

Leasehold Standards Panel

Wednesday 17th May 2023

Blue Room

Latton Bush Centre 6pm

Present: Claire Hicks, Frank Feldman, Annette Hogan (Chair), Zulfi Kiani-Mackintosh, Karen Phillips, Steve Ward,

Minute Taker: Geraldine Russell.

Item No.	Description	Action by:
1.	<p><u>Welcome and introductions</u></p> <p>AH welcomed the panel.</p>	
2.	<p><u>Apologies</u></p> <p>Lydia Marquer</p>	
3.	<p><u>Minutes of last meeting and matters arising</u></p> <p>The minutes were agreed.</p> <p>Gas Servicing – SW says there might be a way forward but still being researched. ZKM says it was discussed at Housing Standards Board – C/Fwd</p> <p>Workplan-done.</p> <p>Cleaning of flat blocks – no further issues</p> <p>Feedback from Housing Standards Board – ZKM sent email – meeting held on 15th May. Minutes to follow along with any further information.</p> <p>Where are future LSP meetings to be held – Civic centre suggested again. ZKM to find out if the meetings have to be held at Latton Bush</p>	<p>SW</p> <p>ZFM</p>

4.	<p><u>Major Works Update on external works programme</u></p> <p>Packs handed out and discussed.</p> <p>CH advised that works had been paused by Councillors due to high estimates - notices sent for smaller programmes.</p> <p>The programmes where contractors are on site are going well.</p> <p>Invoices are being raised.</p> <p>There is structural monitoring taking place in several areas.</p> <p>Things may change after 25th May when new portfolio holder appointed.</p> <p>The Major Works process is being reviewed – there are to be news letters sent out to Leaseholders at the start of the financial year – then when contractors are on site – and then at the end.</p> <p>Costings are to be continually reviewed and justified before notice of intentions are sent out.</p> <p>Once the review has been finalised it will be brought be the panel.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM gave an update and answered any questions asked by the panel.</p> <p>Meeting held today 15/05/23. The work plan was received. Gas servicing was discussed at length. The Officers present have been advised to come up with proposals regarding what was discussed.</p> <p>There hasn't been a Joint Panel meeting yet – it is scheduled for 7th June.</p>	
6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM gave the following update:</p> <p>Landlord Survey</p>	

Normally when BMG completes the Landlord Survey, it produces a detailed report and, in the past, we have been advised by Representatives that this report is too high level and detailed and too operational based and rather than bringing this to meeting, to produce and bring a summary of the top headlines.

Attached is a summary, a little high level but included in this is Methodology, Overall satisfaction, Tenant involvement and empowerment, Repairs satisfaction, Major works, Your community, Garages, Anti-Social Behaviour and Moving homes

National Government introduced its new Tenant Satisfaction Measures as well as a new format of how we ask the questions. For example, in the past, Housing in conjunction with Representatives removed the options of neither satisfied nor dissatisfied as it was a mutual feeling these were dead responses. At the time there was no longer a statutory requirement to produce a Landlord Survey but at Harlow we felt it was best practice to continue but in a different format. However, these have been re-introduced again as of this recent survey, which means we can no longer compare these results with the last few surveys conducted.

However, on a positive note, we have been proactive in introducing the Tenant Survey Requirements set in the Government Publication a year early which now means when we conduct the survey next year and collate the results, we now have something to compare them with.

Moving forward, this also means that this survey will be carried out annually rather biennially. Also, as a Service, we need to ascertain whether we need to continue to send out a questionnaire of 60 questions or we reduce this as there continues to be a cost element to this which is a discussion to have with BMG. This High Level Summary has been to the Housing Standards Board and will be taken to the Joint Property and Tenancy Standards Panel Meeting for them to review and look at whether further involvement is required. The purpose for this to come to the LSP is for your information and to keep you aware and in the loop.

As you may recall, I also brought you an update on the Governments' newly introduced Tenant Satisfaction Measures a couple of meetings ago. I can advise that Housing are progressing and working hard to ensure all the business processes are in place to ensure the service and systems internally are ready by 1 April

	2024 for us to be ready to begin working on publishing the first amount of data.	
7.	<p><u>Harlow Trading Services (Property and Environment) update – Steve Ward – (HTS)</u></p> <p>There have been several strikes by HTS union members – 2 offers have been made but rejected by the union – further strike days are coming up in May. HTS will be contacting staff individually to make them aware of the offers that have been made and the response from the unions.</p>	
8.	<p><u>Performance Indicators Home Ownership- Claire Hicks - Home Ownership Team Leader Harlow Council</u></p> <p>CH ran through the information handed out.</p>	
9.	<p><u>Repairs Report- Feedback from Panel</u></p> <p>The report was included in the pack for the panel.</p> <p>Any queries to be raised with Home Ownership to be discussed at next meeting.</p>	Panel
10.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>To be kept on the Minutes.</p>	
11.	<p><u>Work Plan 2022/23- Zulfi Kiani Mackintosh – Community Engagement Coordinator</u></p> <p>The Work Plan was completed by the Panel and ZKM.</p>	
12.	<p><u>Leasehold Forum – Ideas</u></p> <p>CH raised concerns about providing food (which was suggested at the last panel) due to various reasons – allergies and other restrictions.</p>	

	<p>ZKM suggested that it be called a fun day rather than a forum – makes the event sound less formal and more likely to attract Leaseholders to attend but times need to suit all concerned.</p> <p>CH suggested stalls with different departments there.</p> <p>KP asked what the budget would be – ZKM to advise.</p> <p>FF suggested it be called a “social”.</p>	ZKM
13.	<p><u>AOB</u></p> <p>CH asked SW where does a guarantee sit within HTS as Home Ownership are updating the Major Works Leaflet. SW advised that it sits with the Council. But did advise that the process does need tightening up. Any guarantee should be sent to HTS by the Council so HTS are aware when looking at works that may still be under guarantee. CH then asked who the guarantee should be sent to – SW to advise.</p> <p>AH asked if the building insurance had gone up – CH advised that the estimate is £100 but the properties were revalued in December 2022 and returning to pre Insurance of £100.00 the smaller properties increased by a small amount but the larger properties the Insurance doubled in cost.</p>	SW
14.	<p><u>Date of Next Meeting</u></p> <p>The next meeting will be held at the Latton Centre on 7 June 2023 at 6.pm</p>	