

# Minutes

Leaseholder Forum

18<sup>th</sup> January 2010

17:00 – 19:00

Tenant & Leaseholder Resource Centre,

14 Hounds Gate



**Present:** Simon Temporal (ST), Jon Short (notes), Richard Holland (RH), Jennie Bellamy (JB), Ann Gardner (AG), Kate Bowley – Chair (KB), Sheila Thwaites – Vice-Chair (ShThw), Carol Tomkiss (CT), Billy Pollock (BP), Jim Allabarton, Robin Stalvies, Graydon Peacock (GP), Andrew Filer (NCH), Audrey Davies (AD), Sandra Stones (SS), Tony Pakiewicz (TP NCC City Services), M Whitehead, Iris Yu, Cynthia James (CJ – BME Forum – Observer)

## **Apologies:**

	<b>Items</b>	<b>Action</b>
<b>1.0</b>	<b>Welcome &amp; Apologies</b>	
	<p>KB opened the meeting and thanked all for attending. All those in attendance introduced themselves, as did Cynthia James from the BME Forum who had not attended before.</p> <p>No apologies had been received.</p>	
<b>2.0</b>	<b>Minutes of the Last Forum Thursday 5 November 2009</b>	
	<p>Those in attendance went through the Minutes of the previous Forum and the following points were raised.</p> <p>Page 4 – Item 6.0 Secure Warm Modern Communal Works update – with reference to fascias ShThw advised that those at Newark Crescent had been painted twice but had not been replaced when they were told by Darrell Smith that they would be. ShThw said they should have been replaced instead of repainted.</p> <p>ShThw also made the point that it would make more sense to do the windows and fascias at the same time rather than putting scaffolding up to do the windows, take this down and then re-assemble the scaffolding - but GP re-iterated that ‘the work would take place ‘where money allows’ – its all to do with budgets</p> <p>AG asked if fascias would be replaced after windows - GP reiterated the work would be carried out ‘where money allows’.</p>	

	<p>AG raised another point about the state of the outhouse doors on her block. ST stated that outhouse doors were the responsibility of the leaseholders (if included in their lease). AG said that they had replaced their door but the majority of the outhouse doors on block 40-50 Cherry Orchard Mount were in a state of disrepair and of those 44 was by far the worst as the door didn't close.</p> <p>It was mentioned that the tenants in question should report these to repairs.</p> <p>Item 7.0 Value for Money -New Lease costs £900 – KB wanted to know what this figure related to. ST advised that this related to mailing and printing costs as the actual design was done in-house.</p> <p>BP asked for the phone number for Nationwide Windows as they came out and did some window work at Brightmoor Court on tenanted properties but not on Leaseholders and he wanted to chase this up.</p> <p>After the meeting Billy was contacted and provided with the contact details for Nationwide 0115 975 1388.</p> <p>Page 6 – Item 9.0 A.O.B – KB mentioned the weekend caretaking work pilot scheme was underway and suggested Ian Perry be invited to a future forum (once the pilot has finished) to feed back on how the scheme went and whether weekend Caretaking is necessary.</p> <p>Ian has confirmed that he will be attending the next Forum on 29 March 2010.</p>	<p><b>LRRT to invite Ian Perry</b></p>
<p><b>3.0</b></p>	<p><b>Tenant &amp; Leaseholder Conference 2010</b></p>	
	<p>AF addressed the Forum and mentioned that a working group had been set up (which KB is on) to discuss the forthcoming conference. AF advised that the next conference will be <b>Saturday 20 March 2010</b>. It was decided that a weekend was best for most people because of work commitments.</p> <p>It will be held at the Council House which is the best VFM for the number of people likely to attend and location wise it is easier for people to get to.</p> <p>AF passed around a draft programme for the day which is still open to change as it has not been finalised. The next working group meeting is scheduled for 3 February 2010 at 2pm where it is likely the final programme will be agreed.</p>	

AF said the main theme of the conference was for NCH to celebrate our tenants and leaseholders efforts and thank them for all their help in helping us reach 2\* standard.

E & D was referred to on the draft programme and AF reiterated that as a Company NCH are currently focussing on this area so we can shape our services to meet the diverse needs of our customers.

It was asked what the budget for the conference was – AF advised that like last year it was £6000 but the event only cost £4,500 last year and it is hoped savings will be made this year as well. AF said there was no designated budget for the conference, this figure had been acquired from all over NCH.

It will be workshop based and food and drink will be provided throughout and not at the set time indicated on the draft programme. The workshops would be aimed at everybody so tenants and leaseholders can attend together as some attendees said that separating tenants and leaseholders like they did last year didn't really work.

The programme would be confirmed at the meeting on 3<sup>rd</sup> February and all were invited to attend.

Tenant & Leaseholder Resource Centre (substitute venue for this meeting) – AF advised that this was for all tenants and leaseholders to use – it has full Internet access, printing facilities and leaflets advertising all the services available are being produced.

Its open Monday & Friday 10am until 1pm and Wednesday from 1pm until 6pm. It is run by volunteers and there will usually be 2 present when people come in to assist those wishing to use it. There may be a charge for using the service at some time in the future but AF was not in a position to confirm this.

#### TP Tracker

AF advised that NCH have bought into this scheme. This is a management tool which works out where there are gaps across the City where people are not getting involved and people who do attend things regularly accrue points for their attendance at events – (AF did say that points **do not** mean prizes). It is hoped this tool will allow NCH to tailor our service to meet the needs of our customers

AF said that some Leaseholders are not on the system and referred to AG as an example. AF said their information came from the Northgate system and only her husband's name

	<p>appeared on their. AG said that all correspondence they receive from LRRT is in both names – AF advised this is because LRRT have their own database of information – AF asked if it was ok for AG’s details to be added to the database – AG was in agreement with this.</p> <p>AF then asked if it was ok for all in attendance to be added to the system (if their details are not already recorded) – all in attendance were in agreement with this.</p> <p>Newark Crescent attendees mentioned that their latest service charge invoices said ‘Colwick’ and not ‘Sneinton’ – ST said LRRT were aware of this anomaly and that this needed updating but it was taking longer than anticipated to get this done.</p> <p>CJ hopes the new system won’t alienate people as they may feel that if their not recorded they won’t be able to attend any events – AF said this was not the case at all and stressed that BME members will be added manually as it is imperative that the diverse nature of our customers is reflected.</p> <p><u>Getting Involved week</u></p> <p>AF said that a ‘Getting Involved Month’ would be taking place in 2010 and the emphasis would be on tenants and leaseholders to lead the events rather than staff.</p> <p>A ‘How to...?’ promotional pack is being devised which will give advice on how to run events etc.</p> <p>CJ said this was a bit of a cheek as NCH were asking tenants &amp; leaseholders to do their job for them. AF said this was not the case at all – the whole point in getting customers to arrange event is because they know the areas more than the staff do so will know what kind of events would work etc – NCH would be fully involved in actually setting the event up and will be in attendance but without customer input we may decide to run events which would not be successful.</p> <p>AD asked if it would be possible to get Lottery Funding for some events particularly if they are for the benefit of the Community – AF said this is something we could look into.</p> <p>AF thanked all the attendees for their time and then left the meeting.</p>	
<b>4.0</b>	<b>Asset Management Update</b>	
	<p>GP addressed the meeting and started by talking about Door Entry &amp; CCTV Maintenance contract. He advised that the current</p>	

contract with Delaware expires in March 2010.

The tender was advertised nationally and NCH received 79 expressions of interest from companies. All these companies were sent a questionnaire to complete and return which asked detailed questions about their proposed bid etc.

Of these 79, 16 returned the questionnaires and 7 of these were invited to provide a tender for the work. Of those 7, 4 companies were being looked at.

ST advised that the 2<sup>nd</sup> stage consultation letters had been sent out to all leaseholders – this was notification of all the companies who were being considered and invited any leaseholders to have a say in writing about the proposals – ST stressed that any comments had to be in writing so we have an audit trail as we are complying with S20 legislation – email comments can be accepted.

ST said that even if leaseholders don't receive either door entry or CCTV we have a legal obligation to inform every leaseholder that the contract is up for tender.

ShThw asked if they were allowed to do some research on the companies – ST said they were but under Procurement law we were not allowed to let them see the actual information on their bid but once the tender has been awarded they will be able to come in and review the information.

GP advised that all the companies who had been invited to tender could have their main office anywhere in the UK but had to have a base in the Nottingham area. The companies invited to tender were

- Baydale Control Systems Ltd from County Durham
- Close Circuit Securirt Systems (C.C.S.S.) from Solihull
- Delaware from Birmingham who currently hold the contract
- Television Installation Services Ltd from Mansfield.

GP advised all those who returned the questionnaire were evaluated on cost, expertise and how they were perceived.

BP said he had sent several emails to [Leaseholders@nottinghamcityhomes.org.uk](mailto:Leaseholders@nottinghamcityhomes.org.uk) and had not received a reply. Both JS & ST advised they had replied to BP so would re-send these.

**JS & ST re-sent their replies to BP on 19 January 2010.**

Digital TV

	<p>GP advised that 7,265 jobs had been issued, 5,546 had been cabled and 4,892 had been completed.</p> <p>CJ said that in her area (St Anns) she had been told that the walls in her block were hollow so they were unable to complete the work.</p> <p>GP said he would attend CJ's meeting with C.T.S. at 7pm on 9 February 2010 at Curzon Court to explain about the scheme and the work which should resolve queries.</p>	
<b>5.0</b>	<b>Grounds Maintenance Update</b>	
	<p>TP addressed the meeting and advised that Chris Bailey who attended a previous Forum no longer works for N.C.C. – StreetScene has now been brought under City Services and is currently going through a re-structure which is affecting all levels of management and the outcome of this is likely to be known in the next 3 to 4 weeks.</p> <p>TP was not sure why we had not been informed that StreetScene had now been brought under the remit of City Services and advised that as soon as the re-structure has been announced he will ensure LRRT get a contact list.</p> <p>TP said that the same services are still provided (as before) and has been made aware that grounds maintenance is a big concern for leaseholders and cannot understand why there is such a difference the prices leaseholders are charged across the City.</p> <p>He has briefly spoken to Vicky Simpson who primarily deals with the assisted gardening scheme but is still vague about how the service is priced and managed and said it was a bit 'hit and miss' – he was honest and said it was difficult for him to make a real judgment on what leaseholders are paying and what they are getting.</p> <p>He said there needs to be an improvement in the pricing, he doesn't know who will be heading up the new service and wanted some background information on some of the problems people were encountering.</p> <p>AD said that at Newark Crescent, the front of the blocks were all well maintained but the backs looked like 'a ploughed field' and Mark Sunderland came out to inspect and agreed with them. They said that grass cuttings were never collected. TP did say that to his knowledge with the assisted gardening scheme grass cuttings were not collected.</p>	

	<p>ST said he had a manual from StreetScene which detailed all the work carried out across the City which he would get over to TP. ST advised that leaseholders were charged on a breakdown from City Services – the costs are based on areas and phases within those areas which were originally created 20 years ago and the cost was divided between the number of properties in that area. We don't know whether the work is done or not – a Leasehold VMS survey is sent out each year and any comments regarding Grounds Maintenance are sent to Vicky Simpson.</p> <p>TP said it was clear that no monitoring of the service was being carried out and it is down to NCC to monitor the service not NCH as we do not provide the service.</p> <p>TP &amp; ST are to meet after the re-structure to ensure monitoring is introduced.</p> <p>Newark Crescent leaseholders in attendance said that flats 1- 65 had not had the grounds at the back of their blocks maintained which could potentially cause Health &amp; Safety issues.</p> <p>ShThw mentioned that her window had been broken as a result of the lawns near her being cut when there was no grass to cut – KB mentioned rubbish being dumped around Newark Crescent and said a representative from City Services should be invited to the next Area 6 Panel meeting. TP said that by Monday they should know who the 2 tiers of management will be.</p> <p>AG said that communication was a big issue and mentioned the damage to the rockery at Cherry Orchard Mount which needs doing – TP said joined up working was the answer – communication between both NCC and NCH.</p>	
<b>6.0</b>	<b>Service Standards 2010 - 2011</b>	
	<p>ST addressed the Forum and said that LRRT want to get the important things right first, and that we are not getting responses from other sections as soon as we would like. With the loss of Sam Else we were already down a team member which is also affecting our ability to provide a service.</p> <p>Repairs &amp; Grounds Maintenance are big issues, Chris Raynor the Business Improvement Manager has personally investigated every repairs query as a case of potentially fraudulent behaviour – he verified the hours done, the materials used.</p> <p>The charges were based on a schedule of rates which was agreed when the repairs tender came up for renewal and some leaseholders were on the group which selected the preferred contractor.</p>	

	<p>ST said that caretaking was getting better. ST handed around a document entitled 'Leaseholders Service standard 2010 -11' and asked for comments.</p> <p>ST said that NCH would look at what the private sector are doing regarding leaseholders and would take good practice on board.</p> <p>As there were no comments regarding the service standards it was agreed that these could be signed off.</p>	
<b>7.0</b>	<b>Leasehold Management Update</b>	
	<p>ST said we aim to have all the queries resolved by the end of January, it has taken longer than anticipated to get responses from other sections but these are being chased up.</p> <p><b>NB After the meeting the ILRRM revised the resolution date to the end of February 2010.</b></p> <p>Derwent Living visit – ST has spoken to Sam Else about a contingent of our leaseholders attend one of their meetings. Sam's Manager is happy for us to attend a meeting.</p> <p>Their next meeting is in April but this is their AGM and they will be selecting their new Chair so it may not be feasible for us to attend but this is to be confirmed. ST asked if any attendees would be interested in visting Derwent Living in Derby and KB, ShThw and M Whitehead said they would be interested.</p> <p>ST reiterated that the Stage 2 consultation letters had posted today (18 January) so leaseholders would receive them in the next few days.</p>	
<b>8.0</b>	<b>Value for Money</b>	
	<p>KB mentioned to ST about holding the Leaseholder Forum every quarter as there were no more people interested in attending and we always seem to cover the same issues.</p> <p>SS asked if they could still come in and see individuals in the team if they wanted to – ST advised that we could.</p> <p>ShThw asked if we could have a trial run to see how we feel – this was agreed.</p> <p>The next Forum will be in March as originally planned, and then every 3 months in future.</p> <p>ST advised that LRRT were getting a new team member as from 19 January – one of our Business Apprentice Trainees Muhammad Waqas-Alam would be joining the team for 4 months.</p>	

	<p>He is part of the government trainee scheme so would not be at any extra cost to the Leaseholders.</p> <p>His presence would allow ST &amp; JS to get the leaseholder service back on track as we will have more time to devote to it.</p> <p>ST reiterated that all service charge queries will be resolved by the end of January.</p> <p><b>NB After the meeting the ILRRM revised the response date to the end of February 2010.</b></p> <p>Some attendees asked when they would be receiving their digital aerial invoices – ST said this should be around mid February to the beginning of March and the amount is likely to be in the region of £180 - £190 depending on the area of Nottingham concerned..</p> <p>Some attendees said they had been told it would be £170 – ST did not know where they had got this information from as he and GP had only met to discuss the costings last week.</p>	
	<p><b>Date of next meeting: Monday 29 March 2010</b>  <b>Time: 5.00 pm</b>  <b>Venue: 14 Hounds Gate</b></p>	