



Your Service,
Your Say



Leaseholder Forum Tuesday 14 May 2019 Minutes

Present : Peter Holt, Housing Team Leader (Accounts & Assets)
 Julie Hood, Housing Equalities and Engagement
 Facilitator
 Nicola Colley Samuels, Asset Officer
 Claire Race Asset Officer
 Caroline Osborne, Housing Team Leader
 Sharon Houlden Corporate Director of Health, Housing and
 Adult Social Care
 17 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>Policy Updates Caroline Osborne, Housing Team Leader</p> <p><u>CCTV</u></p> <p>GDPR includes the storage and use of peoples information including communal areas, so this policy has been updated to include the requirements of GDPR.</p> <p>The policy sets out what is allowed and what is not allowed on Housing Land. CCTV is not allowed on communal Housing Land. CCTV is allowed on properties that have their own garden, but cannot be focussed on the street outside the curtilage, for example to cover their cars.</p> <p>Housing Management Officers will be identifying any properties</p>	

with CCTV and checking that the cameras are recording within this legislation.

CCTV on lampposts etc throughout York are regulated centrally and are covered by other legislation, as this is not Housing land.

Antisocial behaviour should always be reported to the Police and the Housing Management Officer.

Domestic Violence and abuse

This is part of a wider strategy as abuse can take many different forms.

Recognising abuse can be very difficult and we need to be vigilant.

We have a good relationship with IDAS and would support and signpost tenants.

Fly tipping

This policy covers fly tipping on Housing land however the City of York Council are working on providing information for all residents on recycling, reusing and reducing the amount of landfill. The cost to the City of York Council to remove fly tipping is high.

This policy will recharge all tenants in a block for the cost of removing any fly tipping if the person responsible cannot be determined.

If it can be proved who has left the rubbish they will be charged for the removal. Taking a photograph of a criminal offence would be proof (as long as the person can be identified from the photo)

The policy has been piloted and with a slow start did work to reduce the amount of fly tipping.

City of York Council provides a collection of bulky items. The cost of this has been reduced to £22 for 10 bulky items. A collection can be arranged by ringing 01904 551550

Quarterly service charge statements for Leaseholders will

<p>begin in July 2019 so Leaseholders will have more up to date information regarding the costs they will be charged for fly tipping.</p> <p>This policy will be reviewed in approx. a year, the recharges will be a part of this review. .</p>	
<p>Parking Enforcement Peter Holt Housing Team Leader (Accounts & Assets)</p> <p>Due to the number of incidents of irresponsible parking which blocks access, parking in front of garages etc a Parking Enforcement Officer has been appointed.</p> <p>This Officer will introduce a Traffic Enforcement Policy and a Traffic Regulation Order.</p> <p>This will provide the means of issuing penalties for these offences.</p> <p>The new officer will start in post in June so we will be looking to introduce the policy towards the end of the year. To begin with the focus will be within the City Walls and will roll out to hot spot areas following this.</p> <p>Morritt Close was identified as a potential hot spot area as most properties have 2 cars with not enough parking areas. Parking is regularly blocking properties, on the pavement etc.</p> <p>Parking Enforcement currently ask that you report a problem as soon as possible if you see a vehicle:</p> <ul style="list-style-type: none"> • parking illegally • parked across a dropped kerb • blocking access to your property <p>To report a vehicle which is parked illegally call our Parking Hotline on telephone: 0800 1381119.</p> <ul style="list-style-type: none"> • the parking hotline is free of charge from landlines (and some mobiles - check with your provider) • details are recorded by an operator and passed to our parking enforcement team • we aim to respond to all calls within 45 minutes • the parking hotline operates from 8.00am to 9.00pm, 	

<p>every day</p>	
<p>Service Charges Peter Holt, Housing Team Leader (Accounts & Assets)</p> <p>One Leaseholder made the following comment: ‘Very good job on gardening and electricity charges’</p> <p>It was noted that this work was undertaken by the Leasehold Scrutiny Panel, the Asset Officers, Peter holt and Julie Hood working together to achieve the best outcome for all Leaseholders.</p> <p>A service standard for the gardening was requested to ensure Leaseholders know the service they are paying for.</p> <p>Peter explained that he is working closely with Building Services to improve the information available in regards to any repairs undertaken. The importance of this information for Leaseholders and to ensure the service charges are correct is being highlighted with all relevant Officers.</p> <p>The Service charge process is in two stages with the first notification letter being sent in February. This letter contains all the charges which will be billed for and gives Leaseholders the opportunity to raise any questions they have with the Asset Officers. The letter has contact details for the Asset Officers.</p> <p>Following this the bills are sent. These originate from our Finance Departments and have the Finance Department contact details to enable Leaseholders to arrange payment, set up a direct debit etc.</p> <p>To contact the Asset Officers please ring 01904 551550, option 4, option 4</p> <p>To contact Customer Accounts please ring 01904 555115</p>	<p>Julie to request the service standard (NB the standard is at the end of these minutes)</p>
<p>Updates Planned Works & Consultation Peter Holt, Housing Team Leader (Accounts & Asets)</p> <p>Section 20 consultation must be undertaken if the individual</p>	

<p>cost to a Leaseholder will be more than £250 for an individual job or £100 for a long term agreement.</p> <p>The consultation would involve every Leaseholder for a long term contract or the individual block if the work is for that block only.</p> <p>If the consultation does not happen the maximum that can be charged is £250</p> <p>There are currently several consultations underway.</p> <p>Peter is working closely with Building Services to improve this process.</p>	
<p>Any other business</p> <p><u>Solar Panels</u></p> <p>A question was raised regarding the possibility of having solar panels. Peter explained that, currently, the tariffs are very expensive so these Panels are not efficient for the customer. However the Head of Housing is keen to explore how Housing can reduce their carbon footprint and how we can support our tenants to reduce their individual carbon footprint.</p> <p>Individual issues were discussed with Peter, Claire and Nicki.</p>	
<p>Next Meeting</p> <p>Leasehold Forum – date in September/October to be confirmed by the Leasehold Scrutiny Panel</p>	

Gardening Service Standard

Activity	Times each year
Grass cut	14 Occasions
Hedges cut	3 Occasions
Weed control	3 Occasions
Shrubs pruned	1 Occasion
Shrubs weeded	4 Occasions