



Tenant and Leaseholder Participation

Leaseholder Forum

MINUTES

Meeting	Date	Time	Location
Leaseholder Forum	05/04/2022	18:00	Zoom
Attendees			
Residents 23 leaseholders in attendance		Staff Mark Kempt (MK) Julie Mckay (JM) Liz Cheatham (LC) Paul Dury (PD) Martin Owen (MO)	
Apologies		Minutes	
		Caritas Charles (CC)	

Agenda items

- Welcome and Housekeeping
- You said we did
- Insurance for Leaseholders
- Estate Management Project
- RTB and Leasehold Review
- Any other business
- Resident engagement – Review of Leasehold Forum
- Date of next meeting and close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
A	<p>Welcome (Housekeeping/ code of conduct)</p> <p>MK - Welcomed all attendees to the forum, explained this is a virtual Service User Group and highlighted the Code of Conduct to all participants</p>	
B	<p>You Said We Did</p> <p>MK – no significant actions</p>	
C	<p>Insurance for Leaseholders</p> <p>PD – led the meeting on a presentation on insurance for Leaseholders, issues covered included:</p> <ul style="list-style-type: none"> • Procurement, rules and regulations • Challenges within the Housing Insurance Market • Monitoring of insurance suppliers • Mechanisms around complaints involving service standards <p>Questions</p>	

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>There then followed some discussion around the subject areas for questions included.</p> <ul style="list-style-type: none"> • Quality of insurance provision and cost • Outlining the procurement process • Individual properties and leaseholder cover. 	
	<p>Estate Standards Project</p> <p>MO - informed the meeting of the new projected aimed at improving standards around Estates. Areas covered in the presentation included:</p> <ul style="list-style-type: none"> • Setting standards for the look and feel of estates • More visible staff presence • Grading of neighbourhoods • Increase of walkabouts led by officers. • Introduction of online forms for grading • More focus on communal areas, trees, grass verges • Resident involvement in the process <p>Questions</p> <p>The main questions on the presentation were around:</p> <ul style="list-style-type: none"> • How residents can be involved • How staff will divide the patches to be monitored <p>The consensus was that this would be a positive development allowing residents to be involved in making improvements to the neighbourhoods/blocks where they live.</p>	
E	<p>RTB and Leasehold Review</p> <p>JM – Presented her work around the review, subject areas included:</p> <ul style="list-style-type: none"> • Customer contact Improvements • Improved Service Standards • Duty Rota implementation • Website Improvements • Performance Monitoring Process • Improvements to right to buy – IT services • Improvements to service charge processes, information, and statements 	

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>Questions</p> <p>Question areas included:</p> <ul style="list-style-type: none"> • The length of lease and how to extend it – information on Lease extensions to be provided to several residents in attendance as requested • Communal fuel costs and rising fuel prices <p>Leasehold handbook</p> <p>JM asked if any residents were interesting in helping to review the Leasehold Handbook. Interested residents should email: Julie.mckay@bristol.gov.uk</p>	
F	<p>A.O.B</p> <p>None was indicated</p>	
G	<p>Resident Engagement – Review of Leaseholder Forum</p> <p>LC advised the Forum that a review of tenant and leaseholder participation with Bristol City Council (BCC) Housing and Landlord Services was currently underway. As part of this BCC want to get the views of residents, which will be used to help shape and develop resident engagement in the future.</p> <p>Residents were asked to consider/ discuss</p> <ol style="list-style-type: none"> 1. How did you hear about the forum/ engagement opportunities 2. What could be done to encourage more to come 3. What do like about the forum 4. What improvements do you think can be made <p>Overall residents generally agreed that the online Forum is a good place to meet with officers and other leaseholders and provided an opportunity to talk about common issues with other leaseholders. Several suggestions were also made around the agenda, timings, and discussion topics.</p>	
	<p>Date of next meeting: 19 July 2022</p>	