

Draft Minutes

STEVENAGE BOROUGH COUNCIL - Leaseholder Meeting

**Wednesday 12 December 2018
6.30pm – Kadoma 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, Abbie Notley (AN) – Fire Safety Assistant, Charlie Fitzgerald (CF) – Repairs and Voids Manager, Di Dharnasurya (DD) – Repairs Manager, Richard Gould (RG) – Contracts Manager.

Chair: Diane Green (DG)

Minutes: Kirsten Simpson (KS) & Ifeoma Agusiobo (IA) – Leasehold and Right to Buy Advisors.

Leaseholders: Mr & Mrs Abou-Shaqra, Alan Gammage, Tom Wren, Joan O'Connor, Paige Tolliday, Dennis Lombardo, Sarah West, Jane Paul, Jr Pettoirelli, Paul Kyprianides, Steve Chapple, Rebecca Eddington, Donna Holton, Malcolm Pullen, Mr Tregaskis, Mrs J Pease, Nick Carroll, Jean Sebastian, Rhona Lavis, Miss L Kelvey, David Weemys, Dave Dowding, Lindsay Howie, Karin Endersby, Steve Wilson, Les Keen, Louis Tsamados, Charlotte Steedman, Rachael Stanton, Kim Brecken, Gabriel Joe, Mrs Serrano, Shelia Seabrode, Paul Marriott, Brad Glenister, Steve Warren.

| | <u>ITEM</u> | <u>ACTION</u> |
|----|---|----------------------|
| 1. | Welcome, introductions and apologies; Apologies received from: Jon Thurlow, Bryan Locksley, Peter Robins (copy of minutes), Katherine Whitby, Donna Holton, Peter Humphrey, Mike Jarrett, Helen Byrne, Louise Crawford, | |
| 2. | Sprinklers in high-rise blocks <ul style="list-style-type: none">- Abbie Notley (AN) ran a presentation and provided information about the new sprinklers that are to be installed in High Rise flat blocks in Stevenage.- AN explained that although it is not a legal obligation to fit sprinklers in high rise blocks, it could possibly be so in the future and following Grenfell it has been advised that they should be fitted in high rise blocks. Leaseholders will not be | |

| | <u>ITEM</u> | <u>ACTION</u> |
|----|--|---|
| | <p>charged for this installation. If leaseholders choose not to have the sprinklers installed in this instance, they could be charged in the future if it becomes compulsory that sprinklers are fitted.</p> <ul style="list-style-type: none"> - Works are predicted to start at the end of January however a contractor is not yet been procured. | |
| 3. | <p>Feedback from Repairs</p> <p>Di Dharmasuriya and Charlie Fitzgerald provided the feedback. Charlie Fitzgerald introduced as new repairs manager. CF spoke about points raised previously by Leaseholders-</p> <ul style="list-style-type: none"> -Not enough site visits by supervisors/ managers. This is now being done more frequently. -Repairs descriptions confusing/ incorrect. Extra descriptions have now been added to improve this. <p>Work so far –</p> <ul style="list-style-type: none"> - Procurement process complete – new contractor to carry out day to day repairs. - Increased work in progress & post inspection site visits. - Clearer repair descriptions. <p>CF asked leaseholders to write any concerns/ queries on sheets provided. Repairs will respond to all queries raised within a week.</p> <p>Leaseholder questioned if maintenance has been suspended on blocks as lights are left during the day. CF explained maintenance has not been suspended and will look into query that has been raised by several blocks.</p> <p>DD will be visiting blocks to look at repairs that are needed.</p> <p>Queries were raised by leaseholders about fly tipping. This does not fall under the repairs remit but the leasehold team will look at any queries from the forms and pick up with the relevant department.</p> <p>Leaseholder raised idea suggesting that repairs are reported to key leaseholders who can help to save time and cost. DD advised that there are health and safety factors that affect this.</p> <p>CR advised that meetings have been arranged with the repairs team to look at new processes and improvements that can be made.</p> | Repairs to follow up all queries within a week. |

| | <u>ITEM</u> | <u>ACTION</u> |
|----|--|---------------|
| | <p>Leaseholder expressed concern that repairs are not carried out to a high standard in the first instance and therefore repeat repairs are needed. Leaseholders are charged for this. Leaseholder suggested key leaseholder could check repairs are done to the right standard. CF and DD explained this may not be suitable due to health and safety, but feedback is welcome.</p> <p>DG encouraged more leaseholders to become key leaseholders.</p> <p>A Leaseholder queried the guarantee/ warranty time on parts that are used for repairs. CF explained it is variable depending on the part, it is judged case by case. CF prompted that any specific queries that are written can be provided with more detailed feedback.</p> <p>Leaseholder expressed concern that scaffolding stays up for a long period of time, at a high cost. RG explained that the contractor cost for scaffolding for day to day repairs is a fixed price.</p> <p>CR advised that she is starting to meet with the Communications team in regards to fly tipping and dog fouling. CR asked for any suggestions to be noted on the query sheets of other topics to be discussed at her next meeting with the Communications team.</p> | |
| 4. | <p>Minutes of last meeting</p> <p>Minutes were agreed.</p> <p>Leaseholder at Brook drive asked who is responsible for parking spikes. EG explained if within the curtilage to block will be responsible.</p> <p>Leaseholder raised concern as people are parking where they shouldn't be. DG advised there are neighbourhood wardens who can be contacted and will come out and visit. The group were also advised to take pictures of these incidences. Leaseholder suggested that signs are put up. CR and EG to look at options.</p> | |
| 5. | <p>Date of next meeting – 20 February 2019 6.30 to 8.00pm</p> | |
| | | |