

# Leaseholder Forum Update

**Susanne Afra,  
Head of Capital Works**

**Danny Waite, Head of Repairs &  
Operations**

# Property Management Structure

**Director of Property Management**  
Gavin Haynes

**Head of Capital Works**  
Susanne Afra

**Head of Strategic Asset Management & Compliance**  
Michael Killeen

**Head of Repairs & Operations**  
Danny Waites

**Head of Property Customer Services & Engagement**  
Scot Reid

**Head of Safer Homes**  
Dominic Johnson

**Programme Manager – North Team**  
Chris Fallon

**Asset Strategy & Schools Investment Team Leader**  
Karen Corkery

**Repairs & Operations Team Leader North Team**  
Noel Curran

**Chalcots CSO Team Team Manager**  
Aaron Shaw

**Fire Safety Advisor Manager**  
Steve Boulton

**Programme Manager – South Team**  
Leanne Evans

**Contract Resourcing Team Leader**  
Saifulla Mahamroot

**Repairs & Operations Team Leader South Team**  
Kieran Bukowski

**Contact Centre Team Manager**  
Deanna Jean-Marie

**Health and Safety Manager**  
Portia Lamb

**Programme Manager – Fire Safety & Complex Schemes**  
Shamsul Alam

**Property Data, Programmes and Systems Team Leader**  
Paul Cansick

**Major Repairs Operations Manager**  
Peter Gale

Gina Peters  
Julia Registe

**Programme Manager – M&E**  
Paul McHugh

**M&E Operations Manager**  
John Stow

**Voids Operations Manager**  
Kevin Grehan

**Performance Coach**  
Tope Owolabi

**Specialist Works Operations Manager**  
Jim Williams

**Performance Analyst (Property)**  
Juliana Beshiri

**Repairs & Operations Service Delivery Team Leader**  
Loretta Chalkley

**Consultation Manager**  
Thomas Broad

**Casework Team Manager**  
Nermin Hassan

# Capital Works – leadership team

- New programme team
- Good technical experience and local knowledge
- Both private and public sector experience
- Fire Safety team with dedicated project managers

Head of Capital Works  
Susanne Afra

Programme Manager –  
North Team  
Chris Fallon

Programme Manager –  
South Team  
Leanne Evans

Programme Manager - Fire  
Safety & Complex Schemes  
Shamsul Alam

Programme Manager –  
M&E  
Paul McHugh

# Capital Works – new delivery team

Key changes	Status
Dedicated project management team	Complete
Training and development provided for the role	Ongoing
Improving processes / procedures and guidance on delivery	Ongoing
Lessons learnt sessions and regular project reviews	Ongoing
Flexible resourcing – allocating resourcing where there is greatest demand	Complete
Close working with the comms and engagement team	Ongoing

# Resident engagement

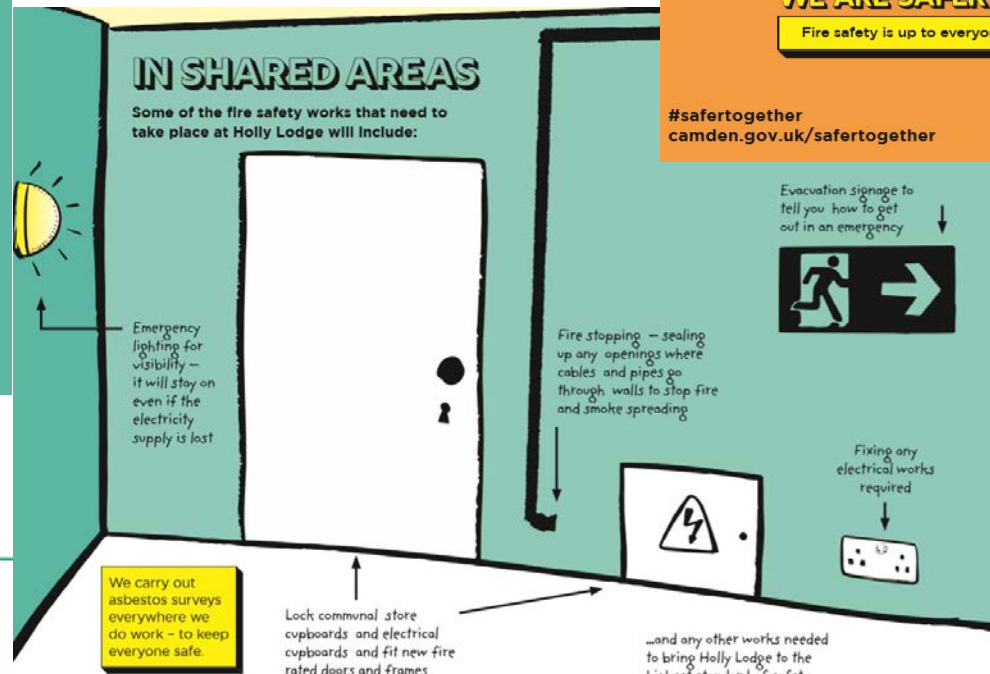
## WHAT ARE WE DOING TO MAKE YOUR HOME SAFER?

HOLLY LODGE

**WE ARE SAFER TOGETHER**

Fire safety is up to everyone. Play your part.

#safertogether  
camden.gov.uk/safertogether



## KEEPING STAIRS AND BALCONIES CLEAR

DO YOUR BIT TO KEEP EVERYONE AT GLYNDE REACH SAFE

**WE ARE SAFER TOGETHER**

Fire safety is up to everyone. Play your part.

#safertogether  
camden.gov.uk/safertogether



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# Resident Engagement – Safety

Please help to keep our frontline staff safe

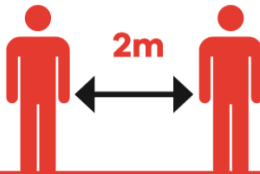
## Working safely in your home

January 2021

We are here to help 

If you are worried about safety or want to talk about anything in this leaflet please contact your resident liaison officer, your site manager or call Contact Camden on **020 7974 4444**.

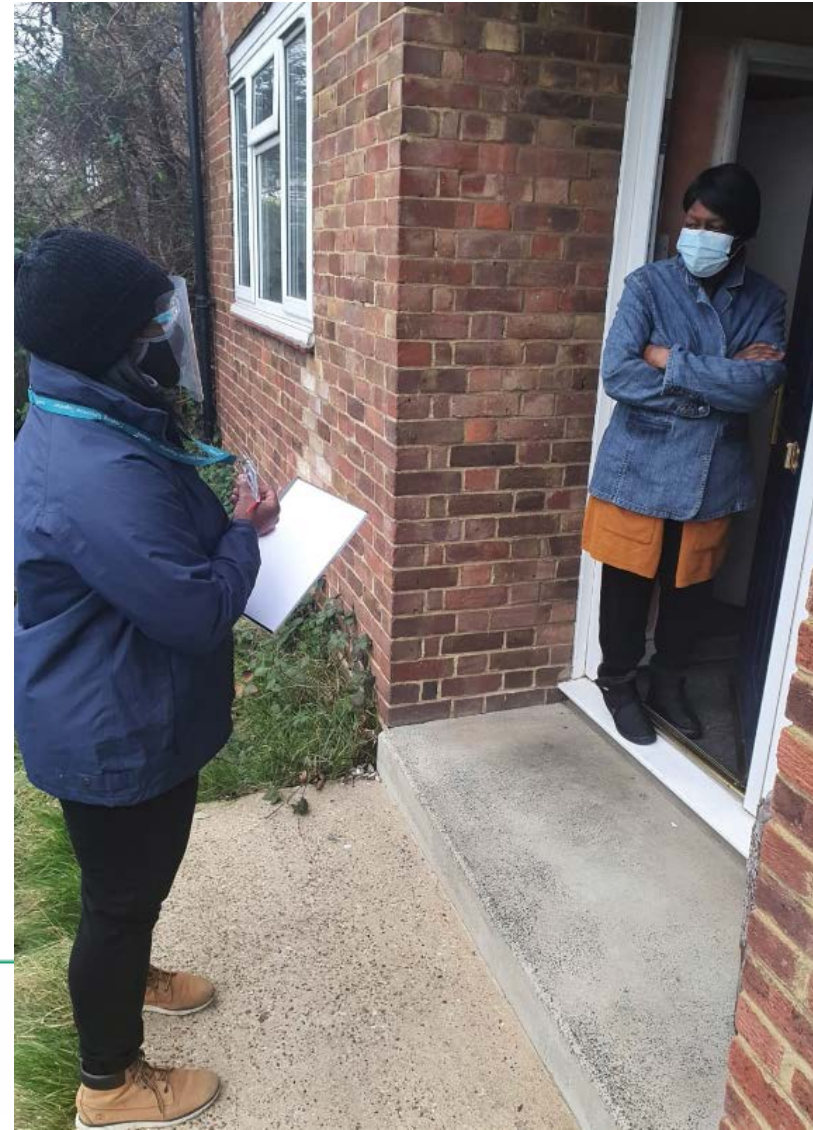
- You must tell us or our contractors if you are shielding or if you or anyone you live with has had a positive Covid-19 test or symptoms in the last 10 days.
- If you or anyone in your household has symptoms and have not taken a test, we strongly recommend you arrange a test at [gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test) or by calling **119**.
- Continue to wash your hands regularly with hot water and soap and for at least 20 seconds.
- Help keep frontline staff and contractors safe by staying at least 2m away from them – you and anyone else you live with will need to stay in another room while the contractors are carrying out work.
- You must contact us or our contractor if you or anyone in your home develops Covid-19 symptoms within 10 days after your appointment.



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[camden.gov.uk/coronavirus](https://camden.gov.uk/coronavirus)

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# H&S Expectations from Camden

## All Camden sites required to be COVID secure:

- ✓ COVID Risk Assessment
- ✓ Safe Methods of Working
- ✓ Signage
- ✓ Regular Toolbox Talks
- ✓ Restrict Access and Sign in and out
- ✓ Weekly COVID Inspections
- ✓ All non conformances addressed immediately
- ✓ Free Lateral Flow Tests available to contractors



# Delivery – a new approach

- ✓ New framework in place
- ✓ Key performance indicators updated
- ✓ Informal ongoing reviews
- ✓ Regular meetings
- ✓ Weekly visits / Quality inspections
- ✓ Collaborative Planning Workshops
- ✓ Focus on project management and quality of the works



# Forward programme

- Procurement of projects using the new Property Works Framework.

Area of focus	Status
<b>Better Homes – North and South</b>	Scoped and validated by Asset Team and Project Managers. Team currently reaching out to stakeholders to plan the delivery of projects included in this financial year.
<b>Mechanical and Electrical (M&amp;E)</b>	Current programme in delivery. Forward programme in development to reflect priorities.
<b>Fire Safety</b>	Programme regularly being updated to reflect Fire Risk Assessment actions.