

Leasehold Standards Panel

Wednesday 29th March 2023, 6.00 PM

Latton Bush Centre, Blue Room

Present: Frank Feldman, Annette Hogan (Chair), Gaynor James, Steve Ward, Karen Phillips.

Minute Taker: Emma Mash.

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>Claire Hicks, Lydia Marquer & Zulfi Kiani-Mackintosh.</p>	
3.	<p><u>Minutes of Last Meeting and Matters Arising</u></p> <p>A moment of reflection on the sad passing of Darrell Thomas was taken and thanks given for all his work on leaseholder engagement over the years, and his support to the Panel members.</p> <p>The minutes were agreed.</p> <p>Carried over from last minutes</p> <p>Gas Servicing: SW to attend meeting with his Gas Team next week. Feedback to be given at next meeting with regard to HTS providing gas/electrical servicing to leaseholder properties.</p> <p>Cleaning of flat blocks – SW asked a supervisor to visit but hasn't had any feedback yet. LM said that last week her block had a new cleaner who was very good and attended every day but no one has come this week so far. SW to check with supervisor.</p> <p>Major Works - LM asked if the invoice could include the figures if paid early (ie show the prompt payment discount) and which option on the automated line to use. GJ advised at this meeting that having discussed this with Claire Hicks adding the percentage will</p>	<p>SW</p> <p>SW</p>

	not be possible as some may only pay this amount but not within the time required or if part payment is made then the discount applicable needs to be provided by the Home Ownership Team. On the automated line it is the option for Service Charge payments.	
4.	<p><u>Major Works Update on External Works Programme - Gaynor James - Home Ownership Team Leader Harlow Council</u></p> <p>Report on current works shared with the Panel. No concerns or questions raised.</p> <p>FF asked when Major Works would start at Potter Street. Notification of works starting had not been given. GJ explained that if there are to be any Major Works at Potter Street, FF will be fully consulted on and notified before work is started.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM to update via email on the Housing Standard Board - meeting held 7th March 2023. AH advised she had attended this meeting but not taken notes sufficient to feedback.</p>	ZKM
6.	<p><u>Feedback from Other Panels - Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM to update via email on the other panel meetings held.</p>	ZKM
7.	<p><u>HTS (Property and Environment) - Steve Ward</u></p> <p>HTS strikes previously held and more planned. Two days a week over two weeks – either side of the Easter bank holiday.</p> <p>New pilot scheme launched with grass cutting, to trim and to cut in one area at a time.</p> <p>New way of reporting mould in homes via Council website. 178 residents reported an issue in one week. GJ to contact Bob Purton for more information on new process.</p> <p>200 new street bins to be installed over Harlow.</p>	GJ

	<p>FF queried road sweeping in Potter Street - suggested parking to be removed from streets whilst cleaning is in operation to avoid areas being missed.</p> <p>SW explained there is no authority to remove cars and limited parking places. SW to check on map for areas cleaned in Potter Street.</p>	SW
8.	<p><u>Performance Indicators Home Ownership- Gaynor James- Home Ownership Team Leader Harlow Council</u></p> <p>Four new leaseholders through Right to Buy completions this week.</p> <p>HOPi's reviewed and discussed:- Just below target for Direct Debits. Ahead of targets for collections. One complaint in January- not upheld. Two thank you's. 19 new Notice of Intentions went out in January 2023.</p> <p>FF queried how to extend lease. Process explained briefly by GJ and advised FF to ask his friend to call the HO team for more details. HO advised a rise in requests for lease extensions has been noted.</p>	
9.	<p><u>Repairs Report- Feedback from Panel</u></p> <p>Communal repairs reviewed. Information provided on outstanding works summary Jan 23 to be updated as some items date back to 3/22 and SW feels this is not up to date. SW will report at next meeting.</p> <p>Printout very small - to provide larger print for next meeting.</p>	SW GJ
10.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Proposal had been made to extend the cleaning of flat blocks but this was not progressed due to consultation outcomes.</p>	
11.	<p><u>Update Work Plan 2022/23- Zulfi Kiani Mackintosh – Community Engagement Coordinator Harlow Council- The Panel</u></p> <p>Plan discussed and updated during meeting by GJ.</p>	
12.	<p><u>Leaseholder Forum- Ideas</u></p>	

	After the Election period, organise something for the summer to bring leaseholders together and recruit for the Panel. Possibly include stalls and food? Use community engagement budget?	ZKM
13	<p><u>AOB</u></p> <p>Discussion on where future meetings are to be held? Parking needs to be considered, possible move back to Civic Centre would work. Discuss at next meeting.</p> <p>FF enquired about Health and Safety - fire risks. SW discussed new fire alarm regulations and legislation. CO2 detectors to be in every tenanted property.</p> <p>Leaseholders statement could include this information. GJ/KP to discuss with Howard or Bob to find out compliance on updated requirements re smoke alarms and CO2 monitors. Possible evidence needed by landlords to prove they have been tested.</p>	<p>ZKM</p> <p>GJ/ KP</p>