



Your Service,
Your Say



Leaseholder Forum

Wednesday 17 September 2018

Minutes

Present : Peter Holt, Housing Team Leader (Accounts & Assets)
 Julie Hood, Equalities and Engagement Facilitator
 Nicola Colley Samuels, Asset Officer
 Paul Morrison, Neighbourhood Safety Manager
 3 Leaseholders

Minute	Action
<p>Julie Hood, the Chair of the meeting, opened the meeting and welcomed everybody.</p> <p>The Officers introduced themselves</p>	
<p>Antisocial Behaviour Hub Paul Morrison, Neighbourhood Safety Manager</p> <p>The antisocial behaviour hub is made up of 3 different sections:</p> <ul style="list-style-type: none"> • Antisocial Officers, these work mostly on housing enforcement, breaches of tenancy etc • Neighbourhood Officers who deal with environmental issues, dog fouling, fly tipping, dog on dog attacks etc • Police Officers, there are 4 Police Constables and a Police Sergeant attached to the hub. These Officers mostly work on antisocial behaviour in the City Centre e.g. street drinking, they also support the Antisocial Behaviour Officers take enforcement action. <p>If there are issues within blocks of flats with tenants there are several ways this can be addressed:</p> <ul style="list-style-type: none"> • Suspended possession orders 	

<ul style="list-style-type: none"> • Premises closure orders • Evictions <p>If noise is causing concern the following are</p> <ul style="list-style-type: none"> • Noise abatement notice • Seizing the equipment e.g. TV, Hi Fi, • Community protection notices <p>In regards to any drug related incidents, these should always be reported to the police. Intelligence enables the Police to raise the priority and to build a better picture of the area/perpetrators etc.</p> <p>Individual issues were raised, the appropriate advice was given</p>	
<p>Gardening and electricity charges</p> <p>At the last Leasehold Forum there was a discussion around these charges, particularly:</p> <ul style="list-style-type: none"> • anomalies around the gardening charges with some Leaseholders being charged for work that cannot be undertaken e.g grass cutting when there is no grass etc. • the service charge for communal lighting is calculated using a formula from 1987 which is based on the consumer price index. <p>It was agreed that this process needs to change.</p> <p>One option is that these charges are produced in the same way that the insurance cost is produced i.e. the total charge is divided by the total number of properties.</p> <p>The second option is that we commission a resource to assess each garden and communal lighting area. This would have a financial impact for Leaseholders (it is estimated that the cost would be between £40,000 and £60,000)</p> <p>Using the costs for these areas of work the following costs are proposed:</p> <p><u>Electricity</u></p> <p>Number of rented flats 3,482</p>	

Number of Leasehold flats	527	
Total number of flats	4007	
Total cost of communal electricity	£53,679.08	
300 flats have no communal electricity therefore cannot be part of this calculation		
3707 flats do have communal electricity		
$£53,679.08/3707 = £14.48$		
So the charge for each flat would be <u>£14.48</u>		
The impact for Leaseholders would be:		
<ul style="list-style-type: none"> • 78 would continue to have no charge • 19 would pay more (an increase of between £1 and £5.00) • 15 would have no change • 322 would have a reduction (of between £1.00 and £114.00) • 93 are within the first 5 year period 		
<u>Gardening</u>		
Number of rented flats	3,482	
Number of Leasehold flats	527	
Total number of flats	4007	
Total cost of gardening	£36,730	
352 flats receive no gardening		
3655 flats receive a gardening service		
$£36,730/3655 = £10.05$		
The charge for each Leaseholder would be <u>£10.05</u>		
The impact for Leaseholders would be:		
82 would continue with no charge		
7 would have no change		
236 would have a reduction (of between £1.00 and £195.00)		
109 would pay more (between £1.00 and £9.00)		

<p>93 Leaseholders are within the first 5 year period</p> <p>It was agreed that this would seem to be an appropriate, transparent way forward.</p>	
<p>Updates</p> <p><u>Leasehold Policy</u></p> <p>We are now in a position that all the issues have been addressed so the Leasehold Policy will be going to the Executive in November 2018.</p> <p>It is a very lengthy document so we will not be sending it to all Leaseholders. It will be uploaded to the Leaseholder web page to enable Leaseholders to access it if they wish.</p> <p><u>Major Works Consultation</u></p> <p>There have been several consultations sent to Leaseholders recently which has caused some confusion.</p> <p>There are 4 long term qualifying agreements. These are where City of York Council agree a contractor for more than 12 months with a cost to each Leaseholder of more than £100.</p> <p>As they are long term agreements we have an obligation to consult all Leaseholders, those having work done and those not having work done.</p> <p>The painting contract had a list of properties to have the work done attached, for the other contracts we do not have a programme of work as we are unsure where the work will take place.</p> <p>There will be a further letter in the near future for each of the qualifying agreements with information regarding the progress.</p> <p><u>Leasehold Scrutiny Panel</u></p> <p>This panel continue to work with us to improve services delivered to Leaseholders. They would welcome new members, their next meeting is Wednesday 10 October, 6.30pm at West Offices, all Leaseholders will be very welcome</p>	

<p>If you would like to be involved but are unable to come to this meeting please ring Julie (01904 552097) for future dates.</p> <p><u>Housing Asset Officers</u></p> <p>Nicola and Claire are the Asset Officers (job share) and are working to build better relationships with all Leaseholders.</p> <p>They are working on creating more streamlined, transparent processes. They are building their knowledge so they can answer queries as soon as Leaseholders contact them and so improve the service.</p> <p>They are intending to send statements for repairs twice yearly so all Leaseholders know what they can expect to be included within their service charge. This year the statements will be October and January.</p>	
<p>Any other business</p> <p><u>Green Paper</u></p> <p>A Housing Green paper was published by the Government in August and can be accessed by googling Housing Green Paper 2018</p> <p>Chapter 3 has a specific section relating to Leaseholders which includes greater transparency and value for money.</p> <p>The Government is giving Leaseholders the opportunity to respond to the paper by 17 November</p> <p>Julie will arrange a meeting to enable Leaseholders to discuss this paper and produce a response.</p> <p><u>Streets Ahead</u></p> <p>Streets ahead has been received by Leaseholders</p> <p>Several individual issues were raised and addressed.</p>	
<p>Next Meeting</p> <p>Leasehold Forum – date in April/May to be confirmed by the Leasehold Scrutiny Panel</p>	