

MINUTES

Meeting	Date	Time	Location
Leaseholder forum	16/04/2024	18:00	Zoom
Attendees			
Residents	Residents	Staff	
Abbas Sharif Alex dos Santos Aranda (ASA) Alistair Goulding Amanda Williams Ben Hanrath (BH) Charlotte Richardson (CR) Chris Evans (CE) Claudia Ascott David Elizabeth Bryantr Emily Carr Filsan's iPhone Fiona & Steve Robson Franklin's iPhone Suada Dushja Tim De La Rew (TDLR) Win Kennedy (WK) Zaklin Perosa Zoom User iPhone 2	iPhone Jacqueline Jan Bohin Jan Heaton Joanne Joanne Kelly (JK) Katie Kenneth Iyoyogie Mattie Mirka Novakova (MN) Mobina Aliabadi Murad Natalia Atkins Philh Philomena (P) Rhianwhite Steve Carlin	Adam Girling (AG) Ashley Lehou-Reuben (ALR) Ayan Abukar Barbara Reid David Maggs (DM) Henry Murray James Bannerman (JB) Julie McKay (J) Nick Willmott (NW) Ilona Marciniak	
Apologies		Minutes	
		Henry Murray	

Agenda items

1. Welcome and Code of Conduct
2. How BCC manage contractors and get work done to a good standard – Nick Willmot & Adam Girling
3. Service Charges update – James Bannerman
4. Leaseholder Reform – Julie McKay
5. Interactive session – What would leasehold residents want from their forum?
6. HMB update – Ben Hanrath
7. Future ‘hot topic’ ideas for next leaseholder forum July 2024
8. Any other business
9. Date of next meeting 16 July 2024

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	<p>Welcome and Code of Conduct</p> <p>WK: Advised they cannot stay for all of forum. Asked for clarification over the correct email address to use.</p> <p>J: Advised the correct email address will be in the minutes below: leaseholderenquiries@bristol.gov.uk</p> <p>IL: Advised Win they will share the minutes with them.</p> <p>TDLR: Asked if the code of conduct can be shown and not read out in full.</p> <p>J: Agreed to do so and move on.</p>	
2	<p>How BCC manage contractors – Nick Willmot & Adam Girling</p> <p>Nick and Adam gave presentation breaking down the structure and processes behind approving and overseeing contractors.</p> <p>BH: Stated their reasons for wanting explanation of how contracts are managed and expressed opinion that processes detailed in presentation doesn't match with experiences of leaseholders. Asked about what is done to ensure contractors live up to standards in presentation.</p>	

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	<p>NW: Explained that contract surveyors are on site observing and checking with contractors to ensure they are living up to their agreements. Gave example of contract surveyors pulling up contractors for not being compliant to regulations regarding an installation of windows.</p> <p>J: Shared that their team get a lot of questions and inquiries around quality of works. Recognised that they haven't always maintained communications throughout works right until to the end and advised that works completed now wouldn't show up in service charges until September 2025. Advised that their team will be driving new communication processes.</p> <p>TDLR: Asked why there is no form of penalty clause in contracts to prevent problems. Gave example of Gilton House and asked again why there aren't penalties for long delays.</p> <p>NW: Advised there is a damages clause in all contracts they have. Explained that with regards to Gilton House the threshold has not been met for damages clause to take effect.</p> <p>TDLR: Expressed dissatisfaction with answer. Gave their account of problems with Gilton House, citing problems like polystyrene blocking drains.</p> <p>NW: Explained that there are penalty clauses if contractors go over proposed work timescales.</p> <p>J: Asked to clarify Tim's question citing polystyrene issue and gave their summary.</p> <p>TDLR: Confirmed Julie's summary. Shared account of heating issues with Gilton House. Explained the initiative of BCC compensating residents for increased heating bills due to cladding being removed during wintertime.</p> <p>TDLR: Rhetorically asked why tenants should pay for compensation when the contractors might have been to blame.</p>	<p>IL</p>

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	<p>P: Asked if it is part of policy that somebody in charge goes out to make sure the workers understand what they must do and how long they have to do it. Advised that in their experience this process never takes place, explained they believe the quality is always of a low standard.</p> <p>J: Asked to clarify question. Asked if question is in relation to major or smaller works and advised there are different ways that certain teams operate.</p> <p>P: Answered that they don't feel it should make a difference.</p> <p>AG: Advised they have daily surveyors on site for major works. Advised that for response repairs they also have surveyors that go out to check on works.</p> <p>TDLR: Expressed frustration with quality of works. Asked if new consumer regulations cover leaseholders.</p> <p>J: Advised new regulations are primarily for social housing tenants but advised it will affect leaseholders of council blocks.</p> <p>TDLR: Expressed belief that because council staff workers aren't necessarily tenants or leaseholders that this prevents full understanding of council residents' experiences. Cited issue in which resident had to use a neighbour's facilities because work on their bathroom had taken so long.</p> <p>J: Expressed concern with cited issue of residents having to use neighbours' toilets during works in their property.</p> <p>ALR: Advised Julie that the cited issue has been dealt with.</p> <p>J: Stated that leaseholders have a voice at this forum and that their questions are valuable.</p>	<p>J</p>

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3	<p>Update on service charges – James Bannerman</p> <p>Presentation on changes to service charges.</p> <p>JBN: Advised that BCC don't do invoices anymore - they phoned up to ask for advice a month ago but received no further response. Advised issue has since been resolved.</p> <p>JB: Apologised that the first communication failed.</p> <p>J: Explained that option for getting through via telephone automated system will be changed to include "leaseholder services". Asked for it be taken as action point for timescale.</p> <p>JK: Advised that their service charge came in 48% over estimate. Read out several examples of wide disparities between estimates and final charges. Advised that their costs are almost double the estimate given when they first bought the property.</p> <p>J: Advised they will pick this up individually as it's a specific personal issue. Expressed belief that they shouldn't be seeing 48% increases. J did advise that as BCC doesn't operate a reserve/sinking fund Leaseholders may see large increases linked to major works.</p> <p>JK: Advised that the service charges are vastly different for certain property types.</p> <p>JB: Advised they will get back to them to check on their details.</p> <p>JK: Advised on marked increase for CCTV and fire protection on service charges. Stated they believe there is a lack of deterrent for ASB issues on their estate.</p> <p>J: Advised on funds available for improvement around their block such as bin stores as cited. Suggested a visit</p>	J

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	<p>to their estate might be best.</p> <p>P: Asked if it is possible to have communications sent by email citing problems with Royal Mail.</p> <p>J: Advised they can look into this as an option but did confirm that due to Regulations BCC are required to send via post. Advised that new IT services may allow for backing up communications with email or via a Residents Portal. Advised that new IT system is provisionally due for October but date may change. Advised digital would be easier but again advised BCC is not in that place just yet. Advised they will take a note to look at sending out emails.</p> <p>P: Acknowledged regulations but again cited issues with post.</p>	
4	<p>Leaseholder Reform</p> <p>Julie gave a presentation on Leasehold Reform</p> <p>CR: Advised asked if they will need to pay ground rent.</p> <p>J: Advised that ground rents of £10 are still in place but when a leaseholder extends their lease they will no longer need to pay the £10 ground rent. Advised new leaseholder reform should make it a fairer system.</p> <p>CR: Asked how to extend lease.</p> <p>J: Advised they should contact their team to go through lease with them together. Advised that leases are written by solicitors and as such are very difficult to read hence why they offer advice with this. Advised their details will be taken.</p> <p>MN: Advised they have same question around lease period.</p> <p>J: Advised on standard charges at BCC. Asked to add lease extension process in minutes and details</p>	<p>J</p> <p>J</p>

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	<p>P: Asked if there is a cap on the amount that leaseholders can be charged for extending their lease.</p> <p>J: Advised that when a lease gets below 80 years, it becomes difficult to get a mortgage. There is a lease extension calculator on the Leasehold Advisory Service website: Calculate the cost of a lease extension - The Leasehold Advisory Service (lease-advice.org)</p> <p>CR: Asked if the marriage costs/marriage value is for if you are married.</p> <p>J: Advised that it has nothing to do with marital status.</p>	
5	<p>Presentation by Ben Hanrath</p> <p>Representative of Housing Management Board explained experiences and relevance to leaseholders.</p>	
6	<p>Interactive session</p> <p>The Forum broke into breakout rooms to discuss 'What Leaseholders want from their Forum' The details can be seen in the attached document titled 'Feedback from Interactive Session'</p>	
6	<p>AOB</p> <p>Residents provided the following feedback</p> <p>ASA: Their group voted for sinking fund. List of planned works to be sent out to each estate with timescales. Solar panels and communal EV charging points.</p> <p>JBH: Better communications of planned works and contactable surveyors over duration of works.</p> <p>BH: Easy to read service charge as many residents don't understand their service charge and why they are paying</p>	

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	<p>them. Presentation on different boards, that leaseholders can get involved in, have their views heard.</p> <p>IL: Expressed agreement with last point.</p> <p>DM: Email communications in addition to post. Could there be a worked example done around lease extensions. Examples of successful ASB cases.</p> <p>JB: Fire safety – sprinkler systems and ion batteries. Lease extensions. Knowing who leaseholders are in local area to focus on local issues.</p> <p>J: Advised all points won't fit into one meeting but acknowledged important issues raised. Advised they will be taken away to look at which agenda items will be at next meeting.</p>	
	<p>Closure of meeting</p> <p>J: Advised that anyone with a query from today's meeting will receive a response and thanked everyone for their contributions.</p>	