### Welcome

1.2 Christine Ansell, Head of Landlord Service’s, was introduced to the meeting. Christine explained that she has previously worked in Newham, Luton, Milton Keynes and Northampton. This was Christine’s 8th day with CBC and she is responsible for Landlord Services which includes Housing and Repairs.

1.3 Also Ian Philp Landlord Services Manager was introduced to the meeting, who has experience in Leaseholder Management.

Both officers are pleased to listen to issues Leaseholders raise.

### Apologies

2.1 Apologies received from: Mr and Mrs Rowbotham and Mrs Englefield.

2.2 Mrs Hollingsworth called to say she would be late.

### Matters Arising and Minutes of meeting for 18th September 2013

2.1 No matters arising.

2.2 The minutes were approved by the forum members.
### Any other Business

**3.1** Dog dirt at Grasmere Close, Barrow-Upon-Soar – this issue has once again been passed to the Housing Officer.

**3.2** Parking – there are many issues regarding parking within blocks, Sarah explained that within the leases there isn’t allocation of a parking space, just parking on a first come first served basis on some leases. Chair explained that she is unable to park in her block so has a permit to park on the road, but Lesley cannot always do that either.

**3.3** Newsletter articles required for March 2014 Newsletter:
- Fire Safety – advice what to do if there is a fire
- Cold weather advice, i.e. grant application – Sarah already has this in the Newsletter for December 2013.
- You’ve asked – I’ve answered – Forum members liked this and would like this as a feature in each Newsletter. Sarah agreed and has already put in December 2013 Newsletter.

**3.4** Helen asked about complaints – Micky explained that he was working on this and would be ready for 3rd December meeting.

**3.4** Christine briefly explained what you would take to the LVT i.e. Lease challenges. Sarah explained that she was going to a Conference in November and information regarding The Housing Ombudsman is an agenda item. This information will help Micky and Sarah to complete the complaints procedure.

**3.5** TPAS – The Role of the Chair – Julie Anne explained that there is training available.

### Certified Summaries Update

**4.1** Sarah has produced all the Certified Summaries - two haven’t been sent yet as awaiting cheques. All the Certified Summaries were audited by Mickey and the Certified Summaries was finished ahead of deadline.

**4.2** Helen raised the issue of the repairs sheets being very small. Sarah explained that to make the type face bigger you would have to loose some of the information which was requested by other leaseholders. Sarah will send a sample of a new repair sheet with the next newsletter for Leaseholders to amend if required.

**4.3** Helen also raised queries regarding the descriptions on the repairs sheets. Sarah explained that the repair descriptions are typed in by the Contact Centre Staff and the Housing Repairs admin team. Sarah also explained that she works alongside
both teams to ensure that any problems are resolved quickly.

Action; Julie to ask Lisa Shillcock and Kevin Bowles to next meeting.

Sarah also made the forum aware that due to the high volume of work, especially in preparing the Certified Summaries, additional support for 2 or 3 days a week has been sourced and this will have an impact on everyone’s Admin and Management fee for 2014/15.

### 5 Housing Management Advisory Board (HMAB)

Helen gave an update for the above which included:
- Restructure – interviews in progress
- Performance – revised repairs categories
- Welfare reform – see Council website for more information
- 21st August – dip in the last 2 months for Keepmoat
- Board members have had PDR’s

### 6 Fire Risk Assessments

Valerie Billings joined the meeting and introduced herself.

6.1 Valerie explained that CHUBB have carried out Fire Risk Assessments on our blocks of flats and we now have actions to complete.

6.2 There has been intense work since July on communal inspections and we have removed unauthorised items in these areas. This includes flammable liquids, motorcycles, BBQ’s, petrol driven garden equipment, scooters, old clothes, wheelie bins, festive decorations and carpets.

6.3 Small non obstructive plants and door mats may remain in the communal area’s

6.4 CBC staff have given notice of none compliant items, Inventory lists completed, and then cards left asking the owners to contact the Housing Team.

6.5 Communal inspections incorporated into main inspections to keep the momentum and consistency as CBC must deliver on Health and Safety.

6.6 Scooters are hazardous and CBC is working with tenants to house scooters in a safe place.

6.7 Questions: Helen asked where to store scooters. CBC suggests they buy their own storage and CBC will help to find a suitable area to put the shed. If the tenant’s need for a scooter is because of a disability then CBC will work with them to help find a solution and find storage. Tenants must present insurance documents.
What about under the stairs? – this is a definite no because if they catch fire the main root of escape will be blocked. CBC is aware that a Long Term solution has to be found for the scooters, but affordability for storage is an issue.

Valerie explained that the majority of inspections, with the exception of some of the villages, have been completed.

Peter Tomkins raised the issue of carpets and bags in block 81- 90 Tuckers Road, Loughborough – Valerie will address this.

Helen raised “how sensitive are CBC carrying this out” – Contact centre were asked to report concerns from customers, but we have been surprised at the low number of calls. This may be because CBC have spoken directly to tenants and gave them longer than normal to remove items. The removal of large items has currently been free of charge.

Valerie Billings left the meeting.

<table>
<thead>
<tr>
<th>7</th>
<th><strong>Grounds Maintenance – Procurement of Partners – Focus Group Update</strong></th>
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<tbody>
<tr>
<td></td>
<td>David Hayes arrived at the meeting.</td>
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<td>Part one – surveys have been carried out.</td>
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<td>Management of the Open Spaces Contract - housing is part of this contract and procurement has been on going with 7 bidders with good quality standards and at the moment CBC are carrying out mystery shopping and we would like to narrow it down to 2 or 3 contractors.</td>
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<td>Further customer involvement as part of the procurement will be carried and we will be inviting the previous leaseholders who attended – Diane Hollingsworth and her partner.</td>
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<td>Responses from the Leaseholders Survey which highlighted Grounds Maintenance.</td>
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<td>- Scores are not good – hence the service is now out to tender.</td>
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<td>- Waste and recycling now have weekly inspections in certain areas below a 3 score.</td>
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<td>- BIFFA bins are difficult to lift the lids – this has been indentified as a problem and is being looked into.</td>
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<td>- Consistent standard is required by leaseholders.</td>
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<td>David Hayes left the meeting.</td>
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<th>8</th>
<th><strong>Door Entry System Update</strong></th>
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<td>Peter Bullen arrived at the meeting.</td>
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</table>
CBC have identified issues with Door Entry Systems and the doors: 22 blocks in total which includes 12 leaseholders. CBC have looked at the best specification which includes:

- key fobs,
- hardened aluminium doors will be replace where required
- Key switch
- Access is required for trades and emergency services.
- DDA compliant.

We are currently trying to do as many as possible as numbers have increased and we want to complete all the blocks identified. Repairs and Network communications have provided data on the worse ones and they will be done first.

The procurement of this contract will be advertised on Source Leicester and approved installers will be used.

Leaseholders who will be involved have already received the first letter for the Section 20 Consultation and this will include 18 leaseholders in total.

Work will start after tendering and Section 20 consultation has been completed – hoping for ‘on-site’ before Christmas.

Sarah explained the Section 20 consultation process and CBC does offer a deferred payment scheme to leaseholders who meet the criteria. No complaints have been made to Sarah yet regarding the cost.

Leaseholders will be invoiced once the work starts and CBC will pay the cost up front. Peter explained that the tendering process may allow for a reduction in costs. Helen asked if there would there be a Focus Group as part of the tendering process. It was agreed that only the Leaseholders involved would be invited to any focus group meetings.

Peter Bullen left the meeting.

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<th>9</th>
<th><strong>Actions from the Leasehold Survey Update</strong></th>
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<td>The new survey will focus on Sarah’s role and the new survey will be ready for approval at the next forum</td>
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<th>10</th>
<th><strong>CLF – Vice Chair Role</strong></th>
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<td>The Vice Chair Role was offered once again to the forum, but no-one was interested. Sarah will take the place of Vice Chair until such times as a Leaseholder would like to take this position.</td>
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| 11 | **Estimates Made Easy** |
The new style of Estimates was approved.

12 Date of Next Meeting

Tuesday 3 December 2013 – From 2.00pm - 5.30pm - At Southfields in Committee Room 2

Glossary

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<thead>
<tr>
<th>CBC</th>
<th>Charnwood Borough Council</th>
<th>HMAB</th>
<th>Housing Management Advisory Board</th>
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<tr>
<td>CHRF</td>
<td>Charnwood Housing Resident’s Form</td>
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<td>CLF</td>
<td>Charnwood Leaseholder Forum</td>
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