

## **Leasehold Standards Panel**

**Wednesday 8th January 2025**

**Blue Room**

**Latton Bush Centre 6pm**

**Present:** Annette Hogan (Chair), Frank Feldman, Jill Stubbs, Alex Barret, Karen Phillips, Gaynor James, Councillor David Carter, Zulfi Kiani-Mackintosh.

**Minute Taker:** Emma Jerram.

<b>Item No.</b>	<b>Description</b>	<b>Action by:</b>
1.	<b><u>Welcome and introductions</u></b>  AH welcomed Panel	
2.	<b><u>Apologies</u></b>  Nicky Walker, Ella Inzani and Claire Hicks  Noted that Carly Giles has resigned.  Members not in attendance: Lydia Marquer, Ian Galvin, Mark Edwards, Steve Ward.  <b>If you are unable to attend any of the Leasehold Standards Panel meetings, please inform a member of the Home Ownership Team at your earliest opportunity to avoid wastage on printing handouts and to record your apologies on the Minutes.</b>	
3.	<b><u>Minutes of last meeting and matters arising</u></b>  The minutes were agreed and discussed.  LEASE have contacted AH. Intention to speak next week with Millie Roberts from Lease. AH to update CH after the discussion and to feedback to panel at next meeting.  <b>Qualifying Long Term Agreements-</b> CH had circulated handouts with questions. No comments received from Panel, so proceed with current information and to update as and when needed.	

	<p>KP reported for CH that no link can be provided for access to contractor's details. AB explained what he was asking for and KP advised she would contact Procurement to see if a list of approved contractors/those on Framework Agreements could be provided but unsure if this would be permitted, or if this is what CH had already asked for. These contractors would be very unlikely to deal with minor works requested by individual leaseholders. AB asked if these contractors used sub-contractors. It was considered that this was very likely. DC advised these would have gone through all the necessary checks to be used.</p> <p><b>Statement of account</b> - any comments should have been given to to CH. GJ advised that the information regarding gas and electricity certs etc on the statement was correct for private landlords (ie leaseholders subletting).</p>	KP
4.	<p><b><u>Update on Major Works programme - Karen Phillips, Home Ownership Team Leader, Harlow Council</u></b></p> <p>Hand out discussed.</p> <p>Several blocks on hold for front door replacement (phase 2) have now been released and NOI's are being prepared (except Pytt Field).</p> <p>An application is being made to the FTT for dispensation from undertaking Section 20 consultation for The Mallories, following the structural monitoring. This will allow full costs to be recovered as there is only one contractor able to complete the specialist works needed.</p> <p>AH asked if costs for structural works were recoverable. KP advised the lease does permit this.</p>	
5.	<p><b><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator, Harlow Council</u></b></p> <p>No meeting held since last LSP. Next meeting February 2025.</p>	
6.	<p><b><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator, Harlow Council</u></b></p> <p>ZKM attended the Tenant Standards Panel meeting earlier today, points were raised regarding energy efficiency. Property services were in attendance and responded to questions.</p> <p>Landlord (Tenant) survey is now mandatory and needs to be completed yearly. The price for outsourcing this survey has risen</p>	

	<p>drastically and ZKM is currently looking into ways of bringing it into budget. Next year the questions are to be reduced but remained the same for this year due to time restraints. The Council use a company called 'BMG' which remains the cheapest, although costs have at least doubled. The survey was emailed out to 4500 email addresses, which is cheaper than postage. There have been 600 replies so far. The government minimum is 400, so a good response so far. 2000 to be sent by post with letter and survey, followed by one reminder. Previously two reminders were sent. ZKM is to ask departments what the responses are used for to ensure value for money. ZKM to distribute the questionnaire.</p> <p>AH asked if more can be done with Leaseholders using email to use them to notify them. KP explained that email details and phone numbers are not provided on a sale but gets recorded against the account when contact is made that way. Confirmed that the Leasehold survey is emailed out and completed electronically but managed in house to avoid costs.</p> <p>Ward inspection timetable for 2025 to be sent to Home Ownership to share with members. This should also be displayed on the Councils website and DC advised will be in the spring issue of the Harlow Times.</p> <p>Finance training date confirmed for 19 February 2025 at 2pm in the Blue Room, Latton Bush Centre.</p>	<p>ZKM</p> <p>ZKM</p>
7.	<p><b><u>Harlow Trading Services (Property and Environment) update – Steve Ward – (HTS)</u></b></p> <p>SW not present to provide update.</p>	
8.	<p><b><u>Performance Indicators Home Ownership- Karen Phillips, Home Ownership Team Leader, Harlow Council</u></b></p> <p>Handouts discussed.</p> <p>One complaint re major works invoice - not upheld.</p> <p>AH asked if major works tenders are allowed to be viewed, KP confirmed in the right circumstances they are, sometimes information may be redacted.</p>	
9.	<p><b><u>Repairs Report- Feedback from Panel</u></b></p> <p>Communal repairs reports for October were available but SW not present to answer questions.</p>	

	JS raised query regarding what constituted a fail on the report. GJ advised it is when a repair is not completed within the target time scale.	
10.	<b><u>Cleaning Flat Blocks- The Panel</u></b>  No discussion had on report made available.	
12.	<b><u>AOB</u></b>  KP informed panel that the Service Charge Statements are going to the printers on Friday so should be received in the post the week after.  DC advised HTS now have 5 companies for roofing and guttering repairs. All repairs up to 2023 now completed. To complete outstanding 2024 jobs by 31 <sup>st</sup> March 2025.  DC also advised Government funding being reduced to all councils by 66%, which will affect the donations the Council make to local charities. Could impact Citizens Advice as having financial difficulties.	
13.	<b><u>DATE OF NEXT MEETING</u></b>  19 <sup>th</sup> February 2025	