

Leasehold Standards Panel

Wednesday 19th February 2025

Blue Room

Latton Bush Centre 6pm

Present: Annette Hogan (Chair), Frank Feldman, Alex Barret, Lydia Marquer, Cllr David Carter. Gavin Jackson (HTS). HDC - Zulfi Kiani-Mackintosh, Claire Hicks, Karen Phillips.

Minute Taker: Emma Jerram.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel	
2.	<u>Apologies</u> Nicki Walker, Ella Inzani, Jill Stubbs and Steve Ward. Ian Galvin and Mark Edwards have resigned from the Panel (Email sent to Claire 19/02/2025).	
3.	<u>Minutes of last meeting and matters arising</u> The minutes were agreed and discussed. No link can be provided for access to contractors. It may be possible to provide details of companies used from the 'Framework agreement'. KP to check with Procurement for more information.	Carried Over- KP
4.	<u>Major Works Update on external works programme</u> Hand out and works discussed. AH asked if The Mallories subsidence is covered in the insurance. CH explained the majority of the work is covered by insurance but will need to be monitored for two years. The residents have been informed. DC asked if The Friars leaseholders have received an invoice yet, as he had been contacted by a leaseholder expecting an invoice in January. CH confirmed they were waiting for the final accounts to be	

	<p>signed off before the invoices are sent, and it is possible the leaseholder may have been getting confused with receiving a section 20b notice for the works.</p> <p>LM advised she and another leaseholder had received a letter regarding an inspection for a new door last year and nobody had turned up. CH advised her to call using the information provided on the letter as no details were held by the Home Ownership team until consultation is requested.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>Meeting was held on 3rd February, update was given on HSB work plan.</p> <p>Tenant survey update given. First time sent via email. 723 responses received – this over the minimum required amount.</p> <p>ZKM explained there has been a building safety subgroup set up. ZKM is leading group on strategy. Will keep tenant and leaseholders informed and will send out a copy once put together.</p> <p>Finance training from Richard Criddle was given earlier today – the information pack was shared with members of the panel that did not attend the training. Those that did agreed it was very helpful and informative.</p>	
6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>Feedback previously given.</p>	
7.	<p><u>Harlow Trading Services (Property and Environment) update – Gavin Jackson – (HTS)</u></p> <p>GJ gave update on behalf of SW on the Repairs and maintenance WIP, works in progress, referred to as backlog by HDC. Eight roofing and guttering contractors now employed to help clear the backlog as agreed with the Council by the end of March 2025.</p> <p>Around 200 jobs are inspected per month, including communal areas with mainly positive feedback.</p> <p>Voids – Has had a meeting with Alan Townsend and will be reviewed in a month.</p>	

	<p>Relocation of staff from HTS based at Mead Park to the Civic Centre – this includes back office functions such as Finance, HR, IT and the Call Centre. No date known as yet.</p> <p>AH asked about the new computer system, GJ confirmed it should be live by end of March.</p> <p>DC added that HTS have employed a new glazing company. GJ was not able to confirm on this but advised they have in house trades.</p>	
8.	<p><u>Performance Indicators Home Ownership- Claire Hicks - Home Ownership Team Leader Harlow Council</u></p> <p>Handouts discussed.</p> <p>One complaint re RTB. Not upheld.</p> <p>CH asked if panel would like a copy of the full PI report at end of year for Home Ownership Team. AH - yes, this time and they can see what's needed going forward. This would be brought to the May meeting.</p>	
9.	<p><u>Repairs Report- Feedback from Panel</u></p> <p>LM queried jobs for her block at Red Willow on Page 3 of the November completions - two job tickets to complete a lightbulb change raised, only half had been fixed when they had reported it. GJ confirmed they will not be charged twice unless it is two different jobs. GJ explained the new computer system will prevent duplication and be more efficient. LM to give more details of faults if follow up needed.</p> <p>DC queried the fire testing fail in November and asked what has happened since. GJ explained fail meant not completed in time not a failing of the repair. DC stressed the importance of the fire safety being completed on time.</p> <p>AH noticed the repairs being reported were for November's completions and not December. GJ to confirm with SW what month gets reported to each LSP. If December's report is available it will be sent to CH to circulate.</p>	GJ

10.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Report on satisfaction circulated but not updated since September 2024. Carry over for when SW present.</p>	
11.	<p><u>Update Work Plan 2024/25- Zulfi Kiani-Mackintosh, Community Engagement Coordinator, Harlow Council</u></p> <p>AH asked ZKM re - regular updates on social media - ongoing.</p> <p>ZKM- Promoting needed - Harlow Times needs updating and the Website is also out of date.</p> <p>ZKM to look at communication plan in general and discuss with Communications.</p>	ZKM
12.	<p><u>AOB</u></p> <p>DC - There is a full council meeting on Thursday – available to watch online.</p> <p>DC – A very healthy budget has been agreed for this year. Funds granted for four new Housing Officers and two apprentices.</p> <p>AB asked for the agenda to continue to be emailed, along with the other information. It was agreed that the agenda would be sent initially and if confirmation was given of attendance, the ‘pack’ would be sent. This was to restrict circulation to leaseholders that were not attending.</p> <p>FF - enquired asked if the backlog was due to not enough workers at HTS. GJ explained they have sufficient in house trade operatives but backlog was as a result of the volume of jobs for roofing due to age and a lot of the properties being built at similar times. GJ explained they use contractors for specialist works. 10% of housing stock needs repair.</p> <p>AH - has been in discussion with Millie at LEASE and informed four advisors are able to attend a presentation and Q&A for a future Forum. May was the suggested date. ZKM to check dates available for Council Chamber but ZKM explained it is too early for dates of committee meetings to be listed yet.</p> <p>AH to suggest June to LEASE as not much time to organise a meeting for May.</p> <p>Brainstorming took place of other topics to include in the Forum or other speakers to invite. Decision made that LEASE may be</p>	<p>ZKM</p> <p>AH</p>

	<p>enough on their own given we would only have 2 hours for the Forum, AH to discuss content with them.</p> <p>CH - Lease extension rules changed at the end of January 25. Leaseholders no longer need to have held the lease for two years before they can extend the lease. Application can be made on day one of assignment.</p> <p>AB asked how he could find out how long is left on the lease. CH said to email homeownership@harlow.gov.uk</p>	
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NEXT MEETING: 19TH MARCH 2025