

**Draft Minutes**

**STEVENAGE BOROUGH COUNCIL - Leaseholder Meeting**

**Wednesday 20 February 2019  
6.30pm – Autun Room, Daneshill House**

**Present**

**Stevenage Borough Council:** Carol Richards (CR) – Home Ownership Manager, Emma Goff (EG) – Senior Leasehold Advisor, Ellaine Littlechild (EL) – Senior Leasehold Advisor

**Chair:** Diane Green (DG)

**Leaseholders:** Mr Tregaskis, Mrs J Pease, Jean Sebastian, Rhona Lavis, Jon Thurlow, Salima Sharif, Ken Elliott, Jacqui Simon, Joan O' Connor

	<b><u>ITEM</u></b>	<b><u>ACTION</u></b>
1.	<b>Welcome, introductions and apologies; No apologies.</b>	
2.	<b>Minutes of the Last Meeting – Reviewed and agreed.</b>	
3.	<b>Main points of the Leaseholder Survey</b>  Following feedback from the Star survey, leaseholders present at this meeting were split into small groups and asked for their feedback on the survey topics. Leaseholders were asked for their ideas on the headings and this will be fed back on the relevant sections.	
4.	<b>Meetings or Appointments?</b>  Leaseholders were asked for their feedback regarding meetings and how many they would prefer and would they like appointments in the evening.  The preference was to stay with quarterly meetings and also once a month appointments. If issues are raised for other teams at these appointments, they will be raised on official feedback system and a reply from the team responsible can be expected within 10 working days. Appointments need to be booked in advance with the leasehold team. They are likely to on a Tuesday evening once a months and dates will be selected by the team and published on leasehold pages of web site.	

	<u>ITEM</u>	<u>ACTION</u>
	<p><b>General discussions took place relating to issues at meetings and the following questions were raised</b></p> <ul style="list-style-type: none"> <li>• Is SBC going to offer lease extensions to leaseholders who are having MRC works to soften the blow.</li> <li>• Leaseholders want to be able to access the list of block repairs online.</li> <li>• Why are the oldest blocks not being attended to first as part of the MRC programme</li> <li>• MRC Faq on web site is incorrect it states that all blocks were built the same time</li> <li>• Leaseholders who's blocks currently don't have a door entry system want to know if they will have a choice about having high cost items like this or can leaseholders and residents discuss this option before it is decided – what criteria will be applied to installing this and other improvements</li> <li>• Can resident inspectors assist with monitoring of MRC – if they are kept in the loop</li> <li>• When will leaseholders know how much it is likely to cost them, for example when will those due to have works done in year 20/21 have specific survey's carried out and when will they receive cost information</li> <li>• Leaseholders want an idea of costs for different elements such as roofing for a 2 storey , 3 storey block etc</li> <li>• Future survey's - can customers have the option to show that they are happy to share their details and would welcome feedback if they have left a comment on a survey</li> <li>• How many people received the star survey (just 4 out of the 9 present received it)</li> <li>• Leaseholders want the minutes of meetings on the website within 2 weeks of a meeting.</li> </ul> <p>Feedback in respect of the above will be provided.</p>	
5.	<p><b>Date of next meeting – 5 June 2019 6pm to 7:30pm.</b> This meeting will be an opportunity to meet MRC contractors Wates Living Space and Mulalley for a meet and mingle event. <b>(please note change of date time)</b></p>	