

Minutes of Leaseholder Focus Group

Date: 13th November 2024

Committee Room 3, Civic Centre 4-6 p.m.

Present:

Katy Baker KB Leasehold Services & Right to Buy Officer

James Williams JW Specialist Income Management Officer

Graham Hart, Fire Safety Manager

Mrs J Eggett, JE Leaseholder

Ms Y Doyle, YD Leaseholder

Mr J Clarke, JC Leaseholder

Mr N Ives Leaseholder

Mr M Smith – Leaseholder

Mr K Ducker – Resident Board Member

Apologies – Mr I Ward

	Agenda	Action
1	Welcome	
1.1	JW welcomed attendees	
2	Apologies	Mr I Ward - Leaseholder
3	Terms of Reference Housekeeping complete	
4	FIRE SAFETY – GUEST SPEAKER JW opened the meeting, welcoming GH Fire Safety Manager. GH provided advice and updated on latest fire regs within block/tower blocks. He explained what his role involved and the types of monthly checks he has to carry out. Discussed issues with mobility scooters and electric scooter/bikes being charged in communal areas and the risks this causes. Advised looking to install secure plug socket covers in communal areas to combat this. General discussion with	GH left fire safety leaflets to be handed out to everyone at the end of the meeting.

	<p>attendees on fire safety, Gerda front doors discussed and how these prevent smoke/fire spreading if a fire occurred, this led on to discussion of yearly fire door safety checks. GH also mentioned that vents in Tower Blocks will need to be capped off following new regulations and that further information will be provided when this will happen. General discussion from monthly checks led on to a question about roof inspection from NI, and he wished to know if regular checks of roofs were made, especially at Riverstone as worried if not maintained correctly will result in repairs that he will have to contribute towards.</p>	<p>KB advised would find out about roof inspections and come back to NI with that information</p>
5	<p>LEASEHOLD HANDBOOK</p> <p>JW explained that as we had no feedback last time regarding the update of the leasehold handbook that we would be all going through it today so we can note down the changes we think are needed. Copies of handbook handed out to everyone. MS raised issue of pet policy and that many residents within the block have dogs and the policy doesn't seem to be enforced and it's not very clear. KD explained the Pet Policy and that anyone is able to keep pets but permission needs to be sought first with SEH. JE advised she wasn't aware there was a Leasehold Handbook and thinks it's quite useful with lots of information to refer to. KB also advised of lots of useful information on the SEH website. Everyone asked to take leasehold book home and email us any further suggestions where it can be updated and improved.</p> <p>JC queried why Leasehold Services have no authority to get things changed, JW advised leasehold Services have their own budget for any legal requirements needed.</p>	<p>To update the pet policy within the handbook.</p> <p>To update about car parking and how to apply for resident permits</p>
6	<p>LEASEHOLD AGENDA INPUT</p>	

	<p>JW advised as this is a focus group for leaseholder then we would appreciate their input for agenda items, advised can email these in prior to the next meeting. JC suggested next guest speaker to be someone from Estate Services.</p>	
7	<p>ANY OTHER BUSINESS</p> <p>JC raised issue with his windows and not fitted correctly which resulted in them sagging but nothing ever gets sorted. JC also raised why window cleaning has not been done and that the last contractor has not cleaned properly, also raised issue with Grounds Maintenance not being completed properly, JC advised he has raised this many times but nothing gets done, KD enquired if a formal complaint had ever been made, JC said no as nothing ever gets done, KD explained the importance of making complaints and that they will be addressed correctly. KB advised Grounds Maintenance will be producing a schedule for grass cutting etc and would send this out once received.</p> <p>JC stated he had requested to see some contracts in respect of Section 20 letters that he had received but has not had them, KB stated that she had sent them to him via email as requested.</p> <p>MS raised a query regarding the difference in the caretaking charge between Malvern and Chiltern as there was quite a considerable difference and wants to know why.</p> <p>MS stated had not received a response to his email regarding his service charges sent in response to service charge statement.</p> <p>JC asked if Estate Service charges are charged correctly. KB explained that the estate charge is made up of all costs involved to run that department and the charges are based on how many hours are spent at the block by the estate services team and then worked out for each block based on how many hours are spent at the block by the caretaker/cleaner.</p>	<p>KB to chase up grounds maintenance for the schedule and find out when the window cleaning will be completed.</p> <p>KB to check the emails had been sent.</p> <p>KB to look in to the difference in the charges</p>

	<p>JC also asked what happened to the floor polishing equipment as this is never used anymore and as they equipment is paid for should be used accordingly</p> <p>JE wished to state how pleased she was with the Grounds Maintenance team when they last attended a few weeks ago and that they done an excellent job trimming all the shrubs.</p>	<p>and update MS</p> <p>KB/JW to check through emails</p> <p>KB/JW to enquire with estate services regarding the use of floor polishing equipment.</p> <p>KB/JW to feedback to Grounds Maintenance of a job well done at Eaton Road</p>
	<p>Next meeting 26th February 2025 Committee room 3 4-6PM</p>	