

Leasehold Standards Panel

Wednesday 7th June 2023

Blue Room

Latton Bush Centre 6pm

Present: Claire Hicks, Gaynor James, Annette Hogan (Chair), Zulfi Kiani-Mackintosh, Lydia Marquer.

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>Frank Feldman</p>	
3.	<p><u>Minutes of last meeting and matters arising</u></p> <p>The minutes were agreed.</p> <p>Where are the meetings to continue to be held? Advantage for being at the Civic Centre are teas and coffees and accessibility for staff. If claiming for parking, this needs to be within three months.</p> <p>Latton Bush advantages are free parking, the room is always available and won't be cancelled at short notice. Leaseholders prefer Latton Bush.</p> <p>ZKM to enquire about using a room in the Civic Centre.</p> <p>Gas Servicing – SW says there might be a way forward but still being researched. ZKM noted that it was discussed at Housing Standards Board.</p>	<p>ZKM</p> <p>SW</p>
4.	<p><u>Major Works Update on External Works Programme</u></p> <p>CH gave an update and asked the panel if they had any queries.</p>	

	<p>Going ahead with Wedhey and Morley Grove. Notice of Intention letters have been sent out for roofing works. Invoices have been sent for the Tower Blocks. Working on the invoices for windows.</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>Panel meeting was today. HTS and council update of satisfaction. Tenancy agreements were delayed due to postal strikes. Update on Universal Credit.</p> <p>Cllr Mark Wilson unable to attend Housing Standard Board. New Housing Portfolio Holder Cllr Tony Edwards will attend.</p>	
6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM gave an update and answered any queries raised by the panel.</p> <p>Discussion regarding new Chair and Vice Chair for Panel. Nomination of FF for Chair and AH for Vice Chair. However, as Frank was absent from the meeting ZKM would raise it again at next month's meeting.</p> <p>The estate walkabout timetable is on the website and a notification appeared in Harlow Times. ZKM has requested Nathan Kitteridge to send him a copy to forward to the panel members.</p> <p>Scrutiny process - Jane Steer (JS – member of the Tenancy Panel) has suggested there should be an ad-hoc scrutiny panel for anything which may need attention. It is a voluntary process and should not be part of any other panel. There has previously been a lack of interest from people wishing to be involved in this. If you are on another Panel, you are not allowed to be part of the ad-hoc scrutiny process. Scrutiny issues need to be raised through Housing Standard Board. An action plan is needed to prove scrutiny process is happening.</p>	<p>ZKM</p> <p>ZKM</p>

	<p>JS raised concerns over written correspondence to make sure everyone was receiving post on time as she wasn't.</p> <p>Social housing bill- to be reformed after bill from social housing and social charter. Awaiting outcomes of social housing.</p>	
7.	<p><u>Harlow Trading Services (Property and Environment) Update – Steve Ward – (HTS)</u></p> <p>SW was absent so will update at the next meeting.</p> <p>Email received last week confirming John Philips and Alex Read were leaving HTS. Alan Townshend to take over from John Philips as Interim Managing Director for six months.</p>	
8.	<p><u>Performance Indicators Home Ownership- Claire Hicks - Home Ownership Team Leader Harlow Council</u></p> <p>CH went through the Home Ownership Performance Indicators and answered any questions asked by the panel.</p>	
9.	<p><u>Repairs Report - Feedback from Panel</u></p> <p>Issues with recruiting roofing contractors.</p> <p>LM raised the point that tickets are being closed without jobs being completed and people are not being informed the job has been closed. Therefore, jobs not being completed. SW To action and discuss at next meeting.</p> <p>AH to forward points to CH for SW to address before next meeting.</p> <p>Address the printing format with SW before next meeting. Unable to see comments on comment column, due to the table. Unable to see customer satisfaction also.</p>	<p>SW</p> <p>AH/CH</p> <p>SW</p>
10.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>To remain on the Agenda.</p>	

11.	<p><u>Work Plan 2023/24- 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>Need to know budget.</p> <p>Where / when can it be held and what would it include? Ongoing discussions.</p>	<p>ZKM</p> <p>Panel</p>
13.	<p><u>AOB Statement of Account- Apr-June 2023</u></p> <p>CH – from the last set of Minutes – CH asked SW where would guarantees sit within HTS as Home Ownership are updating the Major Works Leaflet. Has been raised with Wendy Makepeace (WM) as to where/how guarantees should be stored so all aware</p> <p>CH - changes to regulations regarding smoke and CO2 alarms, requested wording from Bob Purton and will get him to check her final draft. To be sent out first week of July as part of the Statement of Account.</p> <p>In theory, Leaseholders with more than 21 years in residence are exempt from needing smoke and CO2 alarms.</p> <p>GJ - updated on survey which went out last month. Received 30 responses so far. Reminder to be sent out this week. Closes on 30th June 2023.</p> <p>LM - informed the Panel of a neighbours' query regarding paying in full and not receiving the 2.5% discount for doing so. The reduced amount doesn't appear on the invoice as unfortunately some Leaseholder pay outside the 30 day period and claim the 2.5% discount which causes problems when Homeownership then have to take recovery action to get the amount paid in full. Confirmed the telephone number is on paperwork and which options to press. Major Works is classed as a Service Charge in legislation but discussed as Major Works to distinguish the two charges.</p> <p>LM - query over bulk collection. GJ checked website to confirm collections still ongoing if you book and pay online, just need to</p>	<p>CH</p>

	separate the soft furnishings from the other items. Taking items to the tip, just now need to book a time slot online.	
	Next meeting 19 th July 2023 (<i>Observe silence in honour of Darrell at next meeting</i>)	