

CHARNWOOD LEASEHOLDER FORUM



Thursday 30st January 2019 Committee Room 2

Attendees:

Patricia Scaysbrook
 Susan Gibbons
 Brendan Lea
 John Dimmick
 Dean George
 Mina Shah (Chair)

Officers:

Sarah Taylor	Leasehold Officer
Trevor Banbrook	Leasehold Officer
Micky Patel	Rent Accounting and Leasehold team leader
Hameed Miah	Customer Engagement Officer
Sarah Pole	Customer Engagement Officer

Item		Action
1	<u>Welcome and apologies</u>	
1.1	Sarah Taylor welcomed everyone to the first Leaseholders forum of the year. All those that attended introduced themselves.	
2	<u>New Chair</u>	
2.1	Mina Shah introduced herself as the new chair of the leaseholder's forum. Mina explained that she has been a leaseholder for the past 5 years and has a real interest in learning about the different issues that affect leaseholders.	
3	<u>Terms of reference</u>	
3.1	At the start of each year, the terms of reference are brought to the leaseholder's forum to remind leaseholders of the purpose of the meeting. The document also explains how the meetings are administered and the code of conduct at meetings.	
3.2	Hameed explained that the document has to be reviewed every three years to assess if the document is still fit for purpose. The document is due to be reviewed next year in January 2020.	

<p>4</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p>	<p><u>Forward plan</u></p> <p>The forum was asked if they would like any specific topics to be discussed at future meetings.</p> <p>Mr Dimmick explained an issue he had about a leak from the above council flat. He felt that the repair was not handled accordingly in terms of the severity of the repair. It could have been potentially worse concerning how much damage could have been caused by the leak. A complaint needed to be made for the repair to be carried out in time, which should not have been the case.</p> <p>Mr Dimmick also said that he received a text from one of the repairs operatives saying that they would attend between 12:00 - 2:00, which he felt, was quite vague and a more specific time would be ideal.</p> <p>Sarah advised that we could invite the contact centre who logs the repairs and someone from the responsive repairs team to attend a future meeting and explain the repairs process and how repairs are logged. The forum agreed for the teams to be invited to a future meeting</p> <p>Mr Dimmick wanted to make it clear that he was not trying to complain about the issue with the repair as it was resolved but it was for the benefit of the leaseholders. He also said that Council has always been very helpful in answering his queries.</p>										
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p><u>Meeting dates new year</u></p> <p>These are the meeting dates for the new year:</p> <table border="1" data-bbox="196 1142 1235 1255"> <tr> <td>Wednesday 10th April</td> <td>Committee Room 2</td> <td>2:00 – 4:00 pm</td> </tr> <tr> <td>Thursday 18th July</td> <td>Committee Room 2</td> <td>2:00 – 4:00 pm</td> </tr> <tr> <td>Wednesday 23rd October</td> <td>Committee Room 2</td> <td>2:00 – 4:00 pm</td> </tr> </table> <p>Sarah mentioned that the forum style meetings with agendas are not very popular amongst the leaseholders. Workshops and open surgeries are better attended. The workshops and surgeries only last an hour and the topics are more focussed on issues pertaining to leaseholders. The forum agreed that meetings going forward are going to be open surgeries and workshops.</p> <p>There is also a possibility of open surgeries and workshops being organised outside the above dates depending on the need. Drop in sessions have also been a success.</p>	Wednesday 10 th April	Committee Room 2	2:00 – 4:00 pm	Thursday 18 th July	Committee Room 2	2:00 – 4:00 pm	Wednesday 23 rd October	Committee Room 2	2:00 – 4:00 pm	
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<p>6</p> <p>6.1</p> <p>6.2</p>	<p><u>Your Homes matter</u></p> <p>There has been a request from the communications team to seek feedback regarding the Your Homes Matter magazine. The forum was asked about their thoughts on the magazine and if any improvements needed to be made.</p> <p>Sarah said that the leaseholders currently have three pages in the magazine but it will</p>										

	be reduced to two pages. Sarah asked if anyone had any ideas about articles, they could suggest them. The magazine is for all tenants so articles should reflect the interest of the leaseholders also.	
7	<u>Any other business</u>	
7.1	<u>Communal cleaning</u> Micky explained a letter would be going out on the 11 th of February to consult tenants and leaseholders. There will be a 28-day consultation period to allow any feedback. The consultation is not to ask if they would like communal cleaning but how frequent they would like it. The communal cleaning will be happening. A handout of the specification of the communal cleaning was passed around. The prices will also be sent out. Mr Dimmick had a question concerning the specification. In the specification it mentioned that internal walls would be cleaned up to 5ft, why is this? Surely, they would clean the full wall. Micky answered by explaining that the current specification only states 5ft because contractors that have provided quotes have not included the use of ladders in the quote.	
7.2	<u>Fire doors</u> There have been some changes to legalisation concerning fire doors. Nationwide there has been a recall on fire doors because they do not meet the requirements are therefore are not compliant. These doors are the doors to the property not the security doors. Leaseholders should allow CBC officers to inspect door and see if they are compliant or not, CBC will offer to put doors in for leaseholders but they will be recharged. CBC cannot recommend manufacturers of doors to leaseholders. CBC are waiting for the correct doors to be manufactured.	
7.3	A message will be put in the coming newsletter about behaviour towards CBC staff. Sarah mentioned that there has been an increase in abusive calls made towards the Leasehold Officers. This type of behaviour will not be tolerated and any abusive call will be terminated.	

2019 Open Surgery Dates

Date	Where	Time
Wednesday 10 th April	Committee Room 2	2:00 – 4:00 pm
Thursday 18 th July	Committee Room 2	2:00 – 4:00 pm
Wednesday 23 rd October	Committee Room 2	2:00 – 4:00 pm