

## LEASEHOLDER FORUM MEETING MINUTES

**Purpose of Meeting**

1. Welcome
2. Fire door compliance inspections
3. Certified Summaries
4. Leaseholders' handbook
5. Any other Business

**Date** 28<sup>th</sup> June 2023 1-3 pm.

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

### Attendance:

**Leaseholders**

Tim Baker  
Matt Baker  
Charles Hicken  
John Dimmick  
Joan Louis  
Paula Reed  
Mike Clarke  
Dave Hall  
Mateusz Markusick  
Wayne Hughes  
William Dyer  
P Tomkins  
Scott Tomkins  
Wiktona Polak  
Niall Seletzky  
Alan Rahem  
Endene Griffith

**Officers**

Sarah Taylor	Leasehold Officer
Trevor Banbrook	Leasehold Officer
Mukesh Patel	Rent Accounting & Leasehold Team Leader
Amanda Eastwood	Customer Services Officer
Andrew Everitt-Stewart	Customer Engagement Officer

Sean Bower

Principal Officer Repairs and Maintenance.

Andrew Staton

Landlord Services Manager.

## 1: Welcome

Introductions from Leaseholders and Council Officers.

## 2: Actions from previous meeting.

Is it a legal requirement for Charnwood Borough Council to send out building's insurance certificates to leaseholders? *No this is not a legal requirement, but certificates will be sent out on request.*

## 3. Certified Summaries

- A sample of a certified summary was provided.
- It was stated that all leaseholders receive estimated charges which are sent in February.
- After March 31<sup>st</sup> definitive charges are calculated.
- The certified summary is then sent out.
- This compares total leaseholder contributions, money received by Charnwood Borough Council, against total expenditure ie what Charnwood Borough Council has spent on services.
- The total can vary from the estimation, any balance to pay is invoiced, any overpayment is refunded.
- The statements are posted out to leaseholders who check them, and any questions can be submitted by an agreed date.
- Credits are then issued by the end of September or invoices issued if appropriate.
- The income teams are included on all invoices sent should people experience payment difficulties and payment plans can be arranged.
- It was asked that leaseholders are prompt when asked for bank details for refunds, and that any queries should be submitted as soon as possible within the agreed time.

### Questions asked:

- A leaseholder received an email in November 2022 saying that a cheque would be sent to them, but nothing has been received. *Leaseholder team will investigate.*
- Can any credits owed be deducted from future bills? *No all settlements must be made within 18 months from 1<sup>st</sup> April .*

- Does Charnwood Borough Council hold the financial details supplied by leaseholders? *No due to data protection these must be resupplied each year.*
- Can it be explained why the lighting at Bowler Court has not been repaired, it was scheduled for this year. *This repair is planned but will not be recharged to leaseholders as it was caused by criminal damage.*
- Can this be confirmed by Charnwood Borough Council? Confirmed to leaseholder after meeting.

### 3. Gas safety certificates

Gas safety certificates must be supplied by leaseholders when requested and Charnwood Borough Council will look at enforcement should they not be supplied.

### 4. Fire doors

- Apologies were made for the absence of any Asset Management Team members at the meeting.

#### Questions asked:

- The cost of a fire door inspection at £ 65 and a new door fitted at £2000/£3000 + VAT is too expensive, please explain how this is justified.  
**REPLY.** *The cost of installation is due to strict Fire Regulations. A leaseholder can supply and fit their own fire door, but they must supply the required certification, including installation certification. A leaseholder can also organise their own inspection, but it must be carried out by a qualified person. Harmony will otherwise certify. Leaseholders are always responsible for the certification of fire doors and Charnwood Borough Council are responsible for checking certification.*
- When the buildings were built fire doors were compliant, why have these not already been replaced? *These will always be maintained according to regulation changes, but due to recent regulation changes the whole of Charnwood Borough Council stock is being inspected and the wholesale changing of doors organised.*
- Previous advice had said that all doors were compliant. *This is no longer the case due to regulation changes.*
- Leaseholders have received letters quoting the price for fire door inspections at conflicting values. One leaseholder had a compliance check the previous week by the fire service and was told that the check can be done visually and does not need to be carried out by a specialist officer. *This is not the same check that Charnwood Borough Council carries out and is governed by different regulations and as such this inspection is not sufficient for, however, Asset Management will clarify the position on this to leaseholders.*
- Why are Fire Door Inspection quotes to leaseholders conflicting? *Charnwood Borough Council to investigate and report back to leaseholders, however it*

*was explained that the first quote was an estimate and the second is accurate. Charnwood Borough Council will try to give more accurate information in future. What are Charnwood Borough Council charged themselves for fire door inspections? Charnwood Borough Council are offering this service to leaseholders to help them, and maybe saving them money however the information on cost to the council was unavailable.*

- *If only small or minor adjustments are needed to fire doors what are Charnwood Borough Council going to do to help leaseholders out with this? It is the leaseholder's responsibility to make sure that fire doors are compliant. Charnwood Borough Council are being responsible landlords by offering fire door checks.*
- *A leaseholder stated that they had supplied compliance documents to Charnwood Borough Council but had received no response and the documents were apparently not received. They had been asked to supply them again, but they were not prepared to. They were also not prepared to pay for a survey and stated that they have public liability insurance so didn't need to. Charnwood Borough Council are not forcing compliance onto leaseholders, but they have legal responsibility to check and ensure compliance. Leaseholders must supply these documents, there is no choice.*
- *This is not therefor optional. This is fundamentally the responsibility of the leaseholder to supply these documents, there is no other option. If a leaseholder can supply their own compliance documentation this will be examined and accepted if correct.*
- *Recent inspections have been carried out, what were the purpose of these? Charnwood Borough Council to investigate and report.*
- *How often will fire doors be inspected? They will have to be inspected and possibly changed as and when regulations change.*
- *Electrical supplies are not always changed when regulations change, but fire doors are, why? Charnwood Borough Council and leaseholders have no choice in this, if regulations change, the council must comply and make sure that leaseholders do.*
- *What fire regulations are being adhered to? Asset Management to investigate and report back.*

Thanks were given for honest answers from council officers.

- *A leaseholder stated that they have documentation showing that their fire door is compliant, is this acceptable? All compliance must meet current law standards and regulations.*
- *If doors are currently compliant when will the next inspection be? None are planned until regulations change, but action will be taken swiftly should this happen.*
- *Can fire door checks be included in the certified summary? This will be part of an annual check as these are for all tenant blocks, this will be added to the certified summary and added to the estimated service charge. This however is a different check to the one currently being offered. Charnwood Borough Council will supply information showing the difference between the two.*

- The deadline for compliance checks is the end of June, what is the difference between the Fire Service checks and the council checks? *Charnwood Borough Council will supply information on this, but they will not be too rigid on the deadline in order to help leaseholders out with compliance.*
- Can an accurate cost be supplied to leaseholders? *As soon as a fixed price is received from Harmony the council will pass this onto leaseholders.*
- Is a compliance certificate acceptable from another company? *If this is compliant to existing regulations and the person doing the assessment has the required accreditation.*
- A leaseholder had a fire door fitted at Offranville Close Thurmaston pre COVID, will this need to be inspected? *Charnwood Borough Council to confirm if fire doors are required at this court.*
- Will Charnwood Borough Council provide certification to leaseholders after the inspection? *Yes, this information will be provided.*
- Can the leaseholder's fit their own fire doors? *Yes, but door fittings and inspections must be fully compliant to current regulations.*
- A leaseholder has a fire door fitted that is compliant with standard FB30 is this acceptable? *Yes, if compliance is evidenced.*
- Can leaseholders provide the letters and emails that they have received about the door check and Charnwood Borough Council will check these and confirm the correct amount.

Some answers were provided by the repairs team leader on compliance regulations:

- The door cost depends on the contractor framework costing.
- Doors can be fitted by leaseholders if compliance is provided.
- Standard of fire doors being used is BS476-22 Fire test on buildings materials and structures.
- BS476-31.1 Fire test on buildings materials structures
- BS 8241-2016 Timber based fire door assemblies code of practice.
- Building regulations approved document B volume 1 dwellings, other fire safety in purpose-built blocks of flats, regulation reformed by a safety order 2005.

## 5. Any Other Business

- There was a data breach in December 2022 regarding emails about selective licences, all leaseholders email addresses were visible in the email and what is happening with these licenses as they are very expensive, and leaseholders have had no response from the council? *This is being dealt with by a private company and the council was not aware of the data breach. They will investigate this and the position on the licenses currently and report back to leaseholders.*
- Tuckers Road, the cleaning schedule is displayed, however the standard of *cleaning is poor*, adjacent tenants are contaminating communal areas, fly

tipping is evident, windows are dirty, can this be addressed? *Windows are not included in the current cleaning specification; tenants are required to keep them clean. There is a cleaning inspection program in which tenants monitor the standard and report back to the council. The current contract is due to be renewed later this year and windows may be included in the new specification. Tenants have said that they do not want to pay extra on their service contract for this however if it is included there will be a charge.*

- Leaseholders would be happy to pay for the service as it would improve the living environment. *Charnwood Borough Council will make a judgment on cost and the value this would bring to each block.*
- At the last leaseholder meeting aggressive dogs were discussed, a leaseholder has been attacked by a resident's dog, how many dogs are allowed to be owned by tenants, how do I complain? *Tenants and leaseholders are allowed dogs, but by agreement with the council and compliance to current laws and regulations. Up to two dogs and cats are allowed per property. Permission may be refused due to property size and conditions. If the animal becomes troublesome this can be a breach of tenancy and the council will investigate and may act on this if it is reported to the leaseholder team. If in breach this will be passed to the tenancy team. Any breaches will be enforced.*
- Communal doors are being replaced how many are on the program? *There are two hundred and sixty-six blocks and Charnwood Borough Council will replace all non-compliant doors.*
- Do the intercom systems need replacing? Yes as the old ones are not compatible with the new system..
- Tuckers Road, the bins are not being put back in the correct place after being emptied and the drying areas are unusable. *Charnwood Borough Council will report the bin problem, however if the bins are contaminated, they may be left unemptied.*
- Can individuals have their own bins? *The number of bins is dependant on the number of flats. Serco will provide bags for extra recycling but not for black bins.*
- Freehold Street, the leaking roof has been reported for over two years. This has been assessed, and scaffolding put up, but this has now been removed and the job has been marked as complete however the roof still leaks, this has been reported but no response from the council has been received. *Charnwood Borough Council to investigate.*
- Can the leaseholder magazine be provided digitally? *Leaseholders to provide contact details and this can be done.*
- Beacon Road, there are six empty flats, why? One has had its lights on constantly for six weeks, why? *Charnwood Borough Council to investigate and report back however it was stated that leaseholders are not paying for this.*
- How can we increase the lease duration that we hold? *Legislation has recently changed; the leaseholder team will supply the information.*



- How much will this change cost to action? *The premium will be calculated and shared when complete.*
- Trinity Street, and inspection has downgraded the property due to damp. *It was stated and agreed that all repairs have now been completed, so this should no longer be a problem.*
- Non-residents using resident's car parking is a problem at the Bell Foundry Estate. *Charnwood Borough Council has no enforcement capabilities, and parking for residents is on a no allocation basis. Signs advising about parking can be put up.*
- Could permit parking schemes be instated? *Barriers are not cost effective. Any permit scheme would need to be added to the service charge. If residents provide details of constant offenders, this can be investigated, and letters written to these people.*
- Peel Street, there are the same parking problems there. *Charnwood Borough Council must prioritise the maintenance of housing stock due to budget constrictions.*
- It was reported that a Charnwood Housing Officer had responded very well to complaints about dog fouling at Offranville Close Thurmaston, letters were sent to offenders and stickers put up.
- Bowler Court, sewage is still coming out of drains during heavy rain. *Charnwood Borough Council to investigate. This has been reported.*
- Bowler Court, fly tipping is a problem, it has been reported. *Charnwood Borough Council to investigate and report back.*
- Tuckers Road, fibre optics work was carried out without warning and cars damaged and splashed with concrete, who do I complain to? *This is a highways issue so Leicestershire County Council is responsible, and the contact number was supplied.*

## 6. Review of Leaseholders Handbook

This is in the final review stages and is near production, all feedback has been considered, and Charnwood Borough Council is grateful for leaseholders' contribution to this. This will be online so updates will be easier. Printed versions will be available.

It was requested that repairs could be earlier on the next leaseholder forum agenda so that answers can be supplied by the end of the meeting.

### Actions from this meeting

- A leaseholder received an email in November 2022 saying that a cheque would be sent to them, but nothing has been received. This was resolved after the meeting.

- Investigate the lighting repair at Bowler Court. This was resolved after the meeting.
- Explain the costs of inspecting and fitting new compliant fire doors.
- Clarify the difference between a Fire Service visual inspection of a fire door and a Charnwood Borough Council compliance inspection.
- Confirm the cost of the fire door compliance inspection to leaseholders.
- Inform leaseholders how Charnwood Borough Council will assist with inspections carried out by Harmony, in terms of faults reported and improvements needed.
- Explain the purpose of recent fire door inspections carried out by Leicestershire Fire Service, particularly when they fed back that the fire door was ok.
- Check what if any fire doors are required at Offranville Close Thurmaston.
- Explain the cost of selective licenses and investigate the recent data breach.
- Freehold Street, investigate the historic roof leak.
- Inform leaseholders on the process and cost of extending their lease length.
- Bowler Court, investigate the drain and sewage problem. This was reported after the meeting.
- Bowler Court, Investigate the reported fly tipping problem and report back to the leaseholder.
- Beacon Road investigate the lights that are constantly on in void property.

**Next Meeting: Can we look at Wednesday 4<sup>th</sup> October 2 till 3pm.?**

**Meeting closed at 3.00pm.**