

**Leaseholder Focus Group Meeting
23rd April 2019**

Committee Room 2, Civic Centre, Southend-on-Sea

NOTES OF MEETING

Present

Jan Tate	JT	Leasehold Officer
Patricia Allen	PA	Leaseholder
Stephanie Frost	SF	Leaseholder
Ian Ward	IW	Leaseholder
Linda Elliott	LE	Leaseholder
Andie Todd	AT	Leaseholder
Arthur	Ar	Representative of Leaseholder
Bob Ayriss	BA	Resident/ Focus Group Member

1 **Welcome**

JT Welcomed everyone to the meeting.

2 **Apologies**

Apologies were received from Michael Bryant who will attend October's meet the team segment

3 **Minutes of last meeting & Matters Arising**

-Members agreed the Minutes of the last meeting were a true record.

-It was noted that the Allocations Policy in respect of general needs properties catered for a number of residents of varying ages and household makeup. JT noted that allocations were conducted by the Council and it would be difficult to allocate properties on household make up etc. due to short availability of properties ready to rent

-IW noted he had not received an inspection despite this being raised. JT to investigate

-JT advised noted further to the last meeting comments were passed to Anita in respect of motion CCTV being used in future. JT highlighted that until a review of CCTV in the borough had been completed no additional CCTV will be installed however Anita will be attending the next meeting

-JT advised Phyllis Ward had been appointed a Resident Board Meeting and Simon Putt would escalate recent comments to establish further Leasehold representation at Board Meetings

-Insight will be available in late April/ early May and the article focusing on leaseholders for other residents had been prepared in addition the LH event had been advertised and an article in regards to the new Director roles had been suggested

-Other queries not mentioned above in the last meeting had been dealt with the exception of the request for the Council's Income Team to date correspondence. JT noted the Estimated Service Charges had been sent earlier than anticipated but would

JT

4 **Bob Ayrsis: Discussion on Board Representation**

Bob introduced himself to members and noted Keith Ducker was unable to attend

Bob advised members he had some concerns in regards to how recent resident board members were appointed with little representation from Residents barring two members of the Southend Residents and Tenants Federation. Given a third resident was not able to attend the Chair of the board had final decision on appointments.

Bob explained he was a vice chair on the Repairs and Maintenance Focus Group and asked members to provide there contact details should they wish for further information or would be interested in signing a petition in respect of the process

IW requested if Bob was aware of the councillors on the Board and whether they represented a number of parties. JT advised the minutes of the Board meetings are on the website and list attendees following this it would be straight forward to determine if any councillors on the board were independent or represented a political party

5 **Communications, Policy and Procedures**

Reserve Fund

-Members reviewed the Reserve Fund documentation as agreed at the last meeting. This included an updated slip, letters and FAQ policy

-JT noted he was still awaiting further clarity from the Council in respect of queries raised by Ar's mother and would update members when available

-The FAQ sheet would likely form the of the Reserve Fund Policy in future and JT would update members at the next meeting

-JT advised he had been testing on an optimum figure for each fund. To sum this would equate to 15 years' worth of recommended contributions. The testing seems to be working well with a 'worst case' scenario i.e. Two large items of expenditure in quick succession e.g. Roof and window renewal. JT to provide an update at the next meeting

-Ar wish to seek clarity on how the Fund was audited and who were responsible for having ultimate control e.g. Finance Director. JT to clarify

Major Works and Repairs

JT noted any questions in this new item would be escalated to Paul Longman, Group Manager of Property Services

SF was very happy with the new repairs contractor, Morgan Sindell, when she reported a repair to the communal drain. They contacted her in advance to arrange a suitable time

IW noted Essex and Suffolk Water Works had recently re-lined a pipe. JT to investigate
SF noted when a new entrance door would be installed at her block

JT

Leasehold Event 2019

Further to the last meeting JT noted a query log had been prepared for all colleagues

Invitations would be arranged this week

JT

Insight

Given the recent edition will be sent in the coming weeks. JT requested to bring article ideas to the next meeting

ALL

Gas Safety

JT noted 532 of 617 certificates had been received

JT noted a requirement to arrange an annual Gas Safety Certificate had been included in new leases which were created.

In additional, new leaseholders are now being advised of the requirement to have an annual Gas Safety Certificate before purchasing the property through Management Enquiries

6 **Member Updates**

South Essex Homes

At the most recent Staff Briefing attendees took part in a 'speed dating' exercise. Here managers and directors explained their roles at the organisation and took questions from staff to better understand other parts of the business.

In addition SEH is in talks with the Council over a new contract agreement

South Essex Property Services had won a contract to undertake facilities work in a number of car parks in the borough

Security Patrols were also taking place during the day. During Office Hours residents can contact the Customer Contact Centre

Queensway Development

JT noted Swan Housing Association had been awarded preferred bidder status as the developer with the Council

In their example proposal it was noted 1600 new homes would be created 500 of which would be affordable

Once the contract is awarded further work would be made on the plan including a consultation and a planning submission would be likely in 2020

Other Updates

No other updates were supplied by members

7 **Open Questions**

Members requested whether Service Charge Direct Debits could be arranged online or over the phone

JT

8 **Date of Next Meeting**

**Tuesday 4th June 2019 5.30pm-7.30pm
Civic Centre Committee Room 6**

