

Leasehold Standards Panel

Wednesday 19th March 2025

Red Room

Latton Bush Centre 6.00 pm

Present: Annette Hogan (chair), Frank Feldman, Alex Barret, Nicki Walker, Jill Stubbs, Anna Palumbo, Ella Inzani.
HDC - Karen Phillips, Zulfi Kiani-Mackintosh.

Minute Taker: Gaynor James

| Item No. | Description | Action by: |
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| 1. | <u>Welcome and introductions</u> AH welcomed Panel | |
| 2. | <u>Apologies</u> Lydia, Ella Inzani, Claire Hicks. (Steve Ward not present - apologies not received) | |
| 3. | <u>Minutes of last meeting and matters arising</u> The minutes were agreed and discussed. A 'Resident Engagement Strategy' will be required to provide duty of care to all, regardless of leasehold or tenanted. ZKM to email out the draft to this Panel. It will be going to Tenancy Panel next week. ZKM to clarify what he needs to send to the panel. AH to look at her notes and come back to ZKM. AH noticed the repairs sheet was for November and not December. GJ to confirm with SW. SW believed it should be the previous month however tonight's handout was also incorrect as contained December's data. SW to check. In SW absence KP informed the team that for October no reports had been made available and this lead to the reports being presented being 2 months behind. At this meeting both January and February's reports for 2025 are included in the pack. No link can be provided for access to contractors. It may be possible to provide details of companies used from the 'Framework Agreement'. KP checked with Procurement if this information can | Carry Over- AH/ZKM |

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| | <p>be made available and was advised that this was not possible – response from Procurement “I am unable to supply the information requested as we do not use a specific Framework Agreement at the moment or have an approved list of suppliers. Contractors are selected from Constructionline and other accredited bodies. We endeavour to use local suppliers where possible i.e. within 20 miles of Harlow”.</p> <p>JS expressed concerns around email received from ZKM explaining that if two meetings are missed you will be removed. ZKM said it had been three times and was discussed at a previous meeting to reduce to 2 missed meetings. JS said it wasn’t in any minutes. ZKM said it needed to be reviewed due to people not attending several meetings and not informing anyone prior to the meeting but still receiving the information. AH explained that things get missed when people aren’t attending regularly, and a commitment needs to be made. However, if there are genuine reasons for members not to attend then they would not be asked to leave, but just need to ensure we are informed. ZKM asked if they would prefer it kept at missing three meetings. JS said it needs to be formal. ZKM to put in the communication review.</p> <p>Panel confirmed 3 meetings should be the requirement. Discussion had as to whether this was included in the terms of reference and/or code of conduct. ZKM to look into this and come back to the panel.</p> <p>AH has asked that we circulate the document that was in the press concerning the budgets for next financial year. AH sent to CH, so has asked that we circulate to the panel (Cfwd). AH read this out to the meeting for DC to comment on but DC was not aware of the article so not able to add any clarity.</p> | <p>ZKM</p> <p>ZKM</p> <p>CH/KP</p> |
| 4. | <p><u>Major Works Update on external works programme</u></p> <p>Handout and works discussed. AH asked question that there are a lot of NOIs so how will we have enough contractors to do all of the works. KP explained explained that in some circumstances we have only had 1 contractor quote, so we have to go to the FTT. AH asked if FTT would question the quote and let us know if they did not think it was a reasonable cost. KP advised that it would come down to Home Ownership evidencing that we have approached x amount of companies to provide a tender for the project and have made the best efforts. Comparable quotes may be used.</p> | |

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| | <p>FF asked what a contract nomination form is as he has received this in his consultation. He showed an example he had with him. KP explained that it gives a LH the opportunity to nominate a contractor, but he is not obliged to provide one.</p> <p>AP told the panel that she had missed the opportunity to nominate a contractor for works at Mercers as she was not living in the block at the time the NOI was issued. She said she was not advised what the requirements were for a nominated contractor. KP advised that this information was included in the NOI. FF was able to confirm so as he had this with him. AP took a photo of this.</p> | |
| 5. | <p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM provided an update from the panels and advised the panel that he had already circulated the information and would not go into further detail. He mentioned statistical information about estate walkabouts, planned works.</p> | |
| 6. | <p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>No update - meeting next week.</p> | |
| 7. | <p><u>Harlow Trading Services (Property and Environment) update – Steve Ward – (HTS)</u></p> <p>No update as SW was not present at the meeting.</p> | |
| 8. | <p><u>Performance Indicators Home Ownership- Claire Hicks - Home Ownership Team Leader Harlow Council</u></p> <p>Handouts discussed. KP updated that we have completed on the sale of the last LH property at Sycamore Field today. DDs remain above target. Exceeding SC collection. One complaint re RTB - not upheld.</p> <p>AB asked how complaints were identified/made. GJ advised that if a resident states they wish to make a complaint than the formal process has to be followed, even if it is just the first enquiry.</p> | |

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| 9. | <p><u>Repairs Report- Feedback from Panel</u></p> <p>KP explained that there was one month that we did not receive the reports and therefore this month two months reports (January and February 25) have been included in the packs for the panel to look at and if anyone has any questions to raise with Home Ownership fo referral to SW.</p> <p>AH asked if SW could put a heading on each Repairs report to show which month it is for. KP explained that it is under month completed to look at and once they have a new system, this may change</p> | SW |
| 10. | <p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Nothing discussed</p> | |
| 11. | <p><u>Forum</u></p> <p>Date proposed at last meeting – 25th June 25. AH has tried to contact LEASE and has now emailed to ask how they will do their presentation and ask what they need. AH is still waiting for Lease to come back to her. AH would like to sit down with ZKM and the person from Lease to discuss the presentations.</p> <p>ZKM mentioned about the meeting being broadcast live. ZKM will pick this up with Simon Pipe. ZKM suggested that it may be a better idea to not film the forum and to instead ask the leaseholders if they would like the forum streamed in the future. KP explained that it could be highlighted on the invitation if the forum is going to be streamed live.</p> <p>JS stated that it would be a good idea to stream as it would give people an opportunity to attend if they cannot get to the Civic in time, or due to the number of places being limited to 80.</p> <p>KP advised that there is no need for people to be able to virtually join the meeting for a Q&A session as the talk at the Forum would be that provided by LEASE so only need to be able to listen. After the talk leaseholders would have the opportunity to raise Q&A's on a one to one basis at the various information points.</p> <p>NW suggested when we send the invite could we get bookings via Eventbrite as this would give an opportunity to capture leaseholders contact details for future use. Home Ownership to find out more as a very good idea, especially as it is free, and also manages the booking records for us.</p> | GJ/KP |

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| | <p>GJ raised the postage costs that would be incurred if we were not able to use the quarterly statement to advertise the Forum. The next statement is due to go out in July which is too late to inform of a meeting in June. This led to the Panel discussing an alternative date. Agreed on the 1st October 2025 as the Council Chamber appeared to be available. ZKM to confirm its availability.</p> <p>Aswell as the SC statement it could be advertised in the summer Harlow Times, website, Facebook etc.</p> <p>AH asked if Dave Coleman could attend. KP advised that HPS would be asked to attend the Forum, along with officers from the other departments listed on the proposed Agenda. The Panel had no other comments to make on the Agenda. AH to confirm with LEASE what they would cover and to check the new date with them.</p> | <p>ZKM</p> <p>AH</p> |
| 11. | <p><u>Update Work Plan 2024/25- Zulfi Kiani-Mackintosh, Community Engagement Coordinator, Harlow Council</u></p> <p>Updated during the meeting. To be circulated.</p> | |
| 12. | <p><u>AOB</u></p> <p>AB asked if we could bring to the LSP a breakdown of the management fee as could not recall this being presented for 25/26.</p> <p>Cllr Carter mentioned that one of the cleaners from HTS had passed away and his funeral held today. He fell down the stairs whilst working in a block at The Hoo.</p> <p>AP asked how often an FRA gets carried out and are LHs sent a copy. KP advised that she believed an assessment would only be carried out again if something changed within the block. Copies are not provided automatically, but they are provided on request. KP to check how often the FRAs need to be carried out but did not believe that this was stipulated in any legislation but triggered by changes to the block or reasons for concern.</p> <p>AP queried that she has received x2 FRAs for previous years and one refers to Mercers being 3 storeys and low risk and the other FRA states that the block is a 4 storey, 13.5 metres high and a high risk block. Enquiries to be made with HPS.</p> | <p>CH</p> <p>GJ/KP</p> <p>GJ/KP</p> |

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| | <p>NW – mentioned comms sent out a few years ago to leaseholders about electrical and Gas certificates being required and that she carried these out but knows people who didn't with no further action being undertaken to enforce this. AB mentioned that he believed the legislation changed. GJ mentioned that the Compliance team were responsible for this but reassuring that the checks had been done to her property.</p> <p>AB asked if the buildings insurance would be invalidated if a leaseholder has not had an annual Gas safety check done and if there was a fire etc. Question to be raised with the Council's Insurance Team but thought this probably did not have an impact.</p> | GJ/KP |
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DATE OF NEXT MEETING: 21st MAY 2025