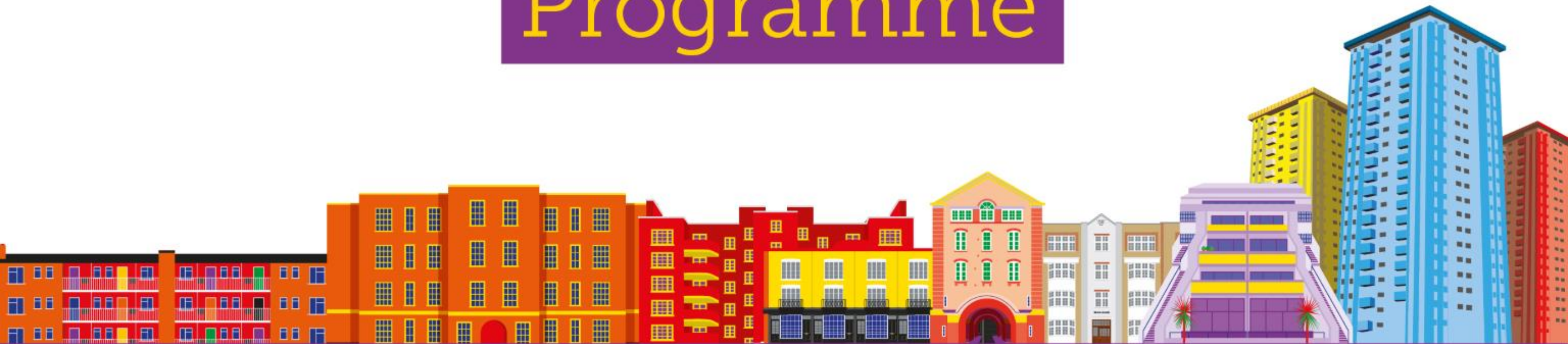


# Better

# Homes

# Programme



# Purpose of the update

- Provide an update on the Better Homes Programme to date
- Feedback the key findings from latest Stock Condition Survey and key challenges
- Tell you how we've used key findings to draft the programme
- Outline of options to address key challenges
- Individual workshop groups
- Next steps



# Better Homes capital – progress to date

Since 2013 when the Better Homes Programme was launched we have installed/carried out:

- Internal works such as kitchens and bathrooms to over 4,300 homes
- External works such as roofs and windows to over 7,000 homes
- 265 new lifts
- 37 communal heating schemes

And invested over £57m on fire safety capital expenditure across our stock.



# Better Homes – need to prioritise the right things

According to the Stock Condition Survey we should spend an estimated £516m over the next five years (£103m per year). This figure will be more known for each programme in the next few months.

Currently our budget is £334m over the next five years.

The current gap is £182m but this is subject to additional pressures, for example fire safety works and the Council's response to Climate Emergency.

Budget figures may therefore change and the investment gap will be determined as we head towards Cabinet but we have a significant challenge and some key decisions that we need your views on around what and where we invest.



# Better Homes capital – 5 year programme

Over the next five years the Council is planning to invest:

- £137m on roofs, windows and other external work
- £20m on kitchens and bathrooms
- £78m on M&E, e.g. communal heating and lifts
- And a further £59m on fire safety capital expenditure across our stock



# How current draft 5 year programme was devised

Priorities were identified on the year failing for one of the three key elements – roof, windows or wall fabric.

Based on year of failure and geographical location these were grouped together and put in programme years according to available budgets and resources to deliver.

The programme assumes that we continue to take a “whole house” approach i.e. look at all other issues at a block even if only one element is failing (e.g. roof failing but look at windows, wall fabric, etc.).



# Key decisions that we need your views on

1. Is the draft programme addressing the priority properties/assets that you are aware of?
2. Do you think that the programme should have a whole house approach or where possible deliver single elements?
3. Should we broaden the number of properties/programmes to look at ways we can deliver single elements e.g windows, roofs that are at the end of their life, as single units where possible. Bearing in mind Access costs (scaffolding) account for a lot of the costs so by just doing an elemental repair would not maximise the use of the scaffolding.
4. As part of the Externals Programme do we also consider boundary walls, communal, estate and garden areas.
5. Do we introduce a cyclical maintenance programme? E.g. clearing drains, gutters, painting entrances, etc.



# Fire safety improvement programme

- 580 blocks require 13,403 Fire doors to flat entrances
- 763 blocks require hard-wired alarms to 14,600 tenanted properties
- 386 blocks require emergency lighting
- 228 blocks require new communal fire doors
- 451 blocks require compartmentation and fire stopping
- 600 blocks require new fire action notices and signage

**Do we package the Fire Safety Works as distinct programmes?**





# Prioritising the residents experience – driving performance

We met with DMC and leaseholders in November 2019 – series of “Eyes and Ears” workshops.

Some concerns were raised relating to Better Homes consultation, including:

- Resident influence on the scope of works
- Being heard – feedback being believed & valued
- Transparency of budgets
- Quality of works



# Prioritising the residents experience – our response

We are developing the new engagement service which is due to launch in June 2020 to improve the way we deliver engagement services to you.

Our service aims are:

- Resident engagement throughout the works
- Clear monitoring and performance indicators
- Contractor meetings with residents prior to major works
- Performance shared with regular updates
- Empowering online platforms
- Early resident engagement in the development of the scope of works to your properties
- Improved delivery of customer experience (inclusive staff interaction)
- Resident involvement in procurement of contractors



# Prioritising the residents experience – next steps

We will recruit resident steering group to further support the development of:

1. The Eyes and Ears champions
2. The resident charter
3. Further development of service standards and principles, setting out what you can expect from Property Management services



# Individual workgroup tables

We will break up into groups and capture your views on how you think we should develop the five year programme based on the Key decisions in the last slide.

We really welcome your input on how, together, we can address these challenges. If you have other ideas then please share them in your groups.



# Key decisions that we need your views on

1. Is the draft programme addressing the priority properties/assets that you are aware of?
2. Do you think that the programme should have a whole house approach or where possible deliver single elements?
3. Should we broaden the number of properties/programmes to look at ways we can deliver single elements, for example windows, roofs that are at the end of their life, as single units where possible. Bearing in mind access cost (scaffolding) account for a lot of the costs so by just doing an elemental repair would not maximise the use of the scaffolding.
4. As part of the externals programme do we also consider boundary walls, communal, estate and garden areas.
5. Do we introduce a cyclical maintenance programme? E.g. clearing drains, gutters, painting entrances, etc.
6. Do we package the Fire Safety Works as distinct programmes?



# Next steps after workgroups

We will collate all of the feedback received at the workshops and review the draft programme.

We will produce a “You said we did” leaflet that will be distributed to all attendees and made available on [wearecamden.org](http://wearecamden.org).

The programme will be refined and will go to Cabinet for approval late Spring 2020 detailing the input from these workshops.



# What's Next – putting it all into place

- Cabinet approval
- Detailed engagement with residents sharing the scope of works for their block and seeking their input
- Works tendered
- Resident engagement and statutory consultation with leaseholders
- How you'll be notified when work is to commence on your block
- How to find out online when work on your block is programmed – Open Data Camden



# Your views

We will now break up into groups and you will have the opportunity to help us shape the future programme and address the key issues.

Questions will be answered in your groups. If there is anything we cannot answer then we will take it away and feedback.





Thank you

