

Meeting held on 26th February 2025

Attendees: Katy Baker (KB), Leasehold Services Officer, James Williams (JW), Leasehold Services Officer, Lloyd Williams (LW), Property Services Manager

Mike Smith (MS), Ian Burgess (IB), Norman Ives (NI), Derek Murray (DM), Iwona Kalisz (IK), M Green (MG), C Jursa (CJ), J Simmonds (JS),

KB opened the meeting, welcoming Lloyd Williams. LW advised the meeting that he managed a team of surveyors and that they were currently dealing with Decent Homes works and a pre-emptive lifts programme that aims to prevent faults with lifts. Also, the team is managing a door entry programme which will result in handsets being removed from flats -he advised that the new system would operate like a “ring doorbell” and residents will be able to use either their own phones or phones that will be supplied, to operate the door entry system. He advised they were not being installed in properties that do not already have a door entry system. He also advised that they will be working on ventilation replacement over the next 3-5 years. KB advised that Leaseholders would get S20 Notices in respect of any works that are planned.

In respect of Fire Doors, KB advised we are still awaiting feedback from legal.

CJ asked about window replacement programmes and what would be the scenario if a leaseholder had replaced their own windows? KB advised that before replacing windows the Leaseholder would have to apply for permission to make the change and would at the time, be advised if replacement was due shortly. JW advised that Leaseholders have been exempted in the past if they had replaced their windows and did not want a replacement by our contractors. However, they might still have to contribute to work in communal areas.

NI raised a question about how the share of works is calculated for a Leaseholder. KB advised that the share is contained in the lease agreement.

NI said he had asked about roof inspections in the November meeting. KB advised she was still trying to find out.

KB advised that the Leasehold Handbook is still under review and that Leaseholders are still welcome to submit any suggestions.

NI advised he is also still awaiting a Schedule of Grounds Maintenance. KB said she would chase this.

KB went on to Matters arising. She reminded attendees that they had asked to see more articles relating to Leaseholders in Insight magazine. KB said this has been happening. KB also said currently the attendance at the LFG meeting has been improved (and she welcomed some new faces to the meeting tonight). She asked what else might we do to further improve attendances? It was suggested by IK that having the meeting later might be good as many can't make it before 5PM Also we could offer attendance by Teams meeting. IB suggested having a meeting themed around a barbecue.

KB reiterated that the meetings are for the benefit of Leaseholders and said there were evaluation forms available.

KB advised that Service Charge and Reserve Fund statements are anticipated to be completed in March. She asked that if there are any queries resulting, that these be put in writing to enable us to keep track of them.

IK raised that there is a problem with foxes getting at rubbish bins – especially since Veolia take locks off the bin stores and do not replace them. KB said we would take this up with Veolia.

KB said she will try to get a rep from Estate Services to attend the meeting.

DM asked if Leaseholders could opt out of the Reserve Fund. KB explained that Leaseholders could do this but had to do so before the start of the new financial year. Leaseholders said that they did not like the fact that the Reserve Fund is non-refundable. KB advised that leaseholders can opt out and set up their own saving scheme. Also, it was stated in Management Packs and solicitors were expected to take the sums into account in sale negotiations.

KB explained that providing the RF statements an estimates and actuals is a large piece of work, and we are still working on it.

MG(?) why the estimates and actuals are different for different blocks. JW advised that different blocks have different expenditure, and this must be passed on to the residents. He advised the charges are based on historical data.

KB reminded leaseholders that they must have Gas Safety Certificates, and that this is a legal requirement if they have a tenant. KB also said leaseholders should let us know about it if they are sub-letting.

IK from Delaware Crescent said there is an issue with mice in the block. KB advised we have been liaising with Tenancy Services about this.

KB advised Fire Doors were included in an old S20, but some leaseholders had said they did not want to be included. KB advised that we are continuing to await feedback from legal about leaseholders opting in to the programme.

NI mentioned he had asked for details of general repairs and asked if they could be itemised. He said he had also asked about how insurance is calculated. KB said she recalled him asking this but still awaited a response from her enquiry – she said she would chase it.

KB asked what agenda items would leaseholders like to see?

Window replacement programmes were mentioned.

Also, CJ(?) asked if there were any buildings in the city that contained RAAC cement? KB said we will try to find out.

Leaseholders said they would like an update on whether Better Queensway is still going ahead?

They asked for a speaker from Estate Services

KB raised fly tipping costs and IB said they would like CCTV to be used. JW explained that CCTV has to be monitored, and the Council/ South Essex Homes cannot put Covert CCTV up without reference to the Regulation of Investigatory Powers Act. NI(?) asked if fly tippers were recharged. JW advised that when identified, yes, they are recharged for fly tipping on land managed by South Essex Homes.

NI asked for a schedule of Caretaking.

KB suggested a speaker from Housing Community Safety Team and ASB.

JS(?) said that services are not “joined up” and an example was given, where a gardener had mown around a piece of litter because it wasn’t their job to pick up the litter.

KB asked if leaseholders would like to volunteer for a Meet the Leaseholder feature?

IK said they would like more information about understanding service charges and the lease. A suggestion was made by IK that we might have the LFG meetings at another venue and IB said that tea and biscuits might be provided.

Also suggested were meetings specifically for high rise leaseholders or low-rise leaseholders, however, KB thought this could further reduce attendance.

Meeting after next scheduled to 21st May 2025 5.30pm -7.00pm