<b>Anticipated completion date</b>	<b>Date Completed</b>
<b>Quality inspectors to be invited to present work plans when completed</b>	AKO	03/06/20	TBC	
<b>Updated log of activities to be provided</b>	AKO	03/06/20		17/06/20
<b>Set up dedicated zoom meeting for New Engagement Framework</b>	AKO	03/06/20		24/06/20
<b>Minute taker to be arranged</b>	AKO	03/06/20		17/06/20
<b>Darker shades to be installed on bright external lights</b>	AKO	03/06/20	TBC	
<b>Strategic lift report to be provided</b>	SH	03/06/20	TBC	
<b>Findings from lift inspection to be shared with CWG</b>	SH	03/06/20	TBC	
<b>Current list of working CCTV cameras to be provided</b>	GD	03/06/20	TBC	
<b>Chalcots to have the early network upgrade followed by new cameras</b>	GD	03/06/20		29/07/20
<b>Confirm date for Window Design Webinar</b>	AKO	03/06/20		24/06/20
<b>Agree resident representatives to be panellists from each block</b>	AKO	03/06/20	TBC	
<b>Set up meeting to collate questions to be passed to consultants in advance of webinar</b>	AKO	03/06/20		26/06/20
<b>Information on caretaking services to be included in newsletter and screen monitors</b>	AKO	03/06/20	TBC	
<b>Zoom meeting for Housing management and Environmental Enforcement to be set up</b>	AKO	03/06/20	TBC	