

**CHARNWOOD LEASEHOLDER
Open Surgery**



**Wednesday 14th March 2017 | 14.00 – 16.00pm | Committee
Room 2**

Attendees:	Peter Onslow Susan Gibbons Eudene Griffith Geoff Anthony Brenda Lillie	Rose Kirby Nigel Cook Clive Anderson Barry Tyler
Officers:	Sarah Taylor Micky Patel Rob Cawson Edward Farndon	Sarah Allen Carla Moorley Jo Duffy Pete Bullin

Item		Action
1	<u>Welcome and apologies</u>	
1	Micky welcome everyone to the meeting and asked everyone to introduce themselves.	
2	Open Surgery	
2.1	Sarah clarified the open surgery gives the Leaseholder the opportunity to ask questions to the officers in attendance regarding the Planned Maintenance and major works.	
2.2	Mr Onslow explained that he thought the consultation has been very poor with regards to proposed work that may be carried out. He also mentioned that the price per quarter is exceptionally high and that there has been no information about contractors doing the work.	
2.3	Sarah explained that the section 20 consultation letters that were sent out were about the change in contractors. This letter allows leaseholders to be aware of the changes and gives them the opportunity to make any comments or queries. Sarah also mentioned that officers/surveyors have been invited to answer any questions.	

2.4	<p>Sarah explained that there are three letters that are sent regarding the section 20 consultation.</p> <ul style="list-style-type: none"> • Stage 1 – Notice of intention – This notifies qualifying Leaseholders that a contract is proposed and gives details of the scope of that contract before it is tendered. • Stage 2 - Notice of Landlord’s proposal – This notifies qualifying Leaseholders of the specific details of the contract as well as who had tendered for the contract, related costs and rechargeable costs. • Stage 3 – Notice of award of the contract – This notifies qualifying Leaseholders that the contract has been awarded. 	
2.5	<p>Mr Onslow said that he feels that Charnwood Borough Council Officers are not emotionally aware of the stress they cause to Leaseholders when they send out correspondence. It should be explained properly that the work may not happen.</p>	
2.6	<p>Mr Cook said he thought the questions should be more focused on the actual work being carried out rather than the change in contractor.</p>	
2.7	<p>Sarah explained that the section 20 gives you an idea of the cost of the work and this will enable leaseholders to save and put aside money if work needed to done.</p>	
2.8	<p>Mr Cook mentioned that major works have come in at a very high amount; Leaseholders should be given a definite answer to weather any of the major works will be done in their area. What if tenants do not want roofs to be done? Edward explained that roofs will only be replaced if they are in a bad state and needed to be done. Mr Cook asked how is it decided if a roof needs replacing? The asset management team are currently looking at properties where there have been complaints of leaks or damage and then roofs will be assessed .</p>	
2.9	<p>Mr Onslow said that each area should have their estimates done individually so charges that don’t relate to the area are not on the estimates.</p>	
2.10	<p>Sarah mentioned that if she was to individualise the estimates then the administration and management fee would go up. The admin and management was previously lowered because leaseholders thought it was too high so any changes made to the fee would have to be a majority decision amongst the leaseholders.</p>	
2.11	<p>Mr Cook asked would it be possible to send out a schedule of the work that will be carried out.</p>	JD/EF/CM
2.12	<p>Jo Duffty explained that budgets do change and work has to be prioritised but there is only a set budget so work may be reduced.</p>	

2.13	<p>Jo also answered a query with regards to emergency lighting and the cost of testing. Emergency lighting testing is a legal requirement and tests need to be carried out monthly which consist of 11 flick tests and an annual test and this is done to British standards. Leaseholder queried that the price seems high for such little work. Jo went on to say that the engineers that do the work are qualified and are specialist engineers. She also mentioned that there will be a mini competition to see if we are getting value for money from the current contractor Chubb in a few months.</p>	
2.14	<p>A resident from King Edward Road Loughborough had some queries with regards to the internal and external painting. She asked why external painting was on the list when its brick on the outside of the properties. Carla the project surveyor explained that the prices that were included were generic prices and plans, the accurate figure will be when they receives the actuals. There can be some extra costs but also could be some deducted costs depending on the condition. Sarah will go through the figures with the resident.</p>	ST
2.15	<p>A resident from Barrow street said that the flats there have not been painted since they were built 60 years ago and are in need of redecorating. Carla mentioned that this area will be done this financial year. The residents also mentioned that the communal door to block 9-19 is not working, Pete Bullin was not aware of this particular door but will look at getting it surveyed and getting a price.</p> <p>A break for refreshments was taken</p>	PB
3	<p>3.1 Leaseholders queried about they were expected to pay for all these charges, Sarah Allen the Senior Income officer was in attendance and explained that they could extend the payment scheme to make it more manageable and affordable for Leaseholders. Sarah also mentioned that major works will be taken out and invoiced separately for the deferred payment scheme. Sarah Taylor has been consulting with leaseholders since December 2015 about potential work that may be coming up.</p> <p>3.2 Mr Onslow asked if tenants are contributing towards the work being carried out, Sarah explained that tenants pay weekly rent which goes into a pot of money called the housing revenue account and money is taken from this account and allocated to different projects. Mr Onslow also queried his lease; Micky explained that all leases are different and asked Mr Onslow to get in touch with him after the meeting to discuss this.</p> <p>3.3 A leaseholder asked if all the communal doors will be changed to the new door entry systems. There is a programme for the new door entry system areas will be prioritised depending on condition of the doors.</p>	MP

<p>3.4</p> <p> </p> <p>3.5</p>	<p>Car parks will also be resurfaced eventually; the car parks that are in a very bad condition will be done first. Leaseholders will be notified of the proposed work but the council will have the final say in whether or not to resurface the car park.</p> <p>Sarah asked the surgery whether they would like to take some time at the end of the meeting to go through the Section 20 notice procedure. Mr Onslow declined and confirmed that he did not wish to stay for that as he completely understood the procedure now. Sarah addressed the rest of the surgery and everyone was happy with their understanding of the section 20 consultation.</p>	
<p>4</p> <p>4.1</p>	<p>Any other business</p> <p>Sarah was sent in a question from a leaseholder that was unable to make the open surgery and they asked her to address it to the group.</p> <p>Question – my current estimate for 2017/2018 has just arrived quoting for £549 per quarter which is a 5 times increase on last year. How are we expected to afford this in the current economic situation? Can it be spread out over 2 or 3 years?</p> <p>Sarah Allen explained that the service charge would need to be paid within the year. There is a deferred payment scheme for major works and this can be invoiced separately. Sarah asked leaseholders to get in contact with her if they had any queries with regards to the payment scheme.</p>	

Dates for your diary 2017 Open Surgery Date

Date	Where	Time
Wednesday 29th June	Council office	2:00 – 4:00