

Leasehold Forum Meeting

16 January 2024

Minutes

Present:

Peter Holt, Housing Team Leader (Accounts and Assets)

John Hughes, Investment Manager

12 Leaseholders

Apologies: Julie Hood, Housing Equalities and Engagement Facilitator
3 received from Leaseholders

Peter Holt, opened the meeting and welcomed everybody

He reminded the meeting that:

- although you are sitting in your home you are in a meeting; please do not do anything you wouldn't do in West Offices e.g. eat
- that everyone is in the meeting for their own reasons
- to treat everyone with respect at all times, this includes staff, attendees and any organisations present/discussed in the meeting.
- let others raise their issues
- Housing issues are the only issues staff may be able to change, they have no influence over other CYC departments e.g. Council Tax, Parking etc
- if it is suggested that your issue will be investigated outside of the meeting do not continue to discuss it
- no items will be discussed in any other business unless they have been sent 7 days prior to the meeting, under any circumstance.

Management of contracts

Investment Manager, John Hughes

John gave a brief summary of his experience before coming into post about 10 months. Previously he worked for Wakefield District Housing. He is a bricklayer by trade, then a site manager and project manager on capital programmes. He finishes his tenure as Investment

Deliver Manager where he managed the Asset Surveying Team and the delivery of the Capital Investment Programme.

The role of Investment Manager is responsible for the planning, delivery and financial governance of the planned investment in housing stock e.g. cycle of works e.g. kitchens, bathrooms, external painting etc.

Stock condition surveys are due to be undertaken, these will cover all our properties and flats as well as garages. Collection of energy data will be included in the survey, to identify any work necessary to improve Energy Performance of properties.

The data will inform the production of a 30 year investment plan. This will include timescales for renewing components on an individual house basis. This in turn will inform a 5 year investment programme into for our housing stock.

Initially the challenge was to procure new contractors as three quarters of the contracts had expired. Work is now underway to deliver works through commissioning these new contracts.

Work could be procured through a framework or a competitive tender. The value of the full length of contract needs to be confirmed as well as the route to market and length of the contract. This is a turbulent period in construction industry, so there is a need to consider whether short term or long term are the best option. Once the value of the contract has been determined, a tender package is put together. This includes the specification of the work (standard, expectations, materials), the legal contract and the pricing schedule (which is based on estimate of the number of properties and the elements of works they are being asked to give a price for). Quality questions are asked within the bids.

Once complete 1st stage consultation is undertaken before going out tender. Bidders can ask questions in a clarification period before they submit bids. Once bids are received and the closing date reached evaluation is undertaken. The evaluation is based on 60/40 in favour of either price or quality.

A panel of at least 3 members evaluate the answers provided to the quality questions using a scoring system to determine the recommended contractor from that perspective. This is cross referenced with the overall price submitted to determine the successful contractor.

There are mechanisms to address poor performance of contractors. The Capital Project Team meet with contractors monthly to monitor standards and performance so any issues can be identified and addressed quickly. However, contractors can bid and win future contracts if the standard of their work is poor. An alternative route to market could be used or the previous experience used to the teams advantage to ensure robust systems in place to ensure that the same experience isn't received the second time around.

Leaseholders asked if they would have access to the stock condition survey. The information will be available upon request will not be suited to be released in one document.

John would be happy to return to forum if required.

Insurance

Peter Holt

Please see below

Action Plan Updates

Peter Holt

1. Explore providing more comprehensive insurance for leaseholders

Action - Peter Holt to discuss with CYC Insurance team

Target date - December 2022

Current – On Hold. Insurance advise they need to know the full address including postcode, type of property, number of bedrooms and bathrooms and each unit will require a rebuild sum insured. PH looking into rebuild sum, however some leaseholders have added additional bathrooms / en-suites and CYC do not have full data for this.

Suggested that leaseholders could provide rebuild cost and property amendments themselves, with a view to getting individual enhance policy. PH to discuss with insurance team

Previous (October 2023)- Broker was provided with dataset of all council properties, size, build type, bedrooms, elevation level etc. This was with a view of providing a quote for insurance. Insurance team have now advised that area size of properties is required, which we do not have for all stock. Currently looking at getting area measurements for sample of each type of property to mitigate this. Currently with Service Change manager to identify resource for this.

Previous (May 2023) – Will require writing to all leaseholders to find out what if any structural alterations have taken place along with obtaining rest of info Insurance have identified in previous update

2. Parking Project

Current – Site visits have taken place this month to assess complex areas and simple ones. Further meeting before end of month and then move onto to publication.

Previous (October 2023) - With Business Intelligence team to identify properties that are within both Res Park and this scheme. Highway Supervisor assessing where best to place signs for each identified area. Next meeting Nov 23

Previous (May 2023) – Properties being loaded onto Traffic Taranto System. Advice being sought from Legal on wording for signs. Design and cost of signs being looked at. Parking enforcement need to serve Traffic Regulation Order with a 3 month lead in time before new scheme can be activated. Letters to all residents early new year explaining scheme

Any Other Business

The following items of any other business were received from Leaseholders at least 7 days prior to the meeting:

Smoking weed

This has gone on for a number of years and has been reported to people in the Council numerous times by residents past and present who have had to put up with this. The smell is really strong and seeps into all of the flats and the foyer and is disgusting. Why do we have to put up with this? Environmental were also contacted and all they did was send a letter of the threat of a fine. Residents have asked someone from the council to come out on several occasions but they never come to witness the smell. Have even spoken to the Police about this issue and been told the council is responsible for tenants smoking weed. I can't have my granddaughter visit because of the smell. When residents have phoned a few times to complain about this the person you want to speak to is either in a meeting or on lunch, you are told they will call you back but they never do. Would you put up with this? I am in ill health and have breathing problems and mobility issues and have to use mu inhalers

more because of the smell of weed throughout the block. *(the address was provided)*

Response – Peter Holt advised that this would be passed to the Housing Management Officer to investigate *(passed on 11 January)*

The residents of one of the flats in the block have a small 1 year old child living there, often smoke weed. Not sure what to do about that but the Police aren't interested

Response – initially this would be for housing Management Officers to investigate, who may then escalate the issue to the Tenant Enforcement Team.

Security doors

The security door to the building is often open even at night *(address supplied)* For at least a year now, possibly longer, the light that indicates the door is open has been stuck “on”, so any residents glancing at the panel would not know if the “security” door is open or closed. Can it be fixed please? Even when the door does happen to be closed the green Open light is on. And send an email round to flat owners and possible residents that “security” doors are not secure if they are open?

Response – Peter Holt advised that he would contact Housing repairs to arrange an inspection of the door *(this was done on 11 January reference A0126742)*

The Leasehold team can be contacted by email housing.leaseholder@york.gov.uk or phone 01904 551550 option 4, option 4

Next Meeting

A date in April 2024, to be confirmed.

Future agenda items to be:

From October 2023 meeting:

Repairs/Public Realm to discuss lack of gutter cleaning/gardening

The process of extending leases