

CHARNWOOD LEASEHOLDER FORUM



Wednesday 23rd October 2019 Committee Room 2

Officers:

Trevor Banbrook
 Micky Patel
 Hameed Miah
 Sarah Pole
 David Tyler
 Peter Bullin
 Deborah Bartlett

Leasehold Officer
 Rent Accounting and Leasehold team leader
 Customer Engagement Officer
 Customer Engagement Officer
 Contact Centre Adviser
 Project Surveyor
 Repairs and Investment manager

Item		Action
1	<u>Welcome</u>	
1.1	Trevor welcomed everyone to the meeting and mentioned that he would be chairing the meeting. Trevor also expressed his thanks to all those in attendance as it has been the biggest turn out of the year. With there being so many new faces everyone was asked to introduce themselves.	
2	<u>Certified summary workshop</u>	
2.1	Trevor explained that he would be briefly going through the certified summary sheet that all leaseholders get. He asked that if everyone could bear with him while he goes through the summary and if there are any questions could they be asked at the end. It was also stressed that the certified summary is not an invoice it is a statement.	
2.2	At the top of the statement leaseholders will find their name, address and agreement number. This information is vital for the Officers as it is how they identify individual leaseholders. When any queries are made to the leasehold team about the lease, they should have this information to hand. The summary also gives the number of flats in the block.	
2.3	The main box outlines the services that are charged for and they fall under these heading: <ul style="list-style-type: none"> • Planned Maintenance 	

	<ul style="list-style-type: none"> • Compliance services • Other services • Building insurance • Management and administration fee <p>Any major works are invoiced separately. Major works are:</p> <ul style="list-style-type: none"> • Resurfacing of car parks/testing of car parks • Reroofing • New door entry system • New flooring • Emergency lighting installation <p>The three columns on the right-hand side are the individual costs for the services which fall under three headings.</p> <ul style="list-style-type: none"> • Total expenditure • Total contributions • Difference from total expenditure against total contributions <p>The key column out of the three is the total expenditure column, cost can be queried but this must be done in a timely manner. Individual blocks are all different so costs may be different too.</p> <p>Some leaseholders mentioned that they have not received their certified summary sheet. Trevor said he will take their details and investigate this. Trevor said the next agenda item was for any questions any queries about the certified summaries and perhaps it was best to break for refreshments and Officers could come around to individuals who had any queries.</p>	
<p>3</p> <p>3.1</p>	<p>Refreshments</p> <p>Refreshments were taken and leaseholders could ask questions.</p>	
<p>4</p> <p>4.1</p> <p>4.2</p>	<p>Bin Store areas</p> <p>Trevor explained that he would be handing this part of the meeting over to Deborah Bartlett and Peter Bullin from the Asset Management department.</p> <p>Deborah explained that she knew that Leaseholders have been written out too with regards to bin storage areas. Deborah wanted to explain why a decision has been made to change the bin storage areas. With the recent tragedy at Grenfell the Fire service up and down the country have been inspecting flats and communal areas to make sure that they are safe and compliant. The Fire Officers at Charnwood have identified that the bin</p>	

	<p>storage areas of some blocks are located within the blocks themselves, this produces a risk. There have already been some incidents with fires starting in bin storage areas, so it has been demanded by the fire services that these bin storage areas be moved from inside the block and stored at least six metres away from any dwellings. Deborah stressed that the process of relocating the bin storage areas is in its infancy, but it is a legal requirement to let Leaseholders know of the pending work.</p> <p>A leaseholder asked what if the area they lived in already had an existing outdoor bin storage area?</p> <p>Deborah answered that if the area already had an outside bin storage area that was compliant, they would not need to install another one. Peter Bullin who is the project surveyor for the bin storage areas said that he is currently carrying out a survey of all the areas that need new bin storages and he acknowledges that all areas are different for example Victoria Street already has purpose-built bin storage areas outside of the flats.</p> <p>Another leaseholder asked, why after all these years do the bin storage areas need to be changed?</p> <p>Deborah explained that this was a demand that the fire service has, and it is mandatory for the Council to comply.</p> <p>A question was asked about the current outdoor bin storage areas, some of the current bin storage areas are not fit for purpose. People use it as a dumping ground and just leave the rubbish on the floor and contaminate the waste.</p> <p>Deborah said that the Housing Officers should be notified about this and residents should be written out to. Also, the contracts Officers for the waste management contract need to be notified to see if they could resolve the issue in any way.</p> <p>What will the bin storage areas look like?</p> <p>Again, Deborah stressed that the project is in its infancy but are looking at very basic designs and possibly wooden structures. The cost factor has to be considered as Peter has looked at some contractors and the costs can be very expensive.</p> <p>Will the bin storage areas have locks?</p> <p>Currently it was decided that the bin storages wouldn't have locks on them, but this may be revisited. The idea was to keep the cost low and any further maintenance cost a minimum. The more costly the bin storage area, the more costly it will be for the Leaseholders.</p>	
5	Any other business	
5.1	Leaseholders were asked to stay behind and ask any personal questions they had.	

