



MINUTES

Meeting	Date	Time	Location
Leasehold Forum	19/10/20	18:00	Virtual meeting via Zoom
Attendees			
<p>Salima Garti (SG), Jan Bohin (JB), Dot Lee (DL), Sarah Collingwood (SC), Steven Carlin (SC), Raaho Iman (RI), Alistair Goulding (AG), Tim De La Rew (TDL), Amanda Williams (AW), Andrea Vasconcelos (AV), Ben Payne (BP), Chris Evans (CE), Deborah Lockwood (DLW), Deborah Lee (DL), J N Kennedy (JNK), Jennifer Ball (JB), Mattie Keane (MK), Mitra Sabet (MS), Mokhtar Burchak (MB), Monika Jakimowicz (MJ), Patricia Elvy (PE), Petra Regitkova (PR), Raho Iman (RI), Rob Hills (RH), Rob Clarke (RC), Ross Dallimore (RD), Shyam Nath (SN), Sonia De Souza (SDS), Stefania Cauli (SC), Stephen Robson (SR), Therese Confait (TC), Treve Jankyn (TJ), Thomas Kendall (TK), Anthony Watkins (AW)</p>			
<p>BCC</p> <p>Mark Kempt (MK), Ilona Marciniak (IM), James Bannerman (JBA), Gillian Durden (GD), Julie Mckay (JMC), Rob Swift (RS)</p>			
Apologies		Minutes	
		Ilona Marciniak	

Agenda Items

1. Welcome (Housekeeping/ code of conduct)
2. Action Points and updates since the previous forum (July 2021)
3. The 30 year Business Plan presentation
4. Future 'hot topic' ideas for the Leaseholder Forum in April 2022
5. Any other business
6. Date of next meeting to be advised (April 2022) and close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	<p>Welcome (Housekeeping/ code of conduct)</p> <p>MK - Welcomed all attendees to the forum and explained this is a virtual Leaseholder Forum</p> <p>MK - Highlighted the Code of Conduct to all participants</p>	
2	<p>Action Points/ update since last Forum</p> <p>MK – Explained that the updates from the last forum will be provided in the format of “you said we did” prior to going through each action and confirming the outcome.</p>	

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	<p>MK – Introduced Julie McKay (JMC) to the forum</p> <p>JMC – Described her role within BCC as an independent consultant whom is required to provide recommendations on how to improve the service.</p> <p>JMC – Presented “The aims of the RTB and Leasehold review” to the forum (presentation attached), covering;</p> <ul style="list-style-type: none"> • Customer Service • Right to Buy processes • Leasehold Service • Service Charges • Income Recovery <p>JMC – Asked who would like to become involved in “shaping the future?” Those whom are interested should email her at Julie.McKay@bristol.gov.uk</p> <p>TDL – Asked if JMC has previously worked in the private sector before questioning the validity of RTB and suggesting that there should be a separate department for leaseholders.</p> <p>JMC – Advised she has always worked in Social Housing, but was also a member of Institute for Residential Property Management (IRPM) a qualification which covers the private. Legislation covers both sectors</p> <p>MK – Advised that JMC would be partaking a very significant piece of work for the service in BCC. Recognising that investment was required within the department to raise standards and is focused on achieving this.</p> <p>BP – Queried when the service charge invoice was due raising concerns that the invoice was not clear.</p> <p>JB – Advised payment was due immediately but could be made in monthly installments and discussed payment options.</p> <p>SDS – Requested a breakdown of service charges after receiving an invoice. Expressing a desire for the invoices to be more detailed and easy to follow.</p> <p>JMC – Agreed that greater clarity is required and it should be easy to determine what the charges are. Confirmed the invoices are being reviewed.</p> <p>BP – Agreed with SDS and advised this would be very beneficial.</p> <p>MK – Advised there is a lot of work to do, the feedback is welcomed and requested that feedback is emailed to Julie.McKay@bristol.gov.uk</p> <p>SG – Expressed concerns that the phone number which is provided re Section 20 is a general BCC number whom are not aware of any</p>	<p>JMC</p> <p>JMC</p>

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>details.</p> <p>JMC – Advised that the training which is due to be conducted will be for supporting teams also, so those whom answer will then have knowledge recognising that services are provided by a number of different teams within BCC</p> <p>CE – Expressed concerns over the building insurance with Zurich suggesting that it is triple the price of other reputable insurers.</p> <p>JMC – Explained there are many criteria to take into account, however a meeting is planned with the insurance team next week as Section 20 Consultation is due to take place shortly for the new Insurance cover. It was recommended that residents provide feedback.</p>	
3	<p>The 30 year Business Plan presentation</p> <p>MK – Introduced Rob Swift.</p> <p>RS/GD – Presented the HRA Business Plan to the forum referring to the budget; challenges and opportunities. Before discussing the forthcoming consultation including both resident and public engagement.</p> <p>RS – Discussed the Budget Simulator and encouraged involvement. Investing in Council Homes (budgetsimulator.com)</p> <p>TDL – Advised there was no mention on rent arrears in the presentation..</p> <p>GD – Advised this was a condensed version of the presentation and this information does appear on the alternative version. Confirming that there is current £12 million debt; This year 99% of rent was collected. BCC maintains a pro active approach with assisting tenants paying rent.</p> <p>MK – Advised that the approach has changed since pandemic with BCC focused on supporting tenants. This has proven to be a more effective approach.</p> <p>GD – Encouraged all attendees to try the Budget Simulator. Expressing a desire to establish what is important to everyone. Investing in Council Homes (budgetsimulator.com)</p>	
4	<p>Future ‘hot topic’ ideas for the Leaseholder Forum in April 2022</p> <p>MK – Informed the group that unfortunately due to staff illness it was not possible to present the ‘hot topic’ in this forum; The green agenda. Before checking if attendees were happy to discuss this in the next forum in April and if there were any further topics of interest.</p> <p>JB – Suggested the Insurance Team presented at the next forum. **This received thumbs up from attendees**</p> <p>BP – Suggested recycling facilities</p>	
5	<p>AOB</p> <p>SG – Asked why building insurance isn’t used when windows are broken in communal areas?</p>	MK

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	<p>SG – Would like a 5 year plan for the major works in her block to enable her to budget.</p> <p>GD – Advised it is a work in progress. Whilst the information is available it is not always communicated efficiently.</p> <p>JMC – Agreed that Improvements were being looked at in this area.</p> <p>MK – Advised he would look into the building insurance question.</p> <p>JB – Reminded that not all flats are in high rise blocks, she lives in a walk up flat and more consideration was needed for these too.</p> <p>GD – Advised that when referring to “blocks” this covered both high rise and walk ups; and also the house type flats.</p> <p>AV – Suggested her question in the last forum regarding service charges was not answered. Asked if clearing fly tipping is charged back to leaseholders or is there a separate budget;</p> <p>JB – Confirmed there is a separate budget; Leaseholders will never be charged for works carried out in someone else’ flat.</p> <p>BP – Expressed disappointment with the recycling facilities; no composting. An update is required.</p> <p>MK – Advised he will discuss this with Estate Services and revert back.</p> <p>MJ – Requested a copy of minutes and presentations from previous meetings.</p> <p>IM – Advised she would send MJ a link to the minutes from the previous forums which can be found online. The minutes from this meeting would be emailed to all attendees.</p> <p>AW – Expressed concerns that he sent an email to the leaseholder team but failed to receive a response. Invoice was received detailing a large spend on works, however the invoice did not detail what the work was for.</p> <p>MK – Advised that a representative from the leaseholder team would be contact this week to discuss further.</p> <p>BP – Queried whether his block would be painted in line with Building Improvement Programme.</p> <p>GD - Agreed that improvements were well overdue however at present investigations were currently taking place, once complete work will be carried out.</p> <p>JB – Asked why more notice wasn’t supplied in Bishport 5 re scaffolding; Tenants were supplied just three days to make adjustments.</p> <p>GD - Advised she was of the belief the letter supplied two weeks’ notice of the impending works; The letters were signed off by a cabinet member. Will double check the timing of the letters and advise.</p> <p>IM – Advised JB of the upcoming consultation meetings surrounding Bishport 5 which may be of interest.</p>	<p>GD</p> <p>MK</p> <p>IM</p> <p>MK</p> <p>GD</p>
6	<p>Date of next meeting to be advised (April 2022) and close</p> <p>MK – Confirmed the next meeting would be 5th April 18:00. https://www.eventbrite.co.uk/e/196577226777</p> <p>MK – Thanked everyone for their attendance and closed the meeting.</p>	