

Camden. housing

A Quality Landlord



Introduction

The Camden Plan sets out the Council's five-year vision for Camden the 'place'. It puts a great emphasis on maintaining a social mix, helping residents reach their potential, making residents' money go further, delivering quality services and being a listening council.

As the largest landlord in the borough providing homes to a quarter of Camden's resident we are well placed to improve the health, wellbeing and achievement of residents and to meet the Camden Plan ambitions. We will do this by providing **good quality homes** at **affordable rents** in **safe neighbourhoods** in **flourishing communities**.

This statement sets out our five-year vision for our landlord services.

You tell us

- Three quarters of tenants are satisfied with our overall service.
- Leaseholders are less satisfied than tenants with our overall service.
- Value for money is important to you.
- You are concerned about heat loss from your homes.
- You want us to prioritise repeat breakdowns and repeat repairs.
- The state of decorations in communal areas is a priority for you.
- You want more family sized homes.
- You are passionate about the environment.
- You like stable communities.

Our vision

As a landlord we want to be as good as the best in all that we do, by:

- investing in homes;
- creating attractive places;
- making communities stronger;
- helping to improve lives;
- providing good value.





Investing in homes

- We will spend £401m to carry out current major repairs.
- We will prioritise repeat breakdowns.
- We will continue to invest in replacing and upgrading heating systems and give residents control over their energy use. We will also improve insulation and energy efficiency in our homes.
- Through the Council's Community Investment Programme, which includes estate regeneration, we will find ways to replace existing council homes and build 500 more. Over 30% of these will be family sized homes. We will also build 200 shared ownership units. Estate regeneration will also generate funds to improve and renovate council homes through the Better Homes programme.
- We will continue to consult with residents on estate regeneration, offer clear options and give residents enough time to explore the full range of alternatives.



Creating attractive places

- We now have more to spend on communal decorations and will carry out work more regularly. Our caretakers will set aside time to focus on these areas.
- We have introduced a programme of Spring Clean projects with a focus on improving entrances and communal areas to replace difficult to clean surfaces with durable and easy to clean ones.
- We will fit brighter lighting, in areas where safety is a concern, to discourage antisocial behaviour.
- We will offer walkabouts with tenants and leaseholders to identify issues on estates.
- We will keep you informed of repairs on your estate through easy to read programmes showing key activities and timescales.
- We will continue to invest in the quality of our grounds maintenance and caretaking services to improve the estate environment.



Making communities stronger

Our communities and neighbourhoods are thriving places with good community spirit. We want to strengthen this.

- Our ward housing staff will signpost people to information about community activities and support the work with our recognised tenants and residents associations (TRAs).
- We will support and encourage all resident-led activities to strengthen community spirit. These include growing and planting initiatives and social and health activities in our communities.
- We will support TRA halls to become the hub of the community and help them to flourish, providing events for all ages, developing good management and re-using income in the community.
- We will support resident involvement to improve local housing services and help residents come together to tackle the local challenges they face.
- We will carry out a Right First Time review with other parts of the Council to ensure we have a joined up response to complaints about noise.
- We will make it easy for you to report tenancy fraud and illegal subletting.
- We will encourage estates to monitor the energy they use and to compare this to other estates to encourage a collective effort to reduce energy consumption.
- Our staff want to make sure that our tenants and residents know the right person to contact.





Helping to improve lives

- Housing services will work with other organisations, such as health services and JobCentre Plus.
- We will promote healthy living by working with local health services and inviting tenants to general health and health check sessions near their homes.
- We will offer debt and money advice, referring tenants and leaseholders to agencies that can help them stay in their homes.
- We will promote London Mutual Credit Union to provide tenants with options for responsible loans and banking.
- We will help tenants to access digital services by promoting the options already available as well as creating new ways for tenants to get online.
- We will improve the services we provide on our website for tenants in the same way we have improved online services for leaseholders.
- We will advise and help tenants who wish to move elsewhere.
- We will support vulnerable tenants and work with mental health and adult and children social care services.



Providing good value

- Each year we spend around £80m on major and day-to-day repairs.
- We know leaseholders are concerned about costs. We will work with them to understand their concerns, be clear about the costs of our services and what we are doing to improve value for money.
- We will compare our costs with other social landlords.
- We will adopt a Right First Time approach to all our services.
- We will reduce the amount of time that scaffolding is in place before and after works. We will monitor closely the work of our contractors and how sub-contracting is used.
- We will seek out extra funding from external sources, such as the Mayor of London and energy companies.
- We will employ apprentices as part of our investment in a skilled workforce that knows and delivers the Camden standards.

How can you check on our performance?

The best way to make sure you are satisfied with our services is to get involved.

Tenant and leaseholders have a range of opportunities to influence and be involved in local issues. You can:

- influence the decisions we make and the direction we take;
- set standards and monitor services;
- shape how your homes are managed and how we manage repairs and improvements.

Our Tenant Scrutiny Panel, tenants and residents associations, consultation exercises, walkabouts, surveys following major and day to day repairs, complaints (when things go wrong) and compliments (when things go right) are all ways we learn about our services from the people who use them.

We will report on our progress through an annual report and measure satisfaction through an annual tenant and leaseholder survey.



Tell us what you think of our vision.

Complete this form and return it to us or fill it in online at <https://consultations.wearecamden.org/housing-adult-social-care/qualitylandlord>.

Is it (tick one box):

- too ambitious
- not ambitious enough
- about right.

Do you have an idea for a project that would help us achieve our vision?
Can you think of something that would make our estates more attractive?
What can we do to help communities to connect more?

Please tell us more about your ideas below

Can we help? Do you want:

- To get involved in helping to shape housing services?
- More information about a particular service?
- To speak to an officer about your home?

Please tell us who you are and we will contact you.

Name

Address

Telephone number

Email address

Completed forms should be sent to Housing Strategy Unit, 2nd Floor
Bidborough House, 38-50 Bidborough Street, London, WC1H 9DB.

Contact us

Email: hsu@camden.gov.uk

Post: Housing Strategy Unit, 2nd Floor Bidborough House,
38-50 Bidborough Street, London, WC1H 9DB

Phone: **020 7974 5519**

Find out more

Visit www.camden.gov.uk and search for **tenants and leaseholders**

**If you would like this brochure
in large print, Braille, audiotape
or another language please call
020 7974 6649.**

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