

Kingsland Estate Action Plan from Estate Walkabout 01-12-22

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Red – No update from the officer assigned to action. Immediate action needs to be taken to address the Issue.

Yellow- Officer has updated the action. We are on track. However, it is still not complete.

Green- Action has been completed.

No.	Desired outcomes	Actions	Review & Progress update	Responsible Officer & Target Date
1	Better use of garden/open area end of Blk 6. Areas has been gated off but still used as a dog exercise area.	Consider including in green infrastructure works led by Daniel Bailey.	Initial discussion had with resident on 14/03/23. A follow-up meeting planned with residents for end of April to finalise possibilities	Daniel Bailey – April 2023
2	The underground garage area is safe to use, cars are not at risk and issues below addressed: 1. flooding/leaks 2. crumbling brickwork/lime discharges 3. disused bike sheds and bin rooms renovated and brought back into use (possible space that could be rented) 4. upon inspection the area was clean and tidy	Danny Waite – Repairs Christina Nunn - to request additional patrols over the next 2 weeks focusing on specific area.	RSP have been added and will be reviewed after 2 weeks.	Christine Nunn – December 2022

3	Permanent solution to the ongoing roof leak/guttering blockage on all blocks. This was feedback as an issue for all residents we spoke with, some impacted worse than other	Repairs/Surveyor to investigate	<p>Report from roof:</p> <p>There is no permanent fix for cleaning gutters and drain. Roofer to attend when called out. Moving forward David Aspris may be able to advise if there are any plans to have a programme to carry this out on a regular basis.</p> <p>Jobs raised to all blocks Blk 1-16 Kingsland, 3176293/1 1st March 2023 Blk 17-36 Kingsland, 3176296/1 8th March 2023 Blk 37-72 Kingsland, 3176297/1 3rd March 2023</p> <p>Also email sent to David Aspris to keep track of these jobs</p>	Daniel Solazzo – December 2022
4	Permanent solution to the ongoing issue of mice infestation more so an issue affecting the blocks that back onto Primrose Hill Park	Pest control to investigate and remedy	<p>Email sent to Pest control <u>Update from Pest Control Team leader Jason Smith – 12/2/2023</u> Out of 72 properties, Pest Control are treating 7 This would not be deemed to be a block wide issue. Pest Control will continue to monitor and recommend all resident experiencing an ongoing issue with mice to report it to pest control asap. Due to the</p>	Jason Smith

			building's proximity to primrose hill, there will be an increase of mice activity during sessional cold periods.	
5	Improved lighting around the estate particularly at the open area end of the blocks leading to the park. Current light does not work so area is quite dark attracting ASB.	John Stow/M&E to investigate and remedy.	Email sent to John Stow to advise	
6	<p>Central steps up from Broxwood Way:</p> <ul style="list-style-type: none"> • Steps are decaying and several paving stones are loose • Handrails are rusty and loose • Steps were last properly maintained ~20 years ago after someone died from hitting their head when a paving stone collapsed; they are now in a worse state overall than they were then 	Repairs to investigate	<p>Jobs raised 3176301/1 - steps, Wed 21st Dec 22 - Order completed 4th January 2023. Steps repaired/replaced.</p> <p>3176304/1 - handrails, Tue 17th Jan 23 - Order completed 18th April 2023. Section of handrail replaced.</p>	Daniel Solazzo – December 2022
7	<p>Garage entrance & security:</p> <p>1. There's a superfluous rusty barrier near the entrance which does nothing but cause an eyesore; it doesn't even prevent motorcycles entering the estate.</p>	<p>1. Arrange inspection and assessment</p> <p>2. Arrange inspection and assessment</p>	<p>Rsp (19/12/22): Estate services to advise on appropriate action</p> <p>Parking officer is yet to visit the estate to establish course of action</p> <p>Ongoing issue with gate. New order was raised for faulty Gerda lock on 24th April 2023. Job</p>	Jayne Seamen/Andy Foster Jan 2023

	<p>2. The key fob system is no longer in operation; people have to get out of their cars and use a key to open the garage gate; in the dark this is unsafe, particularly for women</p> <p>3. Many garages have been broken into as there is no surveillance</p> <p>4. Antisocial behaviour takes place especially in the summer when people use it for drug dealing/taking, and visitors to Primrose Hill use it as a toilet</p> <p>5. During wet weather water pools on the floor and doesn't drain away</p>	<p>3. Christine Nunn – RSL patrols to monitor</p> <p>4. Christine Nunn – RSL patrols to monitor</p> <p>5. Repairs to investigate</p>	<p>number 3256749/1. Appointment 23rd May 2023.</p> <p>5. Job completed 19th December 2022. Drain cleared.</p>	Christine Nunn
8	<p>Blocked guttering:</p> <p>1. Gutters at the top of the building are very rarely cleaned and get blocked with leaves</p> <p>2. When this happens, they overflow resulting in pooling</p>		<p>Jobs raised to all blocks</p> <p>1. Blk 1-16 Kingsland, 3176293/1 - 1st March 2023</p> <p>2. Blk 17-36 Kingsland, 3176296/1 - 8th March 2023</p>	Daniel Solazzo

	<p>of water along the flat roofs and rivers running down the brickwork</p> <p>3. This is a large part of the cause of the damp that most residents experience in their flats</p>		<p>3. Blk 37-72 Kingsland, 3176297/1 - 3rd March 2023</p> <p>Update:</p> <p>Jobs completed Report from roof: There is no permanent fix for cleaning gutters and drain. Roofer to attend when called out. Moving forward David Aspris may be able to advise if there are any plans to have a programme to carry this out on a regular basis.</p>	
9	<p>Scaffolding</p> <ul style="list-style-type: none"> • There was extensive scaffolding on the two western blocks over the summer • Only one resident reported that any work took place on their flat during this time • All leaseholders have been charged for it but have seen no evidence of it being of general benefit 		<p>Email sent to David Aspris for any reports/photos of works</p>	David Aspris
10	<p>ASB/Community Safety</p>	<p>LLS - quick comm to be produced /displayed on estate noticeboard. (Christina Nunn)</p> <p>TRA to consider if additional noticeboards on the estate would benefit residents as there is only one on site in an obscure location.</p>	<p>The SNTs have only moved over to the new political ward boundaries recently but e-mail address and contact numbers are yet to fall inline. Am reluctant to print a Quick Comm and deliver this, only for information to be out of date a week or so later. As</p>	Christine Nunn

			soon as I have the correct contact details for the local policing team in Primrose Hill, I will get Quick Comms printed and delivered.	
11	Resident Engagement General discussion with committee members who would benefit from receiving additional support to generate wider resident interest/interaction	TP& NHO to agree approach.	Meeting agreed with TRA to explore options to reinstate a RA in a form that would be more practical as a collective. This is in appreciation of available capacity and level of responsibility on a registered TRA. work in the regard will remain ongoing with support from both TP and LLS.	Robert Quaye/Dele Adewumi
Concerns raised by individual residents from Door knocking				
	Resident reported <ul style="list-style-type: none"> • a roof leak, wet patch on L/R ceiling. • Damp to daughter's bedroom ceiling and walls since 2014 (daughter is now 17) • Repairs have been done many times but leaks are still occurring through the balcony • Damage to window frames in April this year; contractor has visited FOUR times to take measurements but has not fixed it • Window and fire exit gate on balcony need repair/replacement 		Roof leak should be addressed under 3176296/1- Job completed 8th March 2023. Tenant was advised to fill out damp form online 19/12/22 Email sent to Stanton to find out if it is their balcony or one above Rsp; direct contact with resident required Email sent to Andrew Bennett, Peter Gale and Darren Gwyne for updates on window, gate	

	<ul style="list-style-type: none"> • Cold water tank (only used by their flat) is old and may be contaminated; it needs replacing and connecting to the mains (?!) 		<p>Email sent to Daniel Mills to advise if we can replace this tank under normal d2d repairs</p>	
	<p>Noise at night – no other concerns Further issues reported by email 16/12</p> <ul style="list-style-type: none"> • I echo the comments made about the garages - they are an unsafe environment, which could be rectified by the installation of security gates on the entrances and CCTV (which should be installed throughout the estate). Additionally my garage leaks badly from the roof, which damages my car's paintwork. • There are one or two anti-social tenants who constantly make a lot of noise, especially in the warmer months, and treat the common areas of the estate as their private outside living room. This is annoying and intimidating for many other residents. • There is one flat from which drug dealing appears to be regularly conducted. • Personally I am concerned by aspects of the "greening" proposals for the estate. 	<p>Christina Nunn -P to increase patrol</p>	<p>RSP have been added and will be reviewed in 2 weeks.</p>	

	<p>Specifically, the plan (currently unfunded) to turn the patch of waste ground at the north-eastern end of the estate into a recreation area worries me. This area abuts directly onto my garden wall (my flat is at the end of the terrace) and my concern is that, if cleared, this area will inevitably end up as a focus for consumption of drugs, alcohol and other anti social behaviour, which will be taking place a few feet from my children's bedrooms. The estate is immediately adjacent to Primrose Hill park, and really doesn't need an extended recreation area - the current kids play area is sufficient (and is little used). As an alternative, I would be open to buying or taking a long lease of this land from LBC Camden - would this be a possibility</p>			
	<p>Resident reported</p> <ul style="list-style-type: none"> • a roof leak– Inspection previously conducted, awaiting follow up information from housing repairs concerning remedial work. 		<p>This is a leaseholder property, we need more information which remedial works need to be carried out, as we will only do repairs if we cover the certain repairs under our responsibility on leaseholder properties, email</p>	

			sent to Stanton (advised to liaise with LH directly)	
	Leaking roof		Covered under 3176297/1 - Job completed 8 th March 2023.	
	Does not feel safe Damaged front door	Christina Nunn - RSP to increase patrol Repairs team to remedy door	RSP have been added will be reviewed in 2 weeks.	
	Leaking roof – has appt for Feb 23 – problem has worsened - has called repairs but unable to stay on the line due to cost Skylight dome crack – temp repair ineffective		3159342/1 - this was already raised for the dome, states has already been asked to move forward from 15 th Feb 2023 - Job completed 8 th March 2023. Skylight/dome has been repaired and sealed. Made watertight. 3176297/1 - covered for roof leak- Job completed 8 th March 2023	
	Damp patches on ceiling Mice infestation – ongoing for 3yrs		Tenant should be informed to fill out damp form online, pest control been emailed for mice infestation on whole estate Tenant advised to fill out damp form online 19/12/22	
	Leak in toilet and bathroom ceiling Mice infestation		More information required, email sent to Stanton, if leak through toilet and bathroom if the roof then this will be covered under – 3176297/1 Email sent to pest control	

			<p><u>Update from Pest Control Team leader Jason Smith – 12/2/2023</u></p> <p>Out of 72 properties, Pest Control are treating 7</p> <p>This would not be deemed to be a block wide issue. Pest Control will continue to monitor and recommend all resident experiencing an ongoing issue with mice to report it to pest control asap. Due to the building's proximity to primrose hill, there will be an increase of mice activity during sessional cold periods.</p>	
	Leak – whenever it rains		<p>3176297/1 - covered for leak</p> <p>Job completed 8th March 2023.</p>	
	Leaking heating system – not working – has had no hot water or heating for 4 weeks. Issue with repairs however not yet resolved	Details shared with Danny/Scot	<p>BTU Attended the premises on 06/12/2022 10:38 PM and carried out the following - parts fitted, tested all ok, left running, all work complete.</p> <p>If this is still an issue, please advise</p>	
	<p>See photos</p> <ul style="list-style-type: none"> Walls and floor of internal storeroom on the ground floor are soaking wet from water ingress from the exterior; recently replastered but damp is already showing again 		<p>Email sent to Stanton for more information requiried, where is water from exterior coming from for the storeroom and if the pipework is the guttering then that will be covered under 3176293/1</p>	

	<ul style="list-style-type: none"> • Pipework outside the ground floor bedroom window is repeatedly blocked with weeds causing water overflow and damp through the bedroom wall 		Rsp (19/12/22): direct contact to be made with resident to ascertain	
	<ul style="list-style-type: none"> • Roof above balcony is damp and bubbling; brickwork was repointed but this has not fixed the problem 		If this roof area is above the balcony area then it should be covered under 3176296/1	
	<p>See photos</p> <ul style="list-style-type: none"> • Water ingress likely from above window frame causing damp along ceiling and walls of bedroom; lots of black mould showing • He did not appreciate the flyer circulated by Camden in September telling him to ventilate his flat: the cause is water ingress, not lack of ventilation or overcrowding • Resident has raised this many times and has a stage 2 complaint in process (also see MEM6878) 		<p>Water ingress through window – I can see a job has already been raised for this and a couple visits already been made, the next appointment for this is on 19th Dec 2022 - 3050821/1</p> <p>Update:</p> <p>Job Completed 19th December 2022. Windows were ok but works was carried out to the wall to make it watertight.</p>	
	<p>See photos</p> <ul style="list-style-type: none"> • Entire floor was flooded and she had to replace the wooden flooring; probable cause is cracks to the asphalt on the balcony seeping into her living space over many years and still not fixed 		<p>Job already raised under 3160738/1 and been sent to sub-contractors to for the balcony cracks</p> <p>Roof and gutters should be covered under 3176296/1 - Job still open on system. David</p>	

	<ul style="list-style-type: none"> • (the Chair of the TRA reports that many, many residents have similar problems of leaky roofs, pointing, blocked & corroded pipes and gullies which are patchworked but never actually properly fixed) 		Aspris to updated if job completed.	
	<p>No issues</p> <ul style="list-style-type: none"> • Someone has been cleaning the guttering and gullies above her flat for her (not strictly allowed as it requires roof access) • A few years ago she requested a double layer of asphalt which means she doesn't have leaks through the roof! 		Should be covered under 3160738/1 - Job still open on system. David Aspris to updated if job completed.	
	<p>NO CURRENT ISSUES</p> <ul style="list-style-type: none"> • Did have leaks but they were fixed over the summer when the scaffolding went up over the entire block • (This was the only resident who reported any work having taken place when the scaffolding went up) 		No action needed	
	<p>See photo</p> <ul style="list-style-type: none"> • Damp kitchen inside cupboards and along ceiling (this is the top floor end flat) • Would love to replace kitchen but can't while the damp is ongoing as it will ruin new cupboards and redecoration 		Resident advised to fill out damp form online (19/12/22)	

	No notes but spoke about damp in her flat		Resident advised to fill out damp form online (19/12/22)	
	No notes but spoke about damp in her flat		S Resident advised to fill out damp form online (19/12/22)	
	<ul style="list-style-type: none"> • Has had water coming into her bedroom since early last year. The council did some repointing of the wall above her bedroom window but it hasn't resolved the problem. • They were also supposed to reseal the walkway on the floor above. • She's had lots of promises for this work to be done but nothing has happened. She's now been given a date in January 2023. 		<p>Job was already raised for sub-contractor and job has been closed as completed with the notes below - 3145240/1, may need to email David Aspris if this is now fully complete as complete notes sound like they recommended they would be doing more works</p> <p>Triflex Liquid Coat Walkway all above works completed We propose to clean and prepare the walkway on 2nd floor landing. Once cleaned the walkway will be primed and left to dry, a triflex heavy duty liquid system will be installed with mineral finish. Also we will repair render on walls and seal with waterproof masonry paint.</p>	
	Residents reports keep getting a leak in my kitchen through kitchen cupboards and roof			

	<ul style="list-style-type: none">• The garage area has always been an area of concern• Motor bikes still continue to ride on to the estate.			
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