

LEASEHOLDER FORUM MEETING MINUTES

Purpose of Meeting	<ol style="list-style-type: none">1. Welcome2. Asset Management Team3. Gas Certification4. Questions
Date	26 th October 2023
Venue	Committee Room 2, Charnwood Borough Council, Southfields, Loughborough

Attendance:

Leaseholders	A Zimmermann E Griffith A Khwaja J Mikail K Kirby J Dimmick W Dyer E Campana T Lea C Hicken T Ryan	
Officers	Trevor Banbrook Mukesh Patel Amanda Eastwood Andrew Everitt-Stewart Helen Kennedy Rafiq Hussain Tahir Fazal	Leasehold Officer Rent Accounting & Leasehold Team Leader Customer Services Officer Customer Engagement Officer Customer Engagement Officer Project Building Surveying Team Leader Project Surveyor

1: Welcome

Officers introduced themselves.

2: Asset Management Team

Questions were asked to the Asset Management team regarding the recent Fire Door compliance letters received.

Fire door surveys have been offered to Leaseholders to check if their door is compliant. It also offers for Harmony (currently Charnwood Borough Councils the contract for FD30 doors) to install a new door should their existing one not be compliant, which would be chargeable. However, many Leaseholders feel the charges from Harmony are extremely high and not realistic for many. It was explained that Leaseholders can choose to have their own inspections and not use the Councils Contractor (Harmony).

Fire risk assessments (FRA) were carried out back in 2021 and all housing stock was surveyed. It was decided that all Charnwood Borough Council housing stock, including leased properties, required new doors to make them all fire resistant. Charnwood went through EEM (a national procurement framework) to find an organisation and the company Harmony was the overall successor.

Some leaseholders have had their own inspections, which they can do, and have found that their doors are compliant, so questions are being asked why Harmony are failing so many compliance tests and charging a large amount to replace the doors. Harmony have 3rd party certification and Officers understood the concerns shown, however it was stipulated that Leaseholders do not need to use Harmony and can find their own source. It is the Leaseholders responsibility to ensure that they can provide Charnwood Borough Council certification of the door being compliant.

Information sheets were supplied where various links were provided to help support leaseholder's however, Charnwood will only recommend using Harmony and cannot commend any other organisations as they will not have been assessed through our framework procedure. These sheets do however list what certification is required from suppliers who survey and install fire doors.

It was stated by attendees that that the survey and works to replace any non-compliant doors should be dealt with by a separate organisation and not both by Harmony.

An issue was raised specifically for a property on Staveley Court however the Asset Management Team were aware of this, and this is being addressed accordingly.

The attendees asked if their concerns could be fed back to the contractor.

3: Gas Certification

It was explained at the meeting that is the time of the year for contents insurance and gas certification to be supplied to Charnwood Borough Councils Leaseholder Team. It is compulsory that we ask for this annually so we can ensure what checks have been carried out by a gas engineer to see if the appliances meet the appropriate safety standards, this is a requirement by law. Checks can be carried out by any organisation as long as we see the correct, current gas safety certificate.

Contents Insurance can be arranged through the leaseholder team as most leases state that contents insurance is compulsory, and if not insured, will not be valid.

4: Questions

There are issues with the guttering within Grasmere Close and feels that costs shouldn't be shared to leaseholders, however it was stated that leaseholders are responsible for the interior of the property and Charnwood Borough Council are responsible for external work but will recharge for work through the service charge. This has been reported to the repairs team.

There is a large tree outside the flats at Grasmere Close which residents feel that it needs trimming. A report has been sent over to our Tenancy team to investigate and report back.

Freehold Street has had ongoing issues with a leak which was reported in 2022 however residents are concerned that the matter hasn't been resolved thoroughly and are worried it will happen again. It was explained that a communal repair needs to be raised, and a report of a guttering clean. It was explained that if a job is raised as a communal repair the leaseholders will be charged for any work on the next years statement, if a re-occurring repair is raised and we recall the job, then this wouldn't be raised to the leaseholders. It was commented that J Wrights, our contractor is in heavy demand lately with the recent rain.

A repair issues was raised with regards to the uneven slabs on the pathway at Newton Close, this will be actioned by Customer Services.

Issues were raised with Bowler Court with regards to fly tipping and recent nearby building works, however the building work is currently been acknowledged by the Tenancy and Estate Management Officer and all fly tipping needs to be reported which it has been previously.

Hume Street reported the potholes in the car park and needs to be re-surfaced as car suspensions are being damaged and it was also enquired what is happening to the CCTV in the area that had been installed for security reasons, both issues will be raised to the Tenancy and Estate Management Team.

Toothill Road reported the washing line needs to be repaired and lowered, also the slabs leading to the main door are uneven and these need reporting, Customer Services will raise on our system.

Offranville Close had issues with overgrown gardens however this has been investigated and now resolved.

Complaints were received with regards to the communal cleaning, and it was suggested that a complaints form must be completed which can be found on our website. We do have communal cleaning inspectors who routinely check in some blocks the standard of the clean. A complaint has been raised to the tenancy team with regards to recent cleaning at Toothill Road

An explanation was provided on how the way reporting repairs is handled by Charnwood Borough Council and that customers can report online or through the contact centre by phone.

It was discussed about the lack of community spirit in some areas and the Customer Engagement Team advised they will do some work engaging tenants and leaseholders. Also, Leicestershire County Council have local area coordinators who go out in the community, so their details were provided. Other organisations like John Storer House and Fearon Hall were also suggested.

It was asked if the information sheet with regards to the fire doors can be resent and this has been noted.

Actions to be completed:

- Various issues raised with individual areas and properties will be reported by the Customer Services Team using the relevant channels.
- Fire door information sheets to be resent.

Next Meeting: Wednesday 28th February, Charnwood Borough Council Offices, Committee Room 2, 1:00pm until 3:00pm