



LEASEHOLDER FORUM
MEETING MINUTES
28th February 2024

Purpose of Meeting

1. Welcome
2. 2024 – 2025 Estimates
3. Repair enquiries
4. Any Other Business

Date 28th February 2024 - Meeting started at 13.00

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

Attendance:

Leaseholders

Mrs Campari
Mr Giles
Mr Anthony
Mr Rahem
Ms Kirby
Mr Rayment
Mr Wain

Officers

Sarah Taylor	Leasehold Officer
Trevor Banbrook	Leasehold Officer
Mukesh Patel	Rent Accounting & Leasehold Team Leader
Sean Bower	Principal Officer-Repairs and Maintenance
Angela Hind	Customer Services Officer
Helen Kennedy	Customer Engagement Officer
Andrew Everitt-Stewart	Customer Engagement Officer



1: Welcome

- Everyone introduced themselves.

2: Estimates:

All attendees confirmed that they had received their estimates for the year 2024 – 2025 and it was advised to them that this year there is extra information included in the estimates to explain the extra charges, all agreed that the estimates were clear and understandable. The Leaseholder team have emailed out the estimates this year however it was noted that some Leaseholders prefer paper copies. It is Law that we must advise what, as a Council, we are going to spend for the financial year because as Leaseholders, they must contribute to the costs for maintaining the fabric of the building.

The estimated figures for the forthcoming year have been reduced for repairs to £100 and removed the TV aerial charge. The reason behind this reduction was after an assessment from the Certified Summaries 22-23 majority of leaseholder didn't reach £100.00 worth of repairs and hardly any TV aerial repairs were carried out. The Administration and Management Fee has increased to £180 and this will rise year on year due to the extra administration duties required and extra staff hours.

3: Repair Enquiries:

There has been scaffolding erected on Grasmere Court and it was asked when this will be removed. Sean Bower explained that they found asbestos when they started the work so this is anticipated to be removed at the beginning of March and the work on the fascia's and guttering can then go ahead, once complete the scaffolding will be removed.

There is a large tree outside the building on Grasmere Court that requires pruning, however it was explained that the tree is the responsibility of Leicester County Council.

There has been work on a path on Newton Close, Barrow Upon Soar however the work isn't satisfactory and that there is still a crack within the path. A Leaseholder has had a fall recently so Sean Bower has agreed to visit the site to assess the work and necessary repairs will be completed to make it safe.

A Leaseholder advised the team that they were recently advised that only the tenant can report repairs through and not the Leaseholder. It was explained that this is not the case and Leaseholders can report repairs through our normal channels. Charnwood Borough Council, as landlords are responsible for the building, so we need to be aware of any necessary repairs on the building. The Leaseholder team will discuss with Customer Services that should a Leaseholder contact us we can address the repair.

It was reported that the property 43 Moor Lane, there is damp above the wash basin, and it seems to be coming from the flat above, this needs to be reported through repairs.

4: Any other business:

There are issues with the bin area by the block 136 Peel Drive. People are throwing their bags and litter on the floor and not the bins, this has been reported by our Customer Services Officer to be cleared.

There is a light that isn't working directly in front of the property 136 Peel Drive, and this has been reported through repairs.

There are new residents who have moved into Peel Drive and are making a lot of noise, it was explained to the Leaseholder that issues like this need to be reported through our Antisocial Behaviour team.

On Peel Drive there are a lot of complaints about car parking. The Leaseholder Team explained that we can write to organisations and properties who should not be parking their cars in areas for residents however we need to know who they are for them to do this. Our Street Wardens do not have any authorisation to enforce such issues and we do not have the adequate car parking spaces to allow permit parking. It was explained that Charnwood Borough Council have exhausted all options to resolve the issue however parking is on a first come first served basis.

There are increased issues on Moor Lane with Antisocial Behaviour and again, this was explained that this needs reporting through the necessary channels.

There is a lot of litter on Moor Lane so it was advised that they can report this through our online service within our Street Cleansing team.

The fence by the jitty way between Staveley Court and Waterside Close was damaged so this has been reported through to the repairs team by our Customer Services Officer.

Officers explained to the attendees that they can apply for a grant to help with insulation through 'Household Support' which is ran twice a year. Leaseholders need to claim through the Citizen Advice Bureau and tenants through tenancy Support.

An attendee questioned the fire door scheme, and it was explained that they will be provided with full support through the Leaseholder team. Regulations have changed and the door's need to be FD30 compliant. Every Leaseholder had a choice to use Harmony, but they can get their own firm to check and if necessary, replace the door to make it FD30 compliant. Leaseholders in attendance advised that they have used the company Black Cat Group doors for an inspection, however it was explained that Harmony will do a health check on the door and replace however they won't carry out repairs to an existing door. The fire door project started in 2021 and we are now sending out letters before Legal action to leaseholders where all the doors in the block have been made compliant and their door is not..

Meeting closed at 14.45pm

**Next Meeting: 25th June 2024, Committee Room 2, Charnwood
Borough Council, Southfields, Loughborough
2:00pm until 4:00pm**