

**Leasehold Standards Panel**

**Thursday 21<sup>st</sup> February 2019**

**Committee Room 1**

**Civic Centre at 7pm**

**Present:** Lynn Potter, Gaynor James, Darrell Thomas (Chair), Frank Feldman, Steve Ward, Margaret McKenzie, Phil McRae, Paul Bidgood, Anette Hogan.

**Minute Taker:** Jordan Gallagher

Item No.	Description	Action by:
1.	<p><b><u>Welcome and introductions</u></b></p> <p>DT welcomed the panel.</p> <p>An introduction of the panel members was given</p>	
2.	<p><b><u>Apologies</u></b></p> <p>None</p>	
3.	<p><b><u>Minutes of last meeting and matters arising</u></b></p> <p>The minutes were agreed.</p> <p>Harlow Trading Company- There is ongoing works taking place to do something about bin stores by the Housing Department. A list of works to be taken place to be brought to the next meeting.</p> <p>Harlow Trading Company- Both properties LM raised concerns about in her block are registered as sublet.</p> <p>Performance Indicators- The changes requested at the last meeting were completed.</p> <p>Repairs Report- Cost information request in regards to jobs raised by LM to be brought forward.</p> <p>Leasehold Management Policy- All amendments have been made.</p>	LP

	<p>Work Plan- Action dates are in fact included on the work plan however the spreadsheet provided at the last meeting did not fit the whole spreadsheet on.</p> <p>AOB- The red balcony at LM's block is still being looked into by the Housing Officer.</p> <p>AOB- MM requested to know how many leaseholders are in Tansy Dell and CH has forwarded these figures.</p> <p>AOB- AH raised a concern via DT at the last meeting that the Leasehold Forum had not been advertised on Facebook however since then an advert has gone up.</p> <p>Service Charge Estimates- No comments were made and the Service Charge Estimates are now complete.</p>	
4.	<p><b><u>Willowfield Tower Major Works- Phil McRae- Savills</u></b></p> <p>Phil gave an update and answered any questions raised by the panel.</p> <p>PB requested to know who made the decision to go with gas instead of storage heaters and DT requested to know why heat only boiler weren't installed to save workload. Phil to look into these and include with the next update.</p>	PM
5.	<p><b><u>Major Works- Update on External works programme- Lynn Potter - Home Ownership Manager</u></b></p> <p>LP gave an update and answered any questions raised by the panel.</p>	
6.	<p><b><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></b></p> <p>No update as the Housing Standards Board was cancelled.</p>	
7.	<p><b><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></b></p> <p>No update as no panels have taken place however ZKM gave the</p>	

	<p>panel an update on the Annual Report which is currently being printed and reminded the panel of the details of the training taking place on Saturday 23 February.</p>	
8.	<p><b><u>Harlow Trading Services (Property and Environment) update – Steve Ward – (HTS)</u></b></p> <p>SW gave an update and answered any questions asked by the panel.</p> <p>The Council are going to be reviewing the services provided in order to decide whether or not an extension should be agreed or not.</p>	
9.	<p><b><u>Performance Indicators Home Ownership- Lynn Potter - Home Ownership Team Leader Harlow Council</u></b></p> <p>LP went through the Home Ownership Performance Indicators and answered any questions asked by the panel.</p>	
10.	<p><b><u>Repairs Report- Steve Ward – Operations Director- HTS</u></b></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>Due to staff being on sick leave no information has been provided in regards to cleaning surveys. SW to provide missing information.</p>	<p>Panel</p> <p>SW</p>
11.	<p><b><u>Cleaning Flat Blocks</u></b></p> <p>No issues.</p> <p>LP gave the panel an update on an away morning that was carried out between the Cleansing Team, Housing and Home Ownership Officers. Matthew Wood the Fire Safety Officer carried out a presentation which LP has asked to be brought to this panel.</p> <p>The feedback received at the away day was positive and an action plan is currently being worked on to show the team that their suggestions are being taken on board.</p> <p>LP praised the cleansing team and said that they came across very passionate about their job which was so nice to see.</p>	

14.	<p><b><u>Work Plan 2018/19. The Panel</u></b></p> <p>The panel updated the work plan.</p>	
15.	<p><b><u>A.O.B</u></b></p> <p>LP- 3 members of the panel have now resigned and tank you letters have been sent.</p> <p>LP- From 1 April individual heating charges will start at Tany's Dell and will no longer be paid for as part of the service charges. A letter is being drafted to circulate to residents.</p> <p>FF- Requested Vieola's contacts details and was advised to go through Contact Harlow to make an enquiry.</p> <p>The updated Harlow Council website is waiting to go live.</p> <p>MM had a problem when attempting to have a smart meter fitted at her property, being told that due to asbestos and copper - installing a meter could not be carried out and wanted to know if this is something other residents have had trouble with. No other issue shave been had as far as the penal are aware.</p>	LP
	Next meeting is 21 March 2019	