



## MINUTES

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Leaseholder Forum	18/07/23	18:00	Virtual meeting via Zoom
<b>Attendees</b>			
<b>RESIDENTS</b>			
<p>Abdulqani Wayd, Alice &amp; Mark Malaszek (AMM), Amanda Williams, Ben Hanrath(BH), Andrea Vasconcelos, Charlene, Chris Evans(CE), Fiona &amp; Steve Robson, Gafer Ahamed, Georgina Gissing(GG), Jan Bohin(JB), Jan Heaton(JH), Joe Banks (JBa), Lyn Porter(LP), Mattie Keane, Spencer House</p> <p>Mdaguas, Mirka Novakova, moto e(7) plus, Steven Carlin, Tim De La Rew(TDLR), Zoom user</p>			
<b>BCC</b>			
<p>David Maggs(DM), Ilona Marciniak (IM), James Bannerman (JB), Julie Mckay (JMC), Jack Gingell (JG), Alison Napper(AN), Francesca Carrol(FC), Cllr Tom Renhard (CTC)</p>			
<b>Apologies</b>		<b>Minutes</b>	
		David Maggs (DM)	

### Agenda Items

1. Welcome, housekeeping and introductions
2. Action Points and updates since the previous forum (July 2023)
3. Cllr Renhard – welcome and introduction
4. Major Works (Alison Napper)
5. Service Charges Update (Julie and James)
6. HMB update (Ben Hanrath)
7. Future 'hot topic' ideas for the Leaseholder Forum in April 2024
8. Any other business
9. Date of next meeting 8<sup>th</sup> or 15<sup>th</sup> April 2024 and close.

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1	<p><b>Welcome (Housekeeping/ code of conduct)</b></p> <p>JMC - Welcomed all attendees to the forum and explained this is a virtual Leaseholder Forum</p> <p>JMC - Highlighted the Code of Conduct to all participants</p>	
2	<p><b>Action Points</b></p> <p>There were no action points from the last forum., other than the</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	responses to the work on preferred communication methods which is covered under item X	
3	<p><b>Cllr Renhard – welcome and introduction</b></p> <p>Cllr Tom Renhard offered his welcome gave his contact email saying he would welcome contact with any individual leaseholders. cllr.tom.renhard@bristol.gov.uk</p>	
4	<p><b>Major Works (Alison Napper) ( Slides available)</b></p> <p>AN gave a presentation on Housing Investment Plan for Major Works. Assets cover all housing but also garages, land, play areas and offices</p> <p>Question 1 From BH: You gave the figure of £40 million for revenue spend for 23/24. It's different from figures given by Richard James in October HMB meeting. Answer: AN said she would get his figures. She noted that Revenue costs don't vary much from year to year but capital costs can fluctuate. Post meeting Richard James responded with figures from last years Housing Revenue Account Report as follows: <i>Over the next 5 years we have approval to spend:</i> <i>c.£865m on capital works that includes providing major and planned works to existing homes (£405m) and building new homes (£460m)</i> <i>c.£685m on revenue works that includes providing day to day repairs, turnaround of voids and general safety inspections</i></p> <p>Question 2: How do Lifecycles of key components (e.g. Kitchens) to influence the decisions on contractors etc. If contractors work and quality of components are not of a high standard, they won't last the expected lifecycle. Answer: Lifecycles are based on what we expect a component to do. There are differences in quality between 30 years ago and now. All homes work on 30-year lifecycles, but in the year before the replacement date we do a real survey to assess whether a replacement can happen on time, should be brought forward, or can be delayed. We don't just replace things because it's the end of the lifecycle. The one exception is kitchens, which always have a maximum life of 25 years.</p> <p>Question 3 from CE Chris Evans. Rewiring for flats would there be optional replacement for leaseholders? Answer: We don't check wiring in LH flats and the internal wiring in a LH flat would not be part of any block programme. A Leaseholder is responsible for getting their wiring tested and if necessary, replaced using a NIEIC.</p> <p>Question 4; Is it possible to see the 5 year or 30 years spend profile or life cycle for a particular block? This would be very helpful for leaseholders to help plan their savings towards these future costs. Answer: Major Works will be getting indicative estimates for works to</p>	AN to clarify revenue. Figures – info has now been added to the minutes

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>share on a lifecycle of 30 years, but in the meantime, we will be able to issue provisional timelines for the major components which will need replacing. It should be noted that these are only estimated and are subject to change if brought forward if works are required earlier or pushed back where they are not required.</p>	
5.	<p><b>Service Charges Update (James Bannerman Team Leader)</b></p> <p>JB reported that actual service charges were sent on 27.9.23, however there have been postal delays. Let JB know if haven't via LH mailbox <a href="mailto:leaseholderenquiries@bristol.gov.uk">leaseholderenquiries@bristol.gov.uk</a>. This is first of the new style of invoices which has a single account for all payments. Still get certificates. Can now pay on the Council website.</p> <p><b>QUESTIONS</b></p> <p>Question 5: CE Asked why his service charges had an annual increase of 47%. JB said he will respond directly. In general terms:</p> <ul style="list-style-type: none"> <li>• Currently major works are <u>not</u> a budgeting estimate – they are actual.</li> <li>• Repairs are increasing because of age of buildings.</li> <li>• An additional increase in service charge because Fire servicing hadn't been included as it should have been.</li> <li>• "Waking Watch" are not being charged back to LHs on service charges. LHs are protected under the Building Safety Act, so there will not any cost for essential safety cladding work.</li> </ul> <p>Question 6: BH asked when can we see outstanding balances on our own account? Answer: If paying online, can set up an account – at present only works for some people on the system. Aim will be to have it on the new resident portal, which is part of the Housing and Landlord Services IT upgrade, where you will be able to see balance and make payments. But JMC hasn't seen portal yet. Next year we hope to come back to Forum with a pilot account to show what will be available.</p> <p>Question 7: JH has not received the service charge summary. Can it be emailed. Answer JB: Yes</p> <p>Question 8: LP noted that at bottom of schedule said "you will be sent an invoice" which was not correct. Answer: JB agreed that this was an error, and it will be deleted in future. JB reiterated that no more invoices will be issued for Service Charge and heating and hot water costs. The LH Team will be reviewing lessons learned from queries raised by LHs in this billing cycle.</p> <p>Question 9: LP Why do we use Eventbrite to book, feels</p>	<p>JB</p> <p>JB</p>

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>unnecessary. IM responded so we can check attendance and communicate effectively with those booked. There is also a security benefit as well, as we can check any unfamiliar email addresses.</p> <p>Question 10: GG asked can we get full breakdown of individual service charge? Answer: JB said Yes – Home Ownership Officer can do on request.</p>	JB
6.	<p><b>Housing Management Board(HMB) update (Ben Hanrath)</b></p> <p>BH reported on the October 2023 meeting of the HMB. He is one of two alternate LH members of the HMB. The other is Alistair Goulding. Key items:</p> <ul style="list-style-type: none"> <li>• Building Safety Engagement Strategy was discussed in detail.</li> <li>• Appointment system for tenant and leaseholder members is being reviewed. Three options were briefly presented and will be discussed in more detail. Currently the change would affect both tenant and leaseholder members.</li> <li>• Bristol Homes Board hasn't met for nearly two years but is meeting in December.</li> <li>• Main takeaway: tenant reps spoke a lot about their individual experiences. Concern overall was quality of Project Management at BCC – cost and time overruns.</li> <li>• BH asked how best we as reps get views that LHs want shared – people could write to a Microsoft Form prior to a meeting.</li> <li>• Agenda is published in advance and the meeting is live streamed, so anyone can follow the Board's work.</li> </ul> <p>COMMENT from JB: It is good to hear from BH and what is important is that LH Forum Members do get the reports back. JMC noted that LHF meetings will be timed to come soon after the HMB meetings.</p> <p>QUESTION 11: TDLR asked why Forums on the Mondays are. JMC replied they have generally been Monday or Tuesday. The LH Team is happy for any weeknight Monday-Thursday.</p>	
7.	<p><b>Future 'hot topic' ideas for the Leaseholder Forum in April 2024</b></p> <ol style="list-style-type: none"> <li>i) Leasehold Reform. Response JMC will do this at least in summary.</li> <li>ii) Service Charges - Julie and James as back up</li> <li>iii) How you manage contractors and get work done to a good standard. Response JMC we will get someone on this for next meeting. When major works happening, we will have regular contact with LHs. The aim is that communication is sent out regularly during major works and sent when work is finished so that the LHs can know work is completed and then any issues can be followed up straight away. For Section 20 – queries we will aim at one-to-one meetings where there are queries.</li> </ol>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
9	<p><b>AOB</b></p> <p>Question 12: LP asked can there be instalment plans?</p> <p>Answer: JMC said Currently, anything over 2 years has to have managers approval which is discretionary. Home Ownership officers can help on this. Affordable payment plans are available but to note, income and expenditure must be declared for these to assess eligibility.</p> <p>No Interest charged by Council. JMC shared a slide which outlined key issues regarding payment for major works as follows:</p> <ul style="list-style-type: none"> <li>● After RTB – service charge for the next 5 years will dictate what can be charged</li> <li>● If RTB purchased in the last 10 years may be entitled to a ‘loan’ (extended period to pay it off). Rules apply.</li> <li>● Current Policy for Major Works over £15K, if paid off within 2 years then a £3K discount is provided. This will be reviewed*.</li> <li>● New Home Ownership Income Officers will discuss affordable payment plans – currently require Manager approval for arrangements over 2 years.</li> <li>● Review of Implementing Reserve/Sinking Fund</li> </ul> <p>* JMC noted this discount has a regressive advantage for the better off who can pay off in full. She said they will bring this back to a future forum also the issue of possibly introducing a sinking fund.</p> <p>Question 13: LP asked about her new extended lease.</p> <p>Answer: JB explained that the variation of lease document may be sent to LH’s solicitor and not sent to directly to LH. Ground rent should not be paid on any new lease or any extended lease.</p> <p>Question 14: AMM said they have been struggling to get responses for minor Repairs and Works requests, i.e. getting permission to replace our front door and other repairs. Any suggestions on how to chase these?</p> <p>Answer: JB If you provide details to Home Ownership as we now meet fortnightly with Property Services to ensure these are actioned in a timely manner.</p> <p>Question 15: JBa noted that communication was discussed last time. Having real issues getting response to Energy Efficiency Works enquiry, was told someone would call be back etc. JBa needs to know what evidence he needs to show as a self-employed person for qualification for Social Housing Decarbonisation Fund.</p> <p>Answer: Key person for SHDF is on leave, we have a meeting in place when he returns so we can get an answer. The letter sent out at was done as a moment in time so apologies for the spelling error. You need to provide for last financial year.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
10	<p><b>Date of next meeting April 2024 and close</b></p> <p>JMC – Thanked everyone for their attendance and closed the meeting. Aim to get out minutes out in 10-15 working days and they will confirm the Tuesday 16<sup>th</sup> April 2024.</p> <p><a href="https://www.eventbrite.co.uk/e/566558631117?aff=oddtcreator">https://www.eventbrite.co.uk/e/566558631117?aff=oddtcreator</a></p>	