



MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Leaseholder forum	08/04/2025	18:00	Zoom
Attendees			
<p>Residents</p> <p>Ben</p> <p>Ben Hanrath</p> <p>Chris Evans (CE)</p> <p>Ella</p> <p>Jan Heaton</p> <p>Julia</p> <p>Julia Ringrose</p> <p>Kirsty Rockett</p> <p>Luiza</p> <p>Lyn Porter (LP)</p> <p>Mirka Novakova</p> <p>Natalia Atkins</p> <p>Ross Dallimore</p> <p>Safia Mursal</p> <p>Tshort005</p> <p>Zaklin Perosa (ZP)</p>	<p>Councillors</p>	<p>Staff</p> <p>Julie McKay (JM)</p> <p>Richard James (RJ)</p> <p>Tom Hatton (TH)</p> <p>David Maggs (DM)</p> <p>Henry Murray</p> <p>Barbara Reid</p> <p>Jack Gingell</p>	
<i>Apologies</i>		<i>Minutes</i>	
		Henry Murray	

Agenda items

- 1. Welcome, housekeeping and introductions**
- 2. Action Points and updates since the previous forum (October 2024)**
- 3. Consumer Programme Update - (Richard James, Housing & Consumer Standards Programme Lead)**
- 4. Anti-Social Behaviour Policy & Improvement Group update (Tom Hatton, Service Improvement Officer)**
- 5. Service Charge Estimates – (Julie)**
- 6. Housing Management Board update (Ben Hanrath, Leaseholder Forum Representative)**
- 7. Future ‘hot topic’ ideas for the Leaseholder Forum in July 2025**
- 8. Any other business**

9. Date of next meeting 15 July 2025 and close.

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome, housekeeping and introductions	
2	<p>Consumer Programme Update - (Richard James, Housing & Consumer Standards Programme Lead)</p> <p>ZP: [via chat] Where can we find information about how you are going to address damp and mould issues?</p> <p>RJ: Advised there is more information through the hyperlink in the report which details 3,400 cases of damp & mould across housing stock. Advised that more detail might require this as a discussion topic in future meetings. Suggested that if there is a desire for more information on this area that team would be happy to do a presentation that goes more in depth.</p> <p>CE: Expressed disagreement with meeting structure that does not include raising personal issues. Raised several anti-social behaviour (ASB) issues in their block, several of which included residents who are moving due to the severity of those issues. Expressed belief that presentation feels like a political manifesto and that improved results are not visible.</p> <p>RJ: Acknowledged the council's response to ASB is an issue. Referred to the consumer standards which makes clear this is something that needs addressing.</p> <p>CE: Suggested the theory presented is fine but in practise it remains to be seen.</p> <p>TH: Advised that their presentation will bring up some of the tangible actions that are taking place at a lower level.</p> <p>RJ: Acknowledged concerns CE raised and agreed that if council says they are going to do something that they should do it.</p>	
4	<p>Anti-Social Behaviour Policy & Improvement Group update (Tom Hatton, Service Improvement Officer)</p> <p>ZP: [via chat] Do you have a date when the</p>	

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	<p>implementation will be completed?</p> <p>TH: Advised that the IT transformation program is highly extensive, bringing all services under one roof of software. Advised that introduction of this system is around the beginning of June.</p> <p>JM: Advised they are also involved in creating dashboards and suggested it would be a good topic for a future meeting.</p> <p>CE: Expressed approval of using modern technology in general but advised a large number of residents in their building don't have access or know how to use technology. Advised some people don't bother to make complaints because they believe nothing will happen.</p> <p>TH: Advised that council can't fix things that they are not aware of. Acknowledged access is always an issue but that a more efficient way of working will benefit those who are more apathetic as council will be able provide services in places they were not able to previously.</p> <p>CE: Advised that it took them 59 minutes to get through to complaints/repair line recently.</p> <p>JM: Suggested this would be a good future topic. Suggested that there are more options for complaints and this should also be part of a future discussion.</p> <p>DM: Advised that there will be a future scrutiny panel discussion on this issue.</p> <p>LP: Advised they have three and a half thousand members of the Bristol Old People's Forum and around half of them do not have access to the internet. Asked if there is the possibility talking to the older people's forum and showing members how to use these systems.</p> <p>JM: Advised they will always try multiple means to contact residents but acknowledged this problem. Advised they will take their details and contact them outside of meeting.</p>	<p>JM</p>

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5	<p>Housing Management Board update (Ben Hanrath, Leaseholder Forum Representative)</p> <p>BH spoke about the current status of the HMB and how this is currently being reviewed.</p>	
6	<p>Service Charge Estimates (Julie)</p> <p>tshort005: asked how they can challenge an unreasonable or inaccurate estimate when they are a freeholder</p> <p>JM: Advised that first port of call is to email them. Detailed the tribunal process for leaseholders and how it compares to process for freeholders. Leaseholder advisory service: www.lease-advice.org</p> <p>CE: Advised that their building's insurance was £300. Advised that they could get much cheaper premiums from private insurance company. Cited the charge in a letter for heating that they received, and advised they do not use heating.</p> <p>JM: Advised council is required to provide buildings insurance but that the premiums have gone up significantly in the last few years. Advised individual matters can be taken up outside of meeting. Advised they can ask for a member of insurance team to come to next meeting as a topic discussion. Suggested a future topic could be overview of leasehold reform.</p>	
7	<p>Future hot topics</p> <p>Discussion on tribunal process for leaseholder service and cost of district heating.</p> <p>JM: Advised on Ofgem being new regulator for heating.</p> <p>Summarised next topics as</p> <ul style="list-style-type: none"> • Leasehold Reform • Buildings Insurance 	

Agenda Item	<i>Discussion Points/ Outcomes & Actions</i>	<i>Actions</i>
	<ul style="list-style-type: none"> • Damp & Mould 	
10	Next meeting 15 July 2025 at 6 pm	