Stevenage Borough Council

Leasehold Meeting 14 March 2018 - Questions and Actions

	Issue	**Action**	**Completed / on going**
1	Leaf clearing not happening at Harrow Court – unsightly potentially dangerous when leaves turn slippery also attracts rats in garages and conceals rubbish hypodermic needles etc	Leaseholder has been updated - inspections taken place, no needles found, missing bungs fitted to bins. Leaf collection at carparks and garage areas is being discussed as part of a review. Currently caretakers only litter pick the garage area if there was an obvious H & S issue – food stuff /flammable items/needles - The Caretakers would only glance over the area as it is not currently part of their remit.	completed
2	Lh received a large bill for tree roots damage to water pipes and it was not covered in insurance and they cannot get own insurance because we are freeholder. LH believes it is SBC who are liable as we are responsible for trees and we are not maintaining them.	Leaseholder advised. SBC current policy includes cover for resultant damage from a problem with communal drains i.e. if there is damage to a property, there is cover and 'Accidental Damage' to drains and pipes is insured. However the cost of repairing the drains/pipes, due to *wear and tear*, is not covered. This is similar to any repair of the building. SBC also currently maintains trees, by way of a tree maintenance programme. All trees at flat blocks have been surveyed and any necessary work is carried out by the Council's in house, specialist team. Maintenance of drains and pipes will also be considered when flats blocks are surveyed under the Flat block Major Refurbishment contract. In addition to the above response please note that a visual inspection of pipework will be undertaken and where defects are noted, either through this or resident reports, further inspection will be carried out. To carry out intrusive surveys as	completed

		standard (without reports of issues) would result in prohibitive costs.	
3	Di looking into feasibility of more inspections (currently 10%) costs of this needs to be considered. Lh's also concerned contractors are not being inspected. Di has advised that a contracts manager has been recruited.	b/f from December meeting - On going	On going
4	Lh's want clearer descriptions on repairs – Di has gone back to her team with this she is also working with IT who are doing an IT Healthcheck.	b/f from December meeting -On going	On going
5	Harrow Court All car park lighting is out. Reported as a repair 3 week ago and nothing has been done	**Repairs completed – no further reports.**	**completed**
6	Lh at Harrow Court said commercial vehicles parking and others not living in block it is a problem. SBC appeared to say that only solution was to employ someone at a large expense for carpark enforcement, resident survey showed residents did not want this but that is because it was expensive. However why not use the barrier LH thinks SBC doesn't want this. If we will not operate	If the barrier was recommissioned the residents would have to pay for this and all ongoing maintenance and repairs, also the fobs and replacements etc., the indications in the last consultation, were that residents did not want to pay anything towards parking. Therefore there are no current plans for recommissioning the barrier. In respect of lockable posts, this is not so straightforward as parking is not currently allocated parking and is first come first serve, lockable posts would also cost to install and rent and upkeep. Further consultation would be required with all residents, and this is not imminently planned, however this can be reconsidered, perhaps at the point of the full block survey and in the	completed

	the barrier can leaseholder have a space and a lockable bollard.	meantime the tenancy team will monitor feedback from all residents and will escalate this issue as appropriate.	
7	MRC – leaseholders at the meeting wanted to know more It was agreed next meeting will be about the MRC	Next meeting 25th July will be above MRC Although Leaseholders are encouraged to visit web site where there is a FAQ's which is a fluid document and being updated all the time to reflect the concerns of our residents. The link for the website: www.stevenage.gov.uk/current-works	Completed
7.1	When will surveys start	Properties included in the year 1 will likely be surveyed between July and September 2018. All properties included in the following years will be surveyed over a period of not more than 6 months prior to the financial year when works will take place.	Completed
7.2	When will residents be involved – they have been told they can be present for site survey's and have a say in the finish – can we confirm this?	Residents will be consulted prior to the year that works to their blocks occur. SBC will invite all residents to an event where proposed works will be discussed and any colour choices / finishes will be selected. There will also be an opportunity for meetings with SBC's surveyors at the blocks following these annual consultation events.	completed
7 .3	What is the 5 year programme – who will be first year etc	Mail out advising leaseholders was completed in April.	completed
7 4	Who will be doing surveys	SBC and contractors will jointly survey the blocks.	completed
7 .5	Who will be safeguarding SBC money. Will SBC have people on site when works are being done, to see that work is done well	SBC will have surveyors who will determine and instruct the scope of works, monitor works in progress and inspect and sign off works when complete.	completed
7 .6	Leaseholder in Jessop Road said he was told he is in 1st year.	as per 7.3	completed

7 .7	What is the policy on roof's how often are they / will they be renewed	Roofs will be renewed based on the following criteria. The age criteria for pitched roof replacement is 65 years, for concrete tiles 80 years for natural slate, synthetic slate 35 years and clay tiles 65 years, other specialist types 35 years. The age criteria for flat roof replacement is, Felt 15 years, asphalt 35 years, corrugated mineral cement sheeting 20 years, GRP membrane system 25 years, lead and other specialist 70 years. Where 50% or more of the component has failed or become damaged or where appropriate repair is unacceptably costly (for instance, if the repair cost would be same or exceed that of a replacement) or where there is an inability to source relevant and suitable spare parts or if economic replacement is necessary as a consequence of other proven remedial works, then the roof shall be replaced.	completed
7 .8	Can next meeting in June be about MRC and whoever comes to the next meeting can they provide the information and specific dates.	Yes Officers from the investment team will attend the next meeting to meet this leasehold group (25th July)	Completed
7 .9	Can we put comms plan on web site with minutes.	There is an intention to put this on the website; however this is currently adapting and developing. Up to date information about MRC will be on the web site.	completed
7.10	Can we publish updates on web site	Yes see SBC website	completed
7.11	Lh believed buyers not being told about MRC	SBC do tell solicitors as part of the pre-sale process. All leaseholders who go through the normal presale enquiry process via solicitors will have this information and any tenant who buys their property under the right to buy has been informed of the MRC	completed
7.12	If an elderly resident can't afford to pay for MRC will they be compulsory	No. There will be opportunities for one to one meetings with residents with concerns.	completed

	purchased		
7.13	Will people in year 5 be paying more than those in year 1 for MRC – i.e. is there an uplift that will be applied	The Major Refurbishment Contract does include a provision to adjust prices after 31March 2019, to reflect inflation and therefore works carried out in the future will be adjusted to reflect such changes. • It is therefore likely that the cost of the works will be higher in **cash** terms. • However, as inflation reflects increases in both prices and incomes more generally over the medium to long term, the cost of the works in **real** terms should remain broadly the same.	completed
7.14	Leaseholder in Hopton Road, told a number of years ago and it was minuted that she would be in the first year as a pilot	Apologies given as SBC are unable to honour this promise made before programme agreed etc .Property is currently scheduled for year two.	completed
8	Front entrance doors of harrow court regularly glass broken. Can SBC fit metal grids	There are no current plans to fit metal grids on doors. Full scope of works and improvements to be discussed at time of survey.	completed
9	Is SBC getting repairs from vandalism repaired via insurance – is it only when there is a crime ref, it appears that onus is on residents to report things however for high-rises If caretakers visit every day they must notice when the glass is broken – is someone checking the CCTV to find out who is responsible	Information to follow	Ongoing
10	Can resident inspectors go through the CCTV	No due to data protection	completed
11	Resident at Harrow Court had ongoing problems with communal heating	Response sent direct to leaseholder.	completed

	and water has had 5 different plumbers look at the problem to no avail. Getting beyond reasonable there is a terrible bang every time the heating or water turns off.		
12	Trumper road - Reported the timer was out for hallway lights – it happened again within a few weeks . this was 1 fault but I was informed it would be treated as 2 separate incidents why. The light never worked properly over this period.	Leasehold team are liaising with leaseholder to resolve this.	completed
13	Trumper Road Works on roof in Dec 16 more works needed April/May 2017. Charged again. Why was there no guarantee as full survey completed in Dec 16. We are charged a lot of money for these works with no guarantee. What are the guarantee's or do we keep getting faults – respond to why we are getting charged roof again within 12 months.	Full response sent to leaseholder and further liaison continues. Explanation provided included that Repairs were nearly a year apart and were in different areas. The repairs team are a responsive team picking up issues and providing solutions as they are reported. Patch repairs were considered as required. A full survey and any larger scales works will be picked up if necessary in the upcoming flat block programme. Scaffolding has been essential each time as we have had to erect multi-platform scaffolding to access the area. There is balance between getting works done urgently, to ensure we stop further distress and also damage or waiting for a programmed approach, waiting is not always possible. Often patch repairs will suffice, however they are not always the complete solution to the problem. Also refer to roof replacement criteria 7.7	completed
14	2 leaseholders applied to be key	Leasehold team are working to improve this and will endeavour to send 17/18	completed

	leaseholder but not receiving correspondence	costs for review before being applied.	
15	Leaseholder at Harrow Court is interested in further residents meetings	Contact details have been shared with the resident's involvement team.	completed