

MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Leasehold Forum	26/04/20	18:00	Virtual meeting via Zoom
<i>Attendees</i>			
<p><i>Salima Garti (SG), Jan Bohin (JB), Dot Lee (DL) , Lucy Drysdale (LD), Gareth Pitt (GP), Sarah Collingwood (SC), Steven Carlin (SC), Raaho Iman (RI), Alistair Goulding (AG), Tim De La Res (TDL),</i></p> <p><i>BCC</i></p> <p><i>Zara Naylor (ZN), Fiona Lester (FL), Ilona Marciniak (IM), Ann Wong (AW), James Bannerman (JBA), Mark Kempt (MK), Paul Buckland (PB), Joe Clayton (JC), Brinton Edwards (BE), Ashley Lehous-Reuben (AL)</i></p>			
<i>Apologies</i>		<i>Minutes</i>	
Tristan Clarke, Ross Dallimore		Ilona Marciniak	

Agenda Items

1. Welcome (Housekeeping/ code of conduct)
2. Action Points/ update since last Forum
3. Overview of day to day repair service - Presentation and discussion
4. Update from Housing Management Board
5. Future 'hot topic' ideas for the July 2021 Leaseholder Forum
6. AOB

<i>Agenda Item</i>	<i>Discussion Points/ Outcomes & Actions</i>	<i>Actions</i>
1	<p>Welcome (Housekeeping/ code of conduct)</p> <p>ZN - Welcomed all attendees to the forum and explained this is a virtual Housing Forum</p> <p>ZN – Introduced herself and Fiona Lester; as new head of service</p> <p>FL - Thanked everyone for the warm welcome and provided an insight to her background and experience</p> <p>ZN - Highlighted the Code of Conduct to all participants</p>	
2	<p>Action Points/ update since last Forum</p> <p>AN – Explained that the updates from the last forum will be provided in the format of “you said we did.”</p> <p>BE – Updated the forum regarding graffiti and fly tipping in Malago Road in Bedminster. The team has attended the site and has contacted Bristol Waste to resolve the problem. Also highlighted the</p>	

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	<p>issue with fireworks in Horfield, unfortunately the site is not managed by our caretaking team.</p> <p>FL – Provided an update on the feedback from residents, where they felt that officers should be more visible. FL explained that this is one of the priorities for the Moving Forward Together Program. FL highlighted the importance of dialog, accessibility and accountability for actions.</p> <p>FL – Expressed that providing a response to both residents and leaseholders is very important.</p> <p>FL – Apologised for being unable to provide feedback regarding the access and security issue.</p> <p>FL – Explained that it would not be possible to provide residents with direct phone numbers to Housing Officers; In the event of an emergency, where officer was unavailable, could lead to unresolved issues or put the individual in great risk.</p> <p>FL - Highlighted the importance of greater security measures and CCTV; As part of the Moving Forward Together Project. FL confirmed that this is a Project her team is working on and will be able to provide an update in near future.</p> <p>FL – Explained that the Estates team is working on Estate grading and finding out what are the attributes of making the block secure and ensuring the surrounding area is clean and tidy. FL reassured that the team will be more visible by providing walkabouts and grade of estate will dictate frequency of the walkabouts. The team will work with residents and leaseholders to find solution for improvement.</p> <p>FL – Highlighted that all issues should be reported with housing officer in first instance; however there is an escalation process.</p> <p>ZN – Explained that the service was only providing essential repairs during last year and not standard appointments. However in the next few weeks the service will be further expanded. ZN reassured that the Customer Service Centre is aware to take repair enquiries and do understand where to take enquiries, especially caused by neighbour property. Leaseholders might be referred to the leaseholder team in the instances where they do not qualify to cover the repair.</p> <p>JB – Asked about online reporting of the repairs</p> <p>ZN – Apologised that it is not currently working and explained that the digital offer is currently not available, however it is one of the priorities of what needs to be improved around our IT infrastructure</p> <p>FL – Provided an update regarding notice boards. It was felt that after conducting visits FL can confirm that some of the notice boards have out of date information. This will be picked up in estate grading and will be rectified.</p> <p>FL – Provided update on the duty rota for housing officers, however, if the matter is specific to a leaseholder enquiry it will be forwarded to the leasehold officer and this will be added to duty rota process.</p> <p>BE – Provided update on the accessibility to bins on Clutter Road,</p>	

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	<p>as of last month this has been resolved.</p> <p>BE – Confirmed that there were issues with Bristol Waste regarding recycling in some blocks. As a consequence some blocks will have curb side refuse collection.</p> <p>BE – Provided an update on grass cutting and supporting the growth of wildflowers, Richard Fletcher and team are looking into this and will update accordingly..</p> <p>SC – Expressed a concern that single blocks are not receiving the same level of attention as the larger blocks.</p> <p>FL – Acknowledged SC’s concerns and confirmed improvements will be made within single blocks also. However this may be less frequent.</p> <p>JB – Queried the content of the “walkabouts”, questioning with there would be tenant involvement as previously these had been stopped.</p> <p>FL – Explained the will be a notification on the noticeboards which advises when the housing officer will be in the area; thus enabling residents the opportunity to raise any questions or issues to them.</p> <p>JB – Advised that there is no noticeboard nearby as she lives in a small building and therefore questioned the possibility of the timings of the “walkabouts” being advertised in the newsletter.</p> <p>FL – All residents and leaseholders will be informed of the dates and times of the “walkabout” schedules.</p>	
3	<p>Overview of day to day repair service - Presentation and discussion</p> <p>ZN – Introduced Paul and Ashley, whom presented the Leasehold Management presentation</p> <p>AL – Explained the rights and rules of the lease when purchasing a flat from BCC. Highlighted responsibilities for BCC and leaseholders which are covered in the handbook and lease</p> <p>PB – Highlighted the obligations which BCC has towards the leaseholders with regards to repairs. PB explained that our responsive repair service is provided by the Citizen Service Centre and provided the contact details.</p> <p>AL – Explained the difference between emergency and standard repairs. Highlighted that emergency repairs would be completed within 24 hours and provided examples.</p> <p>PB – Highlighted that standard repairs would be completed within 21 days and provided examples</p> <p>AL – Listed all of the responsibilities of the leaseholders with regards to repairs</p>	

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	<p>PB – Explained what improvements are and provided examples including the potential costs. Highlighted the differences between repair and improvement.</p> <p>AL – Provided examples and an explanation of what would not be classified as an improvement.</p> <p>PB- Advised of the potential cost to leaseholders for repairs and improvements. PB provided examples of calculations with regards to cost and how to limit the cost.</p> <p>AL – Explained the cover provided by the building insurance and referred to instances where the leaseholder would need to make changes and provide an update.</p> <p>PB – Listed different ways to contact the Customer Service Centre, Right to Buy and leasehold Team and Insurance Service Section.</p> <p>PB – Thanked everyone for listening and offered to share the presentation via email.</p> <p>GP – Sought clarification with regards to the inclusion of windows and window frames in the insurance</p> <p>PB – Confirmed that only window frames are included but BCC is responsible for all but the glass</p> <p>JB – Felt that she has to have original doors and JB was advised of this when purchasing property.</p> <p>JBA – Confirmed that JB is allowed to update her doors, however she would need to obtain consent form BCC prior to any update to ensure they are in line with fire regulations</p> <p>ZN – Highlighted the importance of having fire resistant doors in line with current legislation.</p>	
4	<p>Update from Housing Management Board</p> <p>ZN – Explained what the Housing Management Board is and how it is constructed.</p> <p>ZN – Provided an overview of the last Housing Management Board meeting.</p> <p>ZN – Explained that the main subject of the meeting was an update from the Accessible Homes Team, whom are implementing technology enabled care, as well as an update regarding the Moving Forward Together Project and Covid19.</p>	
5	<p>Future ‘hot topic’ ideas for the July 2021 Leaseholder Forum</p> <p>ZN – Suggested that the hot topic for next forum could be an update on the Moving Forward Together Project or the feedback on the</p>	

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	<p>changes in Estate Management.</p> <p>SC – Felt that the cleaning in shared areas and responsibilities for council.</p> <p>FL – Explained that increased cleaning schedule would provide increment in service charge.</p> <p>SC – Felt that cleaning is important and understood the possibility of an increase in the service charge.</p> <p>GP – Expressed concerns about way tree surgeons trimmed the trees in the area where he lives. GP was interested in the process of assessing the area and the policies which are implemented around landscaping of trees.</p> <p>ZN – Explained that estates have no control when the trees are located outside of the parameter.</p> <p>BE – Highlighted that there is program planned, whereby when the tree has to be taken down another is planted. BE explained that an investigation is conducted beforehand.</p> <p>RI – Felt that there is an issue with the bin area outside her flat, suggesting it was infested with mice. RI felt that there is no consistent issue with cleanliness in the communal areas of her block.</p> <p>ZN – Advised she will take note of the address and investigate with her team.</p> <p>RI – Expressed concerns around service charges, as she has noticed difference to her neighbour, in identical flat.</p> <p>FL – Explained that the team will compare and investigate differences and provide an update</p> <p>ZN – Suggested a future topic could focus on Bristol Waste and the Big Tidy Project.</p> <p>FL – Felt that would be beneficial to provide an update at the next meeting of the work currently completed around estate grading.</p> <p>AG – Expressed concerns regarding bike storage in his block</p> <p>ZN – Explained that there will be a block by block decision and will have to take away details and get back to AG after the meeting</p> <p>DL – Felt that some residents are unable to look after their gardens and asked if there is anything BCC can do to support them. Expressing concerns regarding a dead tree on derelict land behind her garden.</p> <p>FL – Explained that generally residents need to and indeed are</p>	

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	<p>looking after their own gardens albeit in different ways and Council has no power to intervene unless there are health and safety concerns.</p> <p>SC – Suggested the presentation for the next meeting should be focused around service charges, as he received a statement without itemised bill.</p> <p>FL – Agreed with the importance of improving and providing more detailed statements to the leaseholders.</p> <p>JB – Agreed with SC and felt her invoices had never been detailed</p> <p>FL – Agreed that the team should not be sending invoices without details of all charges. FL recognised that we need to do better in this area.</p> <p>ZN – Confirmed Service Charges as the topic for the July meeting with a Block Grading presentation to be prepared for the October meeting.</p>	
6	<p>AOB</p> <p>SG – Asked for further clarification around caretaking costs.</p> <p>FL – Explained that some blocks have no caretaker in place and this would increase service charge; additional charge would be added.</p> <p>RI – Felt it is important to obtain further clarifications around service charges</p> <p>GP – Thanked everyone whom attended for their professionalism.</p> <p>JB – Felt that she gained a lot of information during the meeting</p> <p>DL – Advised she was puzzled by her invoice and would like to receive further clarification</p> <p>SC – Felt the presentation was great and was happy with the details provided</p> <p>AG – Thanked all concerned for preparing the presentation.</p> <p>IM – Invited all leaseholders to attend the Housing Forum in June.</p> <p>FL and ZN – Thanked everyone for attending and preparing the forum.</p>	