

Leasehold Standards Panel

Thursday 17th January 2019

Committee Room 1

Civic Centre at 7pm

Present: Claire Hicks, Gaynor James, Darrell Thomas (Chair), Frank Feldman, Steve Ward, Margaret McKenzie, Alison Curtis, Lydia Marquer.

Minute Taker: Jordan Gallagher

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> DT welcomed the panel. An introduction of the panel members was not needed.	
2.	<u>Apologies</u> Zulfi Kiani-Mackintosh, Annette Hogan, Tony Grimly, Jerry Gleeson.	
3.	<u>Minutes of last meeting and matters arising</u> The minutes were agreed. Major Works Update- brought forward, Repairs Report- The wrong repairs report was provided at the last meeting and so the job queried by PB was in fact closed. Cleaning Flat Blocks- The concern raised by PB will be raised at the next cleansing meeting on the 28 th to be discussed and inspected. Statement of Account- ZKM has now completed rejigging the format of the Leasehold Forum advert. Work Plan 2018/19- A hardcopy was provided to the panel. Work Plan- LP invited Alison Curtis to the January meeting to go	

	<p>through the estimates.</p> <p>Work Plan- CH sent an e-mail to the head of Revenue and Benefits to see if services to leaseholders can be billed through sundry debtor systems for HTS. It has been escalated to the Head of Finance but he is yet to get round to dealing with it. Brought forward.</p>	
4.	<p><u>Estimates 2019/20- Alison Curtis Senior Service Accountant</u></p> <p>Alison gave an update and answered any questions raised by the panel.</p>	
5.	<p><u>Major Works- Update on External works programme- Claire Hicks - Home Ownership Manager</u></p> <p>CH gave an update and answered any questions raised by the panel.</p> <p>Phil McRae from Savills will be at the next meeting to give an update regarding works to Willowfield Tower.</p>	
6.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>DT gave an update.</p>	
7.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>No update.</p>	
8.	<p><u>Harlow Trading Services (Property and Environment) update – Steve Ward – (HTS)</u></p> <p>SW gave an update.</p> <p>Bromley Cottages are currently being refurbished to be used as Temporary Accommodation.</p> <p>Discussions are underway in regards to building new housing in Bushy Croft and The Readings.</p> <p>LM raised a concern in regards to the amount of bins at her flat</p>	

	<p>block. SW to ask John Grundy to look into this.</p> <p>LM also raised concerns regarding a sublet in her block- CH and GJ to look into this following LM forwarding the appropriate details.</p>	<p>SW</p> <p>CH/GJ</p>
9.	<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> <p>Page 24 Title to be reworded.</p>	<p>CH</p>
10.	<p><u>Repairs Report- Steve Ward – Operations Director- HTS</u></p> <p>The panel were provided with the Repairs Report and asked to have a look at it and let CH know if there is anything they would like looking into.</p> <p>SW to look into how an email was sent by a leaseholder in Red Willow concerning two lights being out, however only one job was raised. Another email had to be sent, also only received one satisfaction survey.</p> <p>SW requested that if two costs had been raised by HTS, could CH remove one charge.</p>	<p>Panel</p> <p>SW</p> <p>CH</p>
11.	<p><u>Cleaning Flat Blocks</u></p> <p>No issues.</p>	
12.	<p><u>Forum Feedback- Claire Hicks- Home Ownership Manager.</u></p> <p>CH gave an update and answered any questions answered by the panel.</p> <p>Out of 27 attendees 12 completed feedback form however the council cannot respond due to GDPR.</p> <p>At the next Leasehold forum could bigger slides of the presentation are provided for the panel of speakers etc. who cannot see the presentation on the screen.</p>	

13.	<p><u>Leasehold Management Policy- Panel feedback</u></p> <p>CH has now investigated some comments raised by DT and AH and ran through them with the panel as well as the amendments.</p> <p>CH to track change the amendments and forward to Panel to have a look at.</p>	CH
14.	<p><u>Work Plan 2018/19. The Panel</u></p> <p>The panel were provided with a copy of the work plan for any comments.</p> <p>DT pointed out that end dates were no longer being assigned to actions on the work plan.</p>	ZKM ZKM
15.	<p><u>A.O.B</u></p> <p>LM- The red balcony raised by LM in the past is still red. CH to talk to the new Housing Officer.</p> <p>MM requested to know how many leaseholders are in Tanys Dell- CH to e-mail the figures.</p> <p>GJ to circulate the paperwork for the Service Charge Estimates for comments within the next week.</p> <p>DT raised a concern on behalf of AH that there was no facebook advert for the March Leasehold Forum. CH to chase this up with communications.</p> <p>Also the Home Ownership staff has now added the forum details to their e-mail signatures. To date 10 replies from people who wish to attend.</p>	CH CH GJ CH
	Next meeting is 21 February 2019	

