

CHALCOTS WORKS GROUP (CWG) MEETING AMENDED NOTES AND ACTIONS 17.06.20 (REVISED 23.09.20 paragraph 5.4) agreed by CWG Tenant Representatives.

Attendees

Paul Urquhart (PU), Nigel Rumble (NR), Cllr Steve Adams (SA), Cllr Tom Simon (TS), Cllr Meric Apak (MA), Cllr Luisa Porritt (LP), Matt Jenkins (MJ), Hasan Shah (HS), Mandy Ryan (MR), Paula Schofield (PS)

LBC: Astrid Kjellberg-Obst (AKO), Abdul Khalique (AK), Sharon Calvey (SC)

Interim Independent Chair: Oonah Lacey (OL)

1. Review Meeting notes from 03/06/20

- 1.1 OL invited the CWG to review meeting notes for accuracy and welcomed any corrections.
- 1.2 SA was dissatisfied with the omission of not recording all member contributions made at meetings. He was concerned that meeting notes reflect a 'polished version' of what is going on instead of critical appraisal. He stated that there is no record of criticism or questioning from the group and there is a selective recording of what people say.
- 1.3 HS stated that minutes need to reflect all contributions and by whom they are made, whether Councillors or resident reps. NR confirmed that this is the way this should be done. OL explained that there was no intention to omit any important statements and that SA's statements will be captured in the final version of the minutes. The group concurred. OL apologised to SA and SA thanked her for this.
- 1.4 AKO reminded the group that the meeting notes reflect the requirement as agreed by the group earlier in the year and that this can be reviewed, but expectations need to be discussed and goal posts not just changed otherwise it will be difficult to meet expectations. AKO will provide meeting notes of a meeting taken place earlier in the year to highlight what was previously agreed. This will be shared. It was agreed to take minutes verbatim from now on. OL suggested that there should be consideration given to recording meetings to facilitate minute taking to ensure all statements are recorded.
- 1.5 The meeting notes were approved subject to insertion of approved statements by SA recorded under matters arising section 2.

2. Matters Arising

- 2.1 Updated log of activities circulated by AKO. AKO highlighted that these only capture actions relating to major works and CWG activities.
- 2.2 SA enquired who is responsible for actions and their current status relating to CCTV, lifts and other non major works items. AKO will pick this up with Gavin Haynes and AKO to see how this can be best captured and tracked.
- 2.3 Dedicated zoom meeting for new Engagement Framework, on agenda , but meeting date confirmed 24/06 10.00am.
- 2.4 OL apologised that the meeting notes 03/06 did not record and log that the need for a minute taker was raised by SA.
- 2.5 AKO confirmed that the evaluation of the latest offer from Wates (May) ongoing with decision likely to be made in 10 days.
- 2.6 Lights on hoarding are bright. AKO confirmed that priority is to make sure residents and neighbours opposite the blocks are not bothered by existing bright site lights. LBC have requested Wates to provide the demobilisation with priority to take down the scaffolding above ground and the hoarding with lights. The programme is expected by the end of the week with dates. This will inform whether we wait for the light to come down or whether we need to install darker shades to reduce the intensity of the lights. The issue is in hand and neighbouring residents have been kept informed by AKO.
- 2.7 Lift update. Strategic lift report to be shared with CWG (AKO has not received report yet). Sam Hulbert and James Johnson (Quality Inspector in project team) performed site visit on

10/06 to check lift shafts and motor room. An action plan will arise from that and be shared with the CWG.

2.8 OL apologised that the meeting notes from 03/06 omitted to record that SA had suggested that due to all the lift breakdowns that the design life for lifts be reviewed.

2.9 CCTV. SA concerned approval was given to improve CCTV however, DMC was not clear on the number of years it would take to enact and there isn't an explanation why it is taking longer than anticipated. OL apologised that the statement made by SA at the meeting on 03/06 was not recorded. "There had despite DMC approval been no installations and advised that he was not happy with the officer response".

MA – Overall programme of upgrade will take 2-3 years and will be carried out in two stages. Graeme Dyson did go into great detail about this at the DMC. The delay is due to Covid-19.

AKO has had conversations with Graeme Dyson, who confirmed earlier this week that he awaits timelines for mobilising the contractor on site, as it is a new contractor. AKO will be kept informed throughout. The transmitters will be up-graded in a first instance and with the Chalcots as priority. This will help get an overview on the CCTV cameras to identify what needs replacing and what needs repairing. It was noted that the current list of working CCTV cameras to be provided to the CWG has not been received and that the delay is due to difficulties identifying the failed cameras, details to follow.

2.10 Sill levels. At the last meeting, a discussion was held about the initial intention to lower / increase the window sill height. It was said that the level of window sill was to originally take it slightly down and not as low as Wates suggested. AKO went back to Arup and it was confirmed that this conversation took place fairly early on in the process and independent of window design. Arup's surveys of flats showed that window sills were of different heights varying by 2cm higher or lower than the 77 cm from the floor. Arup merely suggested that when the windows are replaced, it is an opportunity to bring all sills to the same level. PU confirmed that this discussion took place when 4 window options were still on the table.

2.11 Window Design Webinar update on agenda - OL thanked AKO for distributing the BRE report with appendices.

2.12 OL thanked on behalf of HS, both TS and AKO for resolving the Burnham parking issues

3. Caretaking Service

3.1 OL thanked HS for raising the issue of clarity regarding whether weekend caretaking was deferred due to Covid-19 or was a long term decision.

3.2 Introduction of SC to meeting to discuss caretaking service.

3.3 SC – Caretaking Service Review commenced 18 months ago to ensure that there is a consistent service approach across the borough and introduce standard performance indicators. Some services such as weekend services was historical. 06/04/20 was meant to be the official launch date of the new service but this is now delayed due to Covid-19.

3.4 There was a consistent approach planned to revamp standards and discussions will take place with residents later this year for performance indicators.

3.5 SC - Consistency is the main driver and an out of hours cleaning service if there are reports of a hazardous nature (Health and Safety). This out of hours service is provided between 5pm – 11pm weekdays and the whole of the weekend and we can go past 11pm cut off if required.

3.5 SC – Caretaker job capsule will be revamped. There are currently 49-50 resident caretakers. Looking to increase that number and on call will be added as part of their roles.

3.6 MA confirmed that the issue around Chalcots weekend cleaning service was consulted with stakeholders at the January 2020 DMC, and it was agreed there would be no weekend cleaning. The agreement was that the Duty Officer would visit the blocks and clear any health and safety issues up to 11pm but there is no intention to provide weekend cleaning.

3.7 Since 06/04, weekend caretaking service has been stopped but duty officer will still come round.

- 3.8 HS – Residents come to TRA in anger at the absence of a weekend service especially when staff decide issues from their view do not constitute a health and safety issue and cleaning can wait until Monday. HS expressed concern that there has been no consultation with residents and that the blocks should be seen as ‘mini cities’, so by the Monday the workload for the caretaker is enormous, and he stated that residents want the service. SC advised that she fully understood that residents were not happy and reconfirmed that the decision was not taken lightly. Also it is a difficult time with Covid-19 as there has been a reduced staff team but we have managed to keep the services operating and the new service will see a mobile team doing additional tasks such as washing communal areas. It is only when the full new service is operating that residents will be able to see that the full impact of new service.
- 3.9 MA willing to listen if elected reps say they need a weekend service however there would be a cost involved and residents will need to be consulted and agree to an additional full cost charge.
- 3.10 PU enquired whether we could do a cost analysis for the weekend and HS enquired what it would cost to have a caretaker on site for an hour over the weekend.
- 3.11 LHs currently pay the actual service charge for the weekend cleaning service whereas tenants pay a pooled caretaking service charge, which is divided across LBC.
- 3.12 SC – There is a morning roll call as pre-lockdown; the numbers of those self-isolating went up. Figures are based on daily roll call. Essential services are still carried out on blocks with the standards fairly consistent if not to the normal standards.
- 3.13 LP raised query of self-isolating numbers not matching up with HR figures, which SC provided an explanation and added that there is not so much self-isolating now across the board. In addition, LP stated that it is clear that the decision to stop the weekend cleaning service had not been communicated effectively and that it was not appropriate to leave TRA reps with the responsibility to communicate the decision but should have been sent to all residents in a newsletter. MA agreed that communication had not been adequate and was a learning outcome to use for the future.
- 3.14 Caretakers still clean the communal areas but the external areas such as behind the fencing and scaffolding is dealt with by the contractors. The Quality Inspectors monitor this.
- 3.15 PS raised concern that newsletter should mention the current service of caretaking and that residents did not receive any messages on weekend cleaning.
- 3.16 PS expressed her view that she is suspicious of ‘blanket charges’ based on her experience when she paid gas/electric charges direct to the Council because once this stopped she experienced a significant drop in cost because there is no payment for a management cost included and only fuel usage is paid
- 3.17 NR as a leaseholder supports the other representatives that a weekend service is required.
- 3.18 MA explained that leaseholders have to be legally charged for services received. Tenants have not paid an increased service charge for the weekend service.
- 3.19 HS stressed that as leaseholders have paid for the weekend service they will have to be refunded from the date that the service stopped. It was agreed this would have to happen.
- 3.20 Agreed actions – consult with all TRA’s to determine support for an additional weekend cleaning charge, calculate full cost to provide a) weekend charge b) one hour charge per block.
- 3.21 NR pointed out that the service must reflect the actual need of the time and Covid-19 and what comes next will be key in determining the range and level of services required
- 3.22 Agreed SC will write to residents about safe disposal of rubbish and usage of CCTV by housing management to help deal with issues.
- 3.23 The CWG thanked SC for attending.

4. Webinar Highlights

- 4.1 OL explained that the webinars have been attended by 170 residents and that written feedback to AKO has indicated that many have enjoyed and found the webinars helpful. Specific feedback included that the webinars are informative and helpful.

- 4.2 OL sought feedback from CWG members and questioned what feedback TRA's had received from their residents. Feedback is very important to help shape the way Camden consults and communicates information to all residents.

5. Window Design Webinar

- 5.1 AKO explained that we need to open up participation to all 5 blocks and that currently 2 blocks have not been involved to date. A letter needs to go to all TRA's to request a nomination for the window design webinar to act as a panellist.
- 5.2 MJ questioned what is the goal? AKO confirmed that it was important that resident reps attending can put their questions live on the webinar on behalf of the residents that they represent.
- 5.3 It was proposed that a pre meeting is held with the representatives in a closed session. We need to trust the TRA to appoint the right resident to represent their TRA and block.
- 5.4 HS Statement 23/09/20:- approved by CWG Tenant Representatives

In reference to the CWG meeting held on 17/6/20, I believe I was misquoted in the minutes about a statement I made regarding the Chalcots windows webinar. I feel strongly that what was published was not representative of what I had said or meant. I asked for a recording of the meeting to check my statement, but the Chair indicated that it had been deleted shortly after the minutes were written. When the statement in the minutes was brought to the attention of the group, many of those who had attended the meeting volunteered to say that I did not mean anything negative or critical towards the Chalcots residents. I firmly believe that I did not make a negative comment and that my words were quoted in a way that did not reflect the meaning of what I said. I stand by that. However, if I mis-spoke or had made a negative comment unintentionally, then I apologise for any distress and misunderstanding caused. On these grounds, I have asked for the misrepresented statement to be removed.

(A separate e-mail from Cllr Apak was sent to the CWG members on 1 October 2020, raising concerns about the amendment. Please click [here](#) to view the content of the e-mail.)

- 5.5 The expected timescale for the window webinar is week commencing 29 June but may need to be changed depending on receiving the info-graphics.
- 5.6 It was confirmed that the purpose of the webinar is to offer residents the opportunity to view the selected window design and ask questions about the reason for the choice made so that they can have absolute confidence with the decision. AKO offered to help and support to develop questions for the webinar.
- 5.7 It was confirmed the panel for the window webinar would include AKO, MA, OL, GH and 5 resident representatives.
- 5.8 NR suggested that it may be better to have 2 resident representatives per block on the webinar.
- 5.9 PU stated that residents will need to see and review the info-graphic and meet with the design team.
- 5.10 PU and LP suggested that within this context it may be good to have an evening meeting with all 5 panel representatives and AKO is happy to consider this as long as all five blocks are represented.

6. Resident Engagement Framework

6.1 It was confirmed that a one topic only dedicated CWG meeting would be held on Wednesday 24 June at 10am. Graeme Beedham, head of Tenant Participation has confirmed he will attend to help provide guidance from a Camden Resident Engagement strategic perspective.

Action Summary

	Owner	Date Raised	Anticipated completion date	Date Completed
AK to provide copy of minutes of an earlier meeting where discussion of how minutes are to be arranged was approved.	AKO	17/06/20	24/06/20	24/06/20
Agree monitoring process for non-major works issues	AKO	17/06/20	October 2020	
Window Design webinar invitations to be sent to Chairs of 5 blocks	AKO	17/06/20		22/07/20
Consultation on weekend cleaning all TRA's and cost proposal	SC	17/06/20	TBC	

AOB:

- HS – Make sure areas are cleared for delivery drivers to park and signage to give them time to do their jobs.