

**Draft Minutes**

**STEVENAGE BOROUGH COUNCIL - Leaseholder Meeting**

**14 March 2018**

**6.30pm – Autun Room, Daneshill House**

Present: Stevenage Borough Council, Emma Goff(EG) – Senior Leasehold Advisor; Di Dharmasuriya - Repairs Service Delivery Manager; Anita Mackie - Service Manager Leasehold; Maureen Herdman – Resident Liaison Manager; Phil Bibby - Vice Chair Housing Management Advisory Board.

Chair: Diane Green (DG)

Minutes: Emma Goff (EG)

Leaseholders: Robert Tregaskis, J Pease, Jacqui Simon, Ken Elliott, Joan O’Connor , David Weemys, Lindsay Howie, L Kelvey, Linda Bennet, jon Cole, Stephen Griffiths, Salima Sharif, Rhona Lavis, Jacqueline Burn, Donna Holton, Mike Duncan

	<b><u>ITEM</u></b>	<b><u>ACTION</u></b>
<b>1.</b>	<b>Welcome, introductions and apologies;</b>  Apologies received from: Mr Robbins, Cristine Prowle,	
<b>2.</b> <b>2.1</b>	<b>Service charge overview</b> Anita Mackie gave an overview of service charges. There are two mail outs in the year, one for estimates - this includes all of the invoices for the year ahead, the other the actuals - when we inform leaseholders of actual costs for the previous year. The most recent mail out was the estimates for the coming year. There were some increases.  The biggest increase was caretaking. However they are estimates and they have been based on last known actual costs. The average uplift varies because of the different types of blocks and some blocks have experienced fly tipping.  Tree costs – current grounds maintenance estimate has been increased for blocks that are due to receive tree maintenance during 18/19.  Lift contract – A new lift maintenance contract is being procured and therefore there is a large increase to the blocks with lifts.	

<p><b>3.</b></p> <p><b>3.1</b></p>	<p><b>Update from Housing Management Board</b></p> <p>Phil Bibby vice chair, provided an update</p> <ul style="list-style-type: none"> <li>- Sprinkler systems in high rise blocks – no costs to leaseholders</li> <li>- Aids and adaptations – data has been cleansed and cases reviewed. Two new contractors to complete works, substantial reductions in complaints</li> <li>- Major refurbishment contract awarded to two contractors – includes safeguards against poor performance</li> <li>- Review of gas service provide to improve service</li> <li>- Service charges review</li> <li>- Resident led safety panel being set up as we speak</li> <li>- Housing under one roof – new structure and ethos for managing social housing and dealing with residents</li> <li>- Allocation criteria rent review consulted upon</li> <li>- Repairs and voids in social housing – ongoing improvements</li> <li>- Asset management strategy reviewed – big subject</li> </ul>	
<p><b>4.</b></p> <p><b>4.1</b></p>	<p><b>Feedback from Repairs</b></p> <p>Di Dharmasuriya provided the feedback</p> <p>Di is aware that leaseholders raised concerns about the percentage of inspections. This is currently 10%. Di is looking to increase this; this will be raised during the repairs and voids business review.</p> <p>A new contracts manager has recently been recruited.</p> <p>Leaseholder expressed concerns about lack of inspections for up and coming MRC works, what if there are little or no inspections for the large amount of works planned. Phil Bibby confirmed inspections have been built into new contracts.</p> <p>Di is working with IT specialists to complete an IT health check of current systems; she is talking to her team about leaseholders requests for clearer repair descriptions.</p> <p>Di wants to know what the issues are because she is happy to help and hear from key leaseholders.</p> <p>Di visited blocks where queries were raised previously.</p> <p>She has met and resolved pricing questions at Hopton Road - questions were raised about the cost of works to stairway.</p>	<p>Di</p> <p>Di</p>

	<p>Lonsdale Road – Di inspected and reported back some of the work will be picked up under the MRC, however improvements won't stop there. Di is in conversation with Investment re cyclical teams.</p> <p>June Pease had mentioned that she wants to be informed when a repair has been done in the block before the bill is paid. The workaround for this will be better liaison with the key leaseholders, who receive notification of all costs these leaseholders will receive the details and have an opportunity to comment before the costs are finalised and applied to accounts as service charges.</p>	
<p><b>5.</b></p> <p><b>5.1</b></p> <p><b>5.2</b></p>	<p><b>Brief update on the Major Refurbishment Contract</b></p> <p>Anita gave a brief update – we have now got to end of stage 2 consultation. There were no objections. Two contractors are the preferred choices so SBC will go ahead and appoint.</p> <p>Lots of work has gone into the contracts, both will be charging same costs. Programme will be completed in two sections of the town to minimise disruption. The 5 year programme being completed, when finalised leaseholders will be informed.</p> <p><b>MRC Communications Plan</b> The plan was handed out, Anita explained that this was the groups opportunity to give feedback any ideas about ensuring we reach and communicate with all sections of society.</p> <p>Anita asked that leaseholders take home the plan and let Anita have any feedback will be taken on board.</p> <p>Many questions from the group followed and feedback included</p> <p>Can SBC be more specific to include the following : Timeline When blocks are being done How much</p> <p>A leaseholder explained that they were getting frustrated with the leaseholder team for not having the information, suggested that whoever comes to the next meeting should be able to provide dates for the communications plan.</p> <p>There followed lots of questions (summarised on the attached</p>	

	<p>questions sheet) about MRC. They will be shared with the investment team. It was agreed that Paul O' Donnell will be invited to discuss MRC.</p> <p>Leaseholders were reminded that any Updates about the MRC including Questions and answer information are included on the web site <a href="http://www.stevenage.gov.uk/current-works">www.stevenage.gov.uk/current-works</a></p>	
<b>6.</b>	<b>Re Election chair person</b>	
<b>6.1</b>	<p>At the beginning of the meeting nomination forms were handed out and leaseholders were asked to hand back at the end.</p> <p>Maureen Herdman confirmed that Diane Green was re elected</p>	
<b>7.</b>	<b>Any other business</b>	
<b>7.1</b>	<p>There were lots of questions about MRC and issue sheets were handed in. Agreed to minute the questions and respond to each. See the attached questions and actions sheet.</p>	
<b>8.</b>	<b>Date of next meeting – 25<sup>th</sup> July 2018 start 6.30 to 8.00pm</b>	