



LEASEHOLDER FORUM MEETING MINUTES

Purpose of Meeting

1. Welcome
2. Any other Business
3. Explanation of forthcoming estimates
4. Questions asked
5. Future Leaseholder meetings and topics of discussion

Date 24th November 2022 Meeting started at 13.05

Venue Committee Room 2, Charnwood Borough Council, Southfields, Loughborough

Attendance:

Leaseholders

J Lewis
A Berezna
C Hickin
J Dimmick
A Whitehouse
P Chandarana

Officers

Sarah Taylor	Leasehold Officer
Trevor Banbrook	Leasehold Officer
Mukesh Patel	Rent Accounting & Leasehold Team Leader
Sean Bower	Principal Officer-Repairs and Maintenance
Pete Bullin	Project Surveyor
Amanda Eastwood	Customer Services Officer
Helen Kennedy	Customer Engagement Officer
Andrew Everitt-Stewart	Customer Engagement Officer



1: Welcome

- Everyone introduced themselves

2: Any other Business:

- The original Chair of the Leaseholder Forum has stood down, so the forum is in need of a new one, it was asked if there were any volunteers, but none stepped forward.
- It was asked how many leaseholders subletted their property and 4 in attendance did.
- Trinity Street has had damp issues return once more. Sean Bower advised that the damp issue had been resolved at Trinity Street, so the source is coming from somewhere different. Therefore, we need to arrange an inspection and we will arrange this and communicate with the Leaseholders agent.
- Bowler Court, there is a Walnut tree that needs removing as it is potentially causing damage to a wall and our Tenancy & Estate Management Officer is aware, this is for block 9-12, the trees may also be affecting the drains because of the deep roots. The leaseholder asked for these to be reviewed.
- Bowler Court is having issues with the guttering, Sean Bower will raise a repair for this and for it to be inspected and resolved.
- Bowler Court has an issue with security lights – this has been broken and has since been removed but nothing else has happened and the residents feel it is a safety issue in the dark. Sean Bower has organised a visit on the 7th of December 2022 and will also request an inspection from our Quantity Surveyor Officer.
- Bowler Court enquired about the condition of the car park, this was due to be resurfaced before covid, so it was advised that we will ask if this is due on a future programme due to the contactor issues we have had. The Leaseholder team need to work with repairs because concerns were raised with regards to the drainage and to prevent a new car park being dug up due to drains, this will need addressing first.
- Russell Street enquired about communal doors being changed and had questioned this at the last Leaseholder Forum prior to Covid. It's been asked if doors could open outwards and not inwards as it attracts Anti-Social Behaviour with a few local residents who try and kick the door inwards, our Project Surveyor Pete Bullin advised he will take a look at the doors and provide an answer



3: Forthcoming Estimates

Estimates are sent out by email however if leaseholders want paper copies, we can accommodate this. Joan Louis would like a paper copy, Ms Chandarana and Mr C Hickin would like to swap to email.

An explanation of how the estimates work was given:

- All leaseholders receive one.
- It will show estimated expenditure from the 1st of April to the 31st of March.
- All relevant CBC teams contribute.
- The process starts in December, and they are sent out in February.
- They are then circulated for leaseholders to read.
- All estimated costs are apportioned in accordance with the amount of properties within your block as detailed within the lease..
- The admin and management fee is calculated and then put to cabinet for approval. An explanation will be published in Your Homes Matter and that will show if CBC is on track or under recovering
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- Leaseholders will have the chance then to review the estimates and come back to Leasehold Team with any questions.
- Following a question, it was explained that the electricity charges are taken from landlord meters and so separate from tenant meters.

A question was asked about the security lighting at Bowler Court, could the repair costs be referred to the people that damaged the light? It was explained that it would need to be reported to the Police and a crime number obtained for that to happen.

A second question was asked about the door damage at Russell Street, it has been reported to ASB, it was explained that all repairs come from the repairs department budget but with a crime number they can claim that cost back from perpetrators.



4: Questions asked

Why is it necessary to have the hall lights on in the day at Tucker Road flats, with the price of electric they feel this is a waste?

The following answer was supplied:

- In regard to the question the lighting at Tuckers Road are all LED and run at 10% in low light areas which has been set by the designer at the time but once movement is detected the light fitting increases to 100% illumination for a set time then returns to 10%. The communal areas have all been designed by the manufacture of the fittings to comply with the current regulations at the time of design.
- In regard to the consumption, I have been informed that at 10% they consume approximately 1.8w of energy so the cost is very low per year so leaving them off would not affect the overall cost per year to a significant amount but illuminating at 10% is a great way of illuminating an area to a sufficient level so total darkness never occurs. Also, this is a great feature of the fitting as if you were in total darkness and the light fitting illuminated to 100% due to an activation by movement the effect would be to sudden for our eyes to adapt so would create a hazard which we would like to avoid especially most of the areas these fittings are installed are on stairwells.

The car park lights at Park Road are too bright for a particular resident at number 7, can this be altered as the light is impacting on this resident who is a CBC tenant at night?

Repairs will look into this, however if it is lighting a path, it cannot be altered, although it might be possible to put a cover on the rear of the light to help the problem.

Is there any further information on future costs I need to account for in the next 5 years? i.e. Roof work etc. I'm particularly interested in the larger costs that may arise.

A Stock Condition Survey is being carried out by Asset Management currently to assess any work needed and this will be fed back to leaseholders once complete. This will hopefully be in January. It was explained that a 5 year forecast was not possible until all contracts have been issued.

A further question was asked, if contractors were carrying out the survey as this would be a conflict of interest, it was explained that that was not the case, it is being conducted by CBC.

Information and examples of successful tenant bids, especially from the perspective of a leaseholder. What specific support is required from tenants within the community to be able to make an application?

The Customer Engagement Team explained that there were 3 completed tenant Bids in 2022 which were applied for in 2020 (Covid delayed this), 4 applications were received in 2022 and works are currently being completed and we have 2 applications which are at the specification stage. The process of the application was explained and that for Leaseholders, we need to get our Asset Management Team to identify whether Leaseholders will be required to pay a proportion of the cost of works however this is not normally applicable. All leaseholders present were advised to contact the Customer Engagement Team if they have any questions or require further information.

The Customer Engagement Team are promoting the tenant bids, an online application form is available on our website and copies provided today.

Building Insurance with Aspen, if the leaseholder is sub-letting to a tenant - are they covered for malicious damage and water escape or fire damaged by a neighbour?

It was explained that the building is covered by CBC insurance and paid for as part of the service agreement. This is the structure only and not any contents. Therefore, structural accidental damage and damage from neighbouring flats will be covered but any contents would not be. In this case they may have to pay excess, but if the damage is due to a CBC problem, then CBC may cover that charge. CBC will email the policy document to leaseholders for clarity.

Future Leaseholder meetings:

- Leaseholders were asked if they would prefer 2 or 4 meetings a year, it was decided on 2.
- It was asked if these can be available online, CBC confirmed that this is possible.
- CBC asked for volunteers for chair and vice chair of the Leaseholders Forum, none were forthcoming so the positions will be advertised in Your Homes Matter.
- Future meetings were agreed as 08.03.2023, 1-3 pm and it will be available online, so that leaseholders can discuss their estimates, and a date would be arranged for 6 months later after contracts have been awarded.



Updates from Sean Bower on items discussed during the meeting:

- The lights at Bowler Court, there is a sight visit planned on 06.01.2023 to refit the broken light.
- Phill Stretton will inspect the guttering at Bowler Court.
- Car park at Bowler Court, the drains will be inspected before it is resurfaced.
- Sean Bower has spoken to the leaseholder's agent at Trinity Street and is organising a site visit.

One further question was asked about people who are not tenants, using the car parks at Chapman Street and Peel Drive, especially at school drop off times. Could anything be done about this? It was explained that this is a Borough wide problem and that officers do try to monitor it, but we do not have the resources and in most cases, the authority to do any more. If signs are up, CBC can issue letters explaining that parking is for tenants only, but we have no enforcement capacity. Any abandoned cars can be removed, but this is a lengthy legal process.

Meeting closed at 14.17.