

Leasehold Standards Panel

Wednesday 18th December 2024

Blue Room

Latton Bush Centre 6pm

Present: Annette Hogan, Frank Feldman, Jill Stubbs, Alex Barret, Zulfi Kiani-Mackintosh, Claire Hicks, Gaynor James, Steve Ward, Cllr David Carter.

Minute Taker: Emma Jerram.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel	
2.	<u>Apologies</u> Nicky Walker, Ian Galvin, Mark Edwards. If you are unable to attend any of the Leasehold Standards Panel meetings, please inform CH or KP in the Home Ownership Team at your earliest opportunity to avoid wastage on printing handouts and to record your apologies on the Minutes.	
3.	<u>Minutes of last meeting and matters arising</u> The minutes were agreed and discussed. SW was unable to give an update on customer satisfaction, still collating the data and will update in the new year. The new IT system should make the information collection easier. AH confirmed she had chased LEASE via email, has been provided with an enquiry number and hopes to update the panel at next meeting.	SW AH
4.	<u>Major Works Update on External Works Programme</u> Hand out discussed. Handout has been updated where jobs have moved onto the next	

	<p>stage, added also what stage they are at i.e. on site, being monitored.</p> <p>JS asked a question regarding an outstanding major works job which is going through insurance. CH confirmed this is not shown on the handout as insurance jobs are not. CH explained how to raise an enquiry. CH explained she had previous chased and had emailed JS directly.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM attended meeting on 25th November, update on workplan given, including planned projects.</p> <p>Tenant leaseholder plan- updates given.</p> <p>Tenants have asked for some finance training, this will take place on 19th February 25 provided by a member of the accountancy team.</p>	
6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>No other Panels have taken place.</p>	
7.	<p><u>Harlow Trading Services (Property and Environment) update – Steve Ward – (HTS)</u></p> <p>Working with their shareholder (Council) to reduce outstanding jobs known as ‘Aged WIP’ including roofing. More contractors have been taken on, which is more cost effective than taking on employees due to associated costs.</p> <p>Roofing has been reduced for this year only.</p> <p>FF asked how many times a week are the rubbish bins emptied. SW confirmed daily, with 600 bins in the town. SW explained how to use the QR code attached to the bin to report if it needs emptying.</p> <p>Problem with dumped items including mattresses discussed. SW informed all they are in discussions with Veolia to address this.</p> <p>JS provided feedback regarding hedge trimming that although harsh they had done a good job in removing the remains and</p>	

	cutting back. SW welcomed the positive feedback and explained a lot is removed this time of year to help with less removals in the summer months due to nesting. DC added positive feedback regarding gardening in the three parks.	
8.	<p><u>Performance Indicators Home Ownership- Claire Hicks - Home Ownership Team Leader Harlow Council</u></p> <p>Handouts discussed for works.</p> <p>One Stage One complaint regarding GDPR. Was upheld.</p> <p>144 RTB applications were received in November due to the change in the discount applying from 21st November 2024.</p>	
9.	<p><u>Repairs Report- Feedback from Panel</u></p> <p>Handouts discussed. Communal repairs update to be provided.</p> <p>New changes in legislation has and will have a huge impact on cost.</p> <p>EPC ratings change due next year where properties when relet must be rated a C or lower.</p> <p>AB asked how the ratings are taken. SW explained a thermal imaging camera provides the evidence. Property needs loft and wall insulation and windows and doors PVC.</p>	
10.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Nothing to add from last month.</p>	
11.	<p><u>FAQ- Qualifying Long Term Agreements- The Panel</u></p> <p>Handouts discussed. AH to send over her comments to CH to circulate to the Panel. The aim is to get it sent out with the major works communications to reduce questions.</p> <p>AB asked if a list of contractors can be made and can more information be provided on the criteria of the contractors. CH is unable to provide a list but will contact Procurement to see if she can provide a link.</p> <p>DC commented that recently a tender was issued to six contractors and only three replied.</p>	<p>AH/CH/ Panel</p> <p>CH</p>

12.	<p><u>Update Work Plan 2024/25</u></p> <p>ZKM had updated it as the meeting progressed and will be circulated at the next meeting.</p>	
13.	<p><u>AOB</u></p> <p>CH asked if panel are happy with Statement of account, it is due to go out first week of January. CH requested feedback no later than Thursday 19.12.24. SW raised query to be checked re hardwired interlinked smoke detectors and carbon monoxide detectors and CH to check. CH also to check timescale on electric (gas has 12 months).</p> <p>FF informed all of a blizzard expected and asked SW what the position of the HTS workforce was. SW advised that the team have managed well with the three previous, recent storms. They do have an out of hours service but only if it is safe to attend. This includes cover for fences, roofs and trees.</p> <p>FF asked if shopping centres will be gritted, SW informed that they are not responsible for all areas but are responsible for Latton Bush, sheltered complexes and doctors surgeries. SW also informed that they are not responsible for all the grit boxes, ECC are responsible for some. They have been renewed and filled with grit. SW said they have a list of places they are responsible for.</p>	Panel/ CH
14.	<p><u>DATE OF NEXT MEETING</u></p> <p>19 February 2025 at 6pm, Latton Bush Centre</p>	