

# CHARNWOOD LEASEHOLDERS FORUM



Tuesday 3<sup>rd</sup> December 2013 | 2 pm – 5.00 pm | Committee Room 2

**Attendees:** Lesley Kiayias (Chair)  
 Scott Tomkins  
 Peter Tomkins  
 Dianne Lockwood  
 Robert Watkins  
 Mrs Griffiths  
 Clive Anderson  
 Barry Tyler  
 Foad W Dajan  
 Dianne Hollingsworth

**Officers:** Sarah Taylor - Leaseholder Officer  
 Glenys Powell – Customer Engagement Officer  
 Mickey Patel – Leaseholder Team Leader

**Apologies;**  
 Mr and Mrs Rowbottom

Item		Action
<b>1.</b>	<b><u>Welcome &amp; introductions</u></b>	
<b>1.2</b>	Sarah welcomed all to the meeting: Introductions were made and the structure of the meeting was explained.	
<b>2.</b>	<b><u>Matters Arising and Minutes of meeting for 18<sup>th</sup> September 2013</u></b>	
<b>2.1</b>	The minutes were approved by the forum members.	
<b>2.2</b>	The issue of repair sheets was raised and Sarah explained that this would be dealt with in agenda item 7.	
<b>2.3</b>	Peter Tomkins mentioned carpet bags on Tuckers Road. Sarah said she will take details etc after the meeting.	
<b>3.</b>	<b><u>Any other Business</u></b>	
<b>3.1</b>	It was decided that A.O.B. should be dealt with at the start of the meeting as issues in the blocks etc can be dealt with and reported urgently if required whilst other officers are still in the building or an answer can be ascertained immediately as	

	<p>some of the meetings are in the evening and majority of the officers will have left if we leave matters arising until the end of the meeting.</p>
<b>3.2</b>	<p>Robert Watkins explained that he was representing his son and commented on the poor turn out of the forum he commented that only six properties were represented out of 291 leaseholders. Sarah felt that this was a good turn out and explained many leaseholders sublet and attendance during the winter period can be affected by the weather etc. Sarah explained that she is constantly advertising and reminding Leaseholders of the forum and in some cases the attendance has been 3 Leaseholders and then another forum is 18 plus.</p>
<b>3.3</b>	<p>Sarah reminded members of the agreed seasonal times for forums.  -Winter 2pm  -Summer 5.30pm &amp; 6pm.</p>
<b>3.4</b>	<p>Robert Watkins said that his son's property was no longer suitable for subletting and was curious if other leaseholders feel the same.</p>
<b>3.5</b>	<p>Clive Anderson said that his block was also in a poor state of repair. Other leaseholders raised issues which included stray cats fouling and causing a nuisance. Sarah advised that they need to keep reporting to the Housing Officer.</p>
<b>3.6</b>	<p>Sarah explained that CBC were doing all they could regarding complaints and explained the legal obligations of the council. Sarah reminded leaseholders of numbers for the contact centre and procedures for repairs and complaints.</p>
<b>3.7</b>	<p>The issue of communal cleaning was raised and Sarah explained that this was tenants and leaseholders responsibility. CNH had arranged a pilot scheme previously which had been reported to the forum and Sarah reminded the forum that Claire Westrup had reported the findings etc and it was decided that the money should be spent on other projects etc.</p>
<b>3.8</b>	<p>Complaints of fly tipping, graffiti, urine, were also made, Sarah reiterated the procedures for reporting this and advised attendees that if it is not resolved or addressed in the time given please feel free to bring to her attention.</p>
<b>3.9</b>	<p>Requests from Leaseholders that a Housing Officer attend the next meeting.</p>
<b>3.10</b>	<p>Mrs Griffiths raised the Issues surrounding fire doors and leaseholders were concerned about the cost. Sarah outlined the legal requirements of fire doors as determined by the fire risk assessments. Not all properties will require new doors only items such as intumescent strips, positive self-closers, fire rated hinges etc may be all that is required. Sarah explained that you will receive a letter detailing work required if your property has been identified on the Fire Risk Assessments.</p>
<b>3.11</b>	<p>Sarah also explained how the Estimates of Service Charges for 2014/15 will include Fire Risk Assessment work anticipated being carried out within that year. Also the</p>

	<p>Certified Summaries 2013/14 issued from 1<sup>st</sup> April will include work already been carried out for Fire Risk Assessment and some Leaseholders will have a significant increase in Service Charges.</p> <p>The importance of effective fire doors was agreed.</p>	
<b>4.</b>	<b><u>Door Entry Systems</u></b>	
<b>4.1</b>	Peter Bullen arrived at the meeting and provided an update on the Door Entry Systems.	
<b>4.2</b>	Peter explained that originally 22 blocks were listed for revised entry systems, but this has now been reduced to 12 blocks.	
<b>4.3</b>	Leaseholders involved had received a letter for the first Section 20 Consultation and a meeting was arranged to go through the spec etc however, no Leaseholders attended.	
<b>4.4</b>	The tender for required work has been put out and so far 27 contractors have expressed interest. Peter has a meeting arranged with Michael Coppock (Head of Maintenance and Repairs) to discuss progress: Michael will be invited to the next meeting.	
<b>4.5</b>	Peter left the meeting.	
<b>5.</b>	<b><u>Leaseholders Survey Approval</u></b>	
<b>5.1</b>	Micky Patel went through the survey with the forum and explained that this Survey is based solely on the service Sarah Taylor provides – not the responsive repairs or grounds maintenance etc as they send separate surveys.	
<b>5.2</b>	The forum agreed to 4 x £10 prizes for those who completed and returned the surveys on time.	
<b>6.</b>	<b><u>Complaints Procedure</u></b>	
<b>6.1</b>	Micky explained the complaints procedure and a hand out was distributed. This will be produced in pamphlet form and will be finalised in the new year.	
<b>6.2</b>	By the time of the next forum the newsletter will have been produced with information that if you are subletting The Housing Ombudsman cannot be used for unresolved complaints as subletters are classed as landlords so if they are not registered with the Housing Ombudsman you cannot use their service.	
<b>6.3</b>	Leaseholders complaints go to Micky calls can also be made to the Contact Centre. Complaints can then be passed to Housing Officers and relevant departments for action. Contact Centre can deal with many issues such as ASB and outstanding repairs. Leaseholders suggested that a 'repairs person' be invited to the next	

	meeting.	
<b>7.</b>	<b><u>Certified Summary Repairs Sheet</u></b>	
<b>7.1</b>	This has now been prepared in larger print. A handout was given and Sarah explained that some text had to be removed to enlarge the text. The changes were outlined and the sheet was approved.	
<b>7.2</b>	Lisa Shillcock & Kevin Bowles will attend the next meeting to answer queries raised due to Officers and Leaseholders concerned are unavailable for this meeting.	
<b>7.3</b>	Issues related to criminal damage were discussed and Sarah advised leaseholders to obtain a crime number for insurance purposes.	
<b>8</b>	<b><u>Estimate-major works and FRA work</u></b>	
<b>8.1</b>	Sarah explained that she was having the Leases checked as a recent ruling from the Upper Tribunal meant that Major work should be either itemised on the Estimates for the forthcoming year or included within the Certified Summaries and not charged separately. This will mean that from 2014/15 we will be Estimating work for FRA etc etc and will increase the Service Charges significantly.	
<b>9</b>	<b><u>Leaseholders in box</u></b>	
<b>9.1</b>	Micky reminded members to use the Leaseholders in box to ensure that emails are answered if Sarah is unavailable. leaseholders@charnwood.gov.uk	
<b>10</b>	<b><u>Date of Next Meeting</u></b>	
<b>10.1</b>	A handout of dates for next years meetings were distributed.  Next meeting: Wednesday 12 <sup>th</sup> March 2.00pm - 5.30pm - At Southfields in Committee Room 2.	
<b>11</b>	<b><u>Thank you</u></b>	
<b>11.1</b>	Sarah thanked the forum members for their hard work and commitment.	
<b>12</b>	<b><u>Questions/discussions</u></b>	
<b>12.1</b>	No further questions  Refreshments served and individual discussions before close.	
<b>13</b>	<b><u>Close</u></b>	

## Glossary

<b>CBC</b>	Charnwood Borough Council	<b>HMAB</b>	Housing Management Advisory Board
<b>CHRF</b>	Charnwood Housing Resident's Form	<b>CNH</b>	Charnwood Neighbourhood Housing
<b>CLF</b>	Charnwood Leaseholder Forum		