

MINUTES

Meeting	Date	Time	Location
Leasehold Forum	27/07/20	18:00	Virtual meeting via Zoom
Attendees			
<p><i>Salima Garti (SG), Andrea Vasconcelos (AV), Steven Carlin (SC), Boonseng Soh (BS), Alistair Goulding (AG), Tim De La Rew (TDL), Karen Buridge (KB), Rob Hills (RH), Deborah Lockwood (DL), Joseph Russ (JS), Juliet Carmichael (JC), Margaret Dixon (MD), Mitra Sabet (MS), Ross Dallimore (RD), Sharon Newland (SN), Wayne Johnson (WJ), Stefania Cauli (SFC), Janet Heaton (JH), Win Kennedy (WK), Aaran Ashworth (AA), Thomas Mounter (TM), Laura Padwick (LP)</i></p> <p><i>BCC</i></p> <p><i>Fiona Lester (FL), Ilona Marciniak (IM), Ann Wong (AW), James Bannerman (JB), Mark Kempt (MK), Joe Clayton (JC), Adam Davis (AD)</i></p>			
Apologies		Minutes	
Elspeth Gent		Ilona Marciniak	

Agenda Items

1. Welcome (Housekeeping/ code of conduct)
2. Action Points/ update since last Forum
3. Service Charges - Presentation and discussion
4. Moving Forward Together - update
5. Update from Housing Management Board
6. Future 'hot topic' ideas for the October 2021 Leaseholder Forum
6. AOB

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	<p>Welcome (Housekeeping/ code of conduct)</p> <p>MK - Welcomed all attendees to the forum and explained this is a virtual Housing Forum</p> <p>FL - Thanked everyone for the warm welcome and provided an insight to her background and experience</p> <p>MK – Highlighted the Code of Conduct to all participants</p>	
2	<p>Action Points/ update since last Forum</p> <p>MK – Explained that the updates from the last forum will be provided in the format of “you said we did.”</p> <p>MK – Updated the forum regarding individual issues which were raised in the previous meeting including cleaning in communal</p>	

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	areas, Estates Walk about and issues with tree cutting and landscaping.	
3	<p>Service Charges - Presentation and discussion</p> <p>MK – Explained the background of Service charging and annual invoicing.</p> <p>MK – Highlighted how the charges are being calculated and applied</p> <p>MK – Listed all of the different charges and further developments</p> <p>JR – Enquired about a charge he has received – “I’m due to be charged £4,275 pounds but I don’t know when or how this should be paid and the details of the works is incredibly vague.”</p> <p>JB - Explained that under the legislation (Section 20) it is necessary for the leaseholder to be notified in advance of any (planned) work on the block over £250. Notice of intention: Breakdown of costs and name of contractor to be included in the notice. Each notice of intention is not a “bill” it is simply a notification of the work taking place. Once the work has been completed and approved an invoice will be sent forming part of the Service Charge Bill. Further details can be provided offline.</p> <p>FL – Suggested that the standard letters need to be updated (council offices currently closed) and essential to provide a breakdown of costs in correspondence.</p> <p>AG – Requested further information relating to a replacement lift; Why and when this will be conducted.</p> <p>FL – Agreed that greater detail was required on the notices to enable leaseholders to understand why work was required.</p> <p>WK – Enquired about the possibility of having work carried out at her property.</p> <p>JB</p> <p>SG – Expressed further concerns about the Section 20 notices lacking detail.</p> <p>JB – Advised there are two different types of notices and explained the differences/process’ of each.</p> <p>KB – Expressed concerns about emails not being responded to (however did acknowledge that the pandemic did bring challenges) and requested a contact number for the team.</p> <p>JB – All officers have mobile numbers so can be contacted directly. Will provide relevant number. Call backs should be provided with 24 hours.</p> <p>MK – Email system being updated to enable all enquiries to be redirected as cases to the officers.</p>	<p>JB</p> <p>JB</p> <p>JB</p>

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	<p>FL – Acknowledged that many leaseholders had expressed concerns regarding ease of contact, therefore will create an action point before provide feedback on findings.</p> <p>JH – Enquired if it was possible for Section 20 notices to be delivered via email rather than post.</p> <p>JB – Legally obliged to have a “paper trail” of the notices therefore they are obligated to send via the postal system.</p> <p>FL – Suggested that the application ‘DocuSign’ may enable such notices to be sent via email in the future. *Noted as an action point.</p> <p>JH – Requested that all her documentation is sent to her Spanish address.</p> <p>JB – Requested JH updated contact details and this will be fulfilled.</p> <p>TM – Asked for progress update on balconies on Maskelyne Avenue.</p> <p>MK – Advised he will investigate and respond.</p> <p>AV – Queried what her service charges were for, expressed concerns about making contact with council and ASB from noisy neighbours</p> <p>JB – Advised an officer will contact AV after meeting to discuss. Service charges are based on the services provided at the property. Repairs should be reported to repairs team.</p> <p>FL – Reconfirmed there had been a communication breakdown at some point, this will now be investigated and AV will be responded to accordingly. Any concerns regarding ASB should be reported to the responsible housing officer.</p> <p>JR – Requested an explanation of the process around consulting with BCC about making renovations to a leased property.</p> <p>JB – Explained the process and consent required varies depending on the renovation before advising he would recommend emailing a leasehold officer to establish if consent is required.</p> <p>SG – Requested advanced notification of costs associated with upcoming “major works” to enable budgeting etc..</p> <p>JB – Advised a database was being developed by the Asset Management Team prior to pandemic, this had been put on hold and will now seek an update.</p> <p>FL – Acknowledge an update was required and noted this an an action point.</p> <p>WK – Requested contact number as out of date on letter.</p>	<p>FL</p> <p>FL</p> <p>JB</p> <p>MK</p> <p>JB</p> <p>JB</p> <p>JB</p>

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	MK – Agreed to provide.	MK
4	<p>Moving Forward Together - update</p> <p>FL – Presented the updated vision of the Moving Forward Together Programme.</p> <p>FL – Provided a further update on our current progress; The need for improving services has been acknowledged, ideas were being turned into actions and the blueprint had been identified and was now being shared with colleagues and residents alike.</p> <p>FL – Highlighted and explained “resident and colleague priorities.”</p> <p>FL – Provided an update on what had been done so far; Simplifying the process for contacting officers, training colleagues to work efficiently, regularly reviewing and updating our policies, developing an equality action plan and introducing daily catch-ups for housing colleagues from all of our services.</p>	
4	<p>Update from Housing Management Board</p> <p>FL – Confirmed that the next Housing Management Board meeting has been delayed until September.</p> <p>FL – Advised that the touchpoint surveys are being provided to our customers in line with Moving Forward Together priorities.</p>	
5	<p>Future ‘hot topic’ ideas for the October 2021 Leaseholder Forum</p> <p>KB – Suggested that the hot topic for next forum could be an update on how BCC is embracing the modern ways of living.</p> <p>FL – Agreed that this was an interesting subject and will pass this question to the head of services at the next meeting.</p> <p>FL - Confirmed that the team is implementing a lot of innovative improvements.</p> <p>KB – Deemed the forum as a very successful meeting</p> <p>MK – Explained that as one of the biggest landlords in the South West it takes time to implement new changes.</p> <p>KB – Deemed Lawrence Weston as very diverse area and is very proud to be part of the community.</p> <p>SFC – Suggested that the Hot topic could be “how to make our blocks of flats more eco-friendly, even putting bike racks or looking at ideas to produce green energy e.g. solar panels.”</p> <p>RH – Suggested that ground/air source heating systems could replace 60 year old night storage heaters.</p>	FL

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	FL – Agreed that those are great hot topics; solar panels, eco-friendly heating.	
6	<p>AOB</p> <p>MS – Advised she would like to know more about insurance before raising a concern regarding cracks on her internal wall</p> <p>SC – Requested a more detailed estimate for his charges.</p> <p>AV – Enquired on how to improve common areas and suggested there was a problem with fly tipping</p> <p>MK – Explained that a meeting with the Housing Officer needs to be arranged in order to address the issues in the block.</p> <p>SG – Asked for further clarification with regards to whom to contact regarding broken glass in the communal areas.</p> <p>TDL – Expressed concerns that there are many neighbours in the area with mental health issues and deems there to be a lack of support to the tenants. Highlighted that one of the leaseholders is filming another tenant which give some cause for concern.</p> <p>FL – Explained that the Housing Officers are there to support the tenants, in addition there are mental health colleagues to support those individuals whom are vulnerable.</p> <p>DL – Requested call back regarding an outstanding insurance claim</p> <p>FL – Thanked everyone for attending and preparing the forum.</p>	<p>JB</p> <p>MK</p> <p>MK</p> <p>JB</p> <p>MK</p>