



Leaseholder Forum – 23rd October – Harbourside Pavilion

MINUTES

Tenants/ Leaseholders	Staff
<p>J Davies (JD), S Cauli , P Penlerick, D Brooks, A Brooks, J Wierzbicka, P Walker, C Price, A Darwin, R, Dalhmore, L Skinner, J, Belcher, G Milue, G Carmichael, J Pooley, S Callingwood, D Horsley, S Jenners, A Clifford, S Garti, A Goulding, P Walker, H Rees, T Drozdas, D Acon, L, Chewen, Hazel Smallcombe, J, Lanton, C Torre, E Davis, L Williams, C Kearney, A, Said Abdi.</p>	<p>Zara Naylor (ZN) James Bannerman (JB) M.Millington (MM) Sarah Ginn (SG) Andrew Gilbertson (AG)</p>

Agenda Items

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	<p>1. Welcomes and Housekeeping</p> <p>Leaseholder Forum – 23rd October 2019</p> <p><u>1.Welcome and housekeeping</u></p> <p>ZN welcomes everyone to meeting</p> <p>AG and Jon introduce themselves with rest of team. ZN individual issues will be addressed in the break or at the end of the meeting. ZN is pleased that so many leaseholders have attended the meeting..</p> <p>ZN reviewed t last forum minutes. The only item agreed was that leaseholders will be more involved in Major Works tendering. We will cover this item with tonight’s topic.t.</p> <p>ZN for items l outstanding we will deal with those directly. To offer further clarity on. Item 2A, answer to door question there and clarification of rebuild costs.</p>	

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	<p data-bbox="308 219 1198 255"><u>2. Andy Gilbert Presentation – Planned Maintenance Team</u></p> <p data-bbox="308 324 1246 499">Team consists of 14 people, a mix of project managers, surveyors and support staff. Andy has been in his role 4 years. Firstly the team was purely a city wide cladding project, but the contracts were put on hold. Over the last few years the remit of the team has changed to refurbishing blocks 5 story and above.</p> <p data-bbox="308 517 1225 658">Lots of work goes into plans, and cyclical programs come out of that work, but are subject to change. The programs are not done on a whim, but are carefully planned in 5/10 year investment programs.</p> <ul data-bbox="355 730 1222 1088" style="list-style-type: none"> • The program is re-assessed every year. • There are nearly 100 blocks to maintain over the whole of Bristol • 6-10 blocks per year are maintained by Planned Maintenance • Costs are between 10-12 million pounds a year • Projects last from 4 months to 2 years depending on the size of the block <p data-bbox="308 1160 1238 1301">The procurement process alone can take 4-6 months. Time given for tender period is 4-8 weeks. Then the tenders are approved by the Director, contractors are then mobilised, which does not happen immediately but takes a period of time..</p> <p data-bbox="308 1319 676 1355">Recent blocks completed:</p> <ul data-bbox="355 1373 663 1514" style="list-style-type: none"> • Westbury Court • Station Road, • Duckmore Road 3 <p data-bbox="308 1585 1171 1657">Lots of blocks were only built to last 50 years, and the typical lifespan of those blocks is coming up for renewal now.</p> <p data-bbox="308 1675 1235 1778">Planned Maintenance also carries out work such as demolishing garage sites to improve access to a block and get rid of elements that might make anti-social behaviour worse.</p> <p data-bbox="308 1796 1222 1832">Once a block is marked for refurbishment actions are as follows:</p> <ul data-bbox="355 1850 1238 2065" style="list-style-type: none"> • A pre tender estimate is made. • Estimate tender is sent to Corporate Procurement Group for approval. • At this point Leaseholders are contacted via the Leasehold and Right to Buy Team. 	

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	<p>Within Planned Maintenance, we organise an information event but we realise we don't do enough to notify leaseholders. Please come forward with ideas you may have to improve this service.</p> <p>Jon talks through the first part of the Section 20 process (Notice Of Intention). The tender process happens first to the open market, some are procured through an established framework agreement (where leaseholders are also consulted).</p> <p>There has been a mix over the last few years as we have had some frameworks and also some open markets tenders. Once the bids come back we assess them. Price is always a dominate factor when we choose the winning tenders. Quality checks are done through references and examples of work that has been carried out before. Julian Higson, Director of Housing and Landlord Services signs off the final tender award.</p> <p>Second part of Section 20 notice is issued (Notice Of Proposal), which contains the estimate of what you pay as a leaseholder. At that point you can inspect the winning tender at Sandy Park.</p> <p>Once the project is complete the final costs are sent to the Leasehold Team. Sometimes variations happen on site and the costs can be more than the estimates in the Section 20. Even though we have surveyed the property as much as possible these variations will occur. Andy recognises that we need to give more information with the tendering process to leaseholders. He encourages Leaseholders to fill in the online survey available for Tenants & Leaseholders.</p> <p><u>Questions After Presentation</u></p> <p><u>Leaseholder Question(LH):</u> asks if asbestos removal should be charged to Leaseholders? Also a discussion about garden sheds, asbestos roofs, what about the removal of those items?</p> <p><u>Answer:</u> ZN – our policy is we will not remove asbestos if it is undisturbed; we remove it if it is disturbed. ZN said if it was an Health and Safety risk we will inspect it. Removal will happen if it poses a risk.</p> <p><u>LH Question:</u> Cutler Road LH's talking about the large amount of works and the high costs, which they feel they cannot pay. Meeting with Darren Freme was successful but was the only communication offered. They also mention the leasehold team did not communicate regarding the Section 20's issued.</p> <p><u>Answer:</u> Response to be taken up with residents of Cutler Road direct</p> <p><u>LH Question:</u> LH has suggested that a longer time is allowed to</p>	

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	<p>pay bill, rather than two year bills.</p> <p>Action: We can make the payment plans longer than two years but this is discretionary and will need signing off by the Right To Buy and Leasehold Team</p> <p>ZN said we need to engage you with more with the process and earlier on so you know what will come as an estimate. ZN agreed that meetings need to take place with leaseholders re proposals for works to ensure clarity</p> <p>Action: ZN & AG to arrange proposal meetings for leaseholders and tenants for future Major Works</p> <p>AG says we have to think what is best investment for that block so if works require scaffolding, a review will be undertaken to determine what other works need to be done which would benefit from scaffolding means that all the work is done at the same time. LH says that sometimes scaffolding gets put up and then jobs do gets cancelled</p> <p>Action: AG to report back why this occurs</p> <p>LH Question: LH asks about works charged that hasn't been done for windows.</p> <p>Answer: - JB confirms that any window works are charged to the leaseholder and they will only pay for their windows and contribution to any communal ones.</p> <p>LH Question: LH talks about communication again, what would be really helpful if we knew when the cyclical maintenance comes round. They also get billed at odd times for different work so cannot plan financially.</p> <p>Answer/Action: AG will update on ways this can be achieved</p> <p>LH Question: LH at Clifton Vale Close brings up fire doors. What are the costs of replacing fire doors, how are they divided?</p> <p>Answer: - JB has talked about how the doors are divided communally between leaseholders and you will only be charged for your own fire door.</p> <p>ZN advised fire safety program of works has been carried out with all high rise blocks. As this has now been completed, we are working on the low level blocks.</p> <p>LH Question: LH has asked when Major Works are undertaken it would be useful to have the contact details of the project manager supplied to them.</p>	

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	<p><u>Answer:</u> ZN said that it should be on the Section 20 notice.</p> <p><u>LH Question:</u> Other LH talks about the lower end blocks and why they have not been mentioned.</p> <p><u>Answer:</u> ZN says the process which has been discussed is exactly the same for lower level blocks.</p> <p><u>LH Question:</u> LH referred to four storey and below, and the work carried out to her property being of very poor quality, the LH suggested signing off of works needs to be improved.</p> <p><u>Action:</u> AG to look into post inspection procedures for Major Works and this will be reported back at the next meeting</p> <p>ZN states - We can't fix this overnight but we will endeavour to improve communication as much as possible. Tim? Suggests that the leaseholders have a separate team, rather than being part of the Right to Buy Team.</p> <p><u>LH Question:</u> Major Works, not all works are completed and we cannot see how it is broken down. Also guarantees for the work, as per private contractors are not supplied. There is also no follow up for poor work. External works are of very poor quality and no invoice supplied.</p> <p><u>Answer:</u> AG says that with his team, one of the things he wants to do is to provide a facility for a Bristol City Council officer to be based on site and a resident liaison officer. You will have that contact to query the quality of the work. ZN says they will look at that as a priority.</p> <p><u>Action:</u> AG to report back on the deployment of resident liaison officers for large refurbishment projects in next meeting.</p> <p><u>Section 2</u></p> <p>4. Housing Management Report Back – Moving Forward Together update – Ross (Leaseholder Rep) has been to the last Housing Management Board meeting –Ross confirmed that the most relative agenda item at HMB was the presentation on the Estate Safety Group which is looking at safety and security of high rise blocks, It was confirmed that Lucy Duggan, Leaseholder sits on the Estate Safety Group. The group is at an early stage and a tour of the city has been carried out. Common themes ASB/graffiti and also drug dealing. Partial closure order has been trailed and restricts access to premises; an update is to be reported to the next HMB. AR said we are looking at what we can be undertaken by BCC and at what cost, such as more security, works around the external of blocks. It was agreed there would be updates to future Leasehold Forum Meetings.. AR requested that if members of the Forum had any ideas or aware of any good</p>	

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	<p>practice in management of multi storey blocks these can be fed into the group. Action: AR to report back in next meeting</p> <p>ZN talks about Moving Forward Together. The Director of Housing and Landlord Services Julian Higson is looking at how we can modernise the service and this will involve residents and leaseholders in the co-design of the service going forward. . ZN informed the meeting there is currently a feedback survey available for tenants and leaseholders to complete and would encourage everyone to complete the survey. The aim is to obtain as many views as possible, ideally to exceed 3000 to influence the design of the service being delivered. The feedback will be collated prior to Christmas and we will then be looking at how we work with residents in the New Year on co-designing our services via workshops and engaging with residents through forums such as the Leasehold Forum</p> <p>The project will be concluded by April 2021. On the whole we do get most things right and anything we don't get right we want to improve upon.</p> <p>The survey is on our website and the presentation will be included with the minutes. LH states that the telephone survey was awful so would prefer online. ZN says the one online is similar in the questions asked but may be easier to complete on line. Another LH says the online one is a lot better.</p> <p>LH talks about the resident's survey, was this survey made accessible to all residents as the take-up seems very low. ZN confirmed the national average is only 1 percent. LH says that the commitment needs to come from us to raise the figures. AR says the resident participation team are looking at how we engage with more vulnerable people.</p> <p><u>Any Other Business</u></p> <p>JD introduces herself as the previous leaseholder rep. for the HMB. JD explained how the confusion had arisen re attendance at HMB and not at the Leaseholder Forum and felt there had not been clear communication on the requirements of the representation. JD requested that in general there be better communication with Leaseholders.</p> <p><u>LH Question:</u> LH queried the lack of recycling facilities in blocks given the climate emergency.</p> <p><u>Answer:</u> ZN confirmed this was an issue and suggested Bristol Waste attend the next Forum to provide a presentation on recycling and questions can be asked re future recycling facility.</p>	

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	<p><u>LH Question:</u> LH states – I’ve had Bristol Waste come to me and ask what I wanted. I fed back my thoughts and nothing had changed, recycling was not taken for three months and it has been intermittent ever since. He states it was only sorted when he went to HQ. We are paying to get things done, but nothing is being done and the service is very poor.</p> <p><u>Answer:</u> ZN requested that on-going issues are detailed on the individual forms provided within the Forum meeting to be picked up by Officers.</p> <p>ZN asks for vote on topic for next forum, topics floated below:</p> <ul style="list-style-type: none"> • ASB • Caretaking/Cleaning • Poor service on block CCTV • Recycling <p>After vote taken Cleaning/Caretaking is the topic for next meeting</p> <p>A brief discussion took place around better communications for leaseholders with suggestions including the set up of an Internet Forum where ideas and thoughts can be shared. It was agreed that this is something which can be explored going forward</p> <p><u>Action:</u> Review online engagement options through resident participation team</p>	