



Your Service,  
Your Say



# Leaseholder Forum Tuesday 22 May 2018 Minutes

**Present :** Peter Holt, Housing Team Leader (Accounts & Assets)  
Julie Hood, Equalities and Engagement Facilitator  
16 Leaseholders

Minute	Action
<p>Julie Hood, the Chair of the meeting, opened the meeting and welcomed everybody.</p> <p>Peter Holt introduced himself</p>	
<p><b>Matters Arising</b></p> <p>There were none</p>	
<p><b>Service Charge</b></p> <p>There is now a dedicated Housing Officer to focus on Leasehold issues, One post, two Officers,</p> <p>These Officers collected the information for the recent Service Charges.</p> <p>Although we are not required to provide commentary information for any repairs we appreciate that this is helpful information and try to provide as much as we can.</p> <p>It has become apparent that, sometimes, the information is not as full as it could be. The Leasehold Scrutiny Panel are working with us to improve this.</p> <p>There is currently a Leasehold Policy being worked on. Within this document there is a requirement to produce two repairs statements annually. It is hoped that these will be January and</p>	

July

The Management charge portion of the service charge has increased this year due to the changes within the Asset Team, 1 dedicated Officer and more of the Team Leader time.

The Leasehold Policy will also introduce face to face meetings with all new Leaseholders. One of the Asset Officers will meet with them and will discuss the responsibilities of both the Leaseholder and the City of York Council.

#### Gardening and lighting charges

There are, currently, 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. Gardening charges consist of a number of different tasks from litter picking to grass cutting to weed killing etc.

The service charge for communal lighting is calculated using a formula from 1987 which is based on the consumer price index.

We recognise that this process needs to change.

We have the total costs for both electricity and for the gardening and are working with the Leasehold Scrutiny Panel to find the best way forward. 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.

#### New Lease

The new lease was in place on 19 February 2018, since then there has been a greater dialogue with Solicitors which is positive for new Leaseholders.

The new lease does not affect current Leaseholders except when installing skylights or undertaking building works. These would involve a variation of the lease. A transfer to the new lease.

Extending a lease may also involve a move to the new lease. This is being investigated by our Legal Department although it is almost certain that this would involve a move to the new

<p>lease.</p> <p><b>Air B&amp;B</b> Peter has recently received a request from a Leaseholder who would like to advertise their flat as an Air B&amp;B.</p> <p>He explained that this will not be permitted as it increases risk which will increase the insurance cost. This increase of insurance cost would be passed to all Leaseholders due to the way the insurance charge is calculated.</p>	
<p><b>Tendering of Contracts</b></p> <p>The cyclical external painting programme can be accessed on the City of York Website.</p> <p>The reroofing programme is ongoing, however no Leaseholders are included within this programme for the coming year.</p> <p>Work continues to ensure Leaseholders have advance notice of any major work.</p>	
<p><b>Leasehold Scrutiny Panel update</b></p> <p>The Leasehold Scrutiny Panel Newsletter included with the invitation to this Forum meeting is an update from the Panel.</p> <p>As mentioned earlier in these minutes they are currently working on the communal electricity and gardening charges and improving the information regarding repairs undertaken.</p> <p>Their next meeting is Tuesday 5 June, 6.30pm at West Offices, they would welcome any Leaseholder joining them at this informal meeting</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><b>Any other business</b></p> <p>Some Leaseholders have experienced difficulties contacting the Asset Officers. Peter explained that since the Service Charge letters have been sent they have been extraordinarily busy but would respond to all messages either email or voice</p>	

<p>mail. He gave his apologies for any delay.</p> <p>New entry systems re being installed in some blocks, with some leaseholders requiring more than two fobs.</p> <p><u>Streets Ahead</u> Leaseholders are still not receiving copies of Streets Ahead. Peter to take this forward</p> <p><u>Gas Servicing</u> There is currently no update on Building Services offering gas servicing to Leaseholders</p> <p>Some individual issues were raised, Peter will respond to the Leaseholders following the meeting.</p>	<p>Peter to take this forward</p> <p>Peter to follow up</p> <p>Peter to respond to the individual Leaseholders</p>
<p><b>Next Meeting</b></p> <p>Leasehold Forum – date in September to be confirmed by the Leasehold Scrutiny Panel</p>	