

Tenant Participation
Summer Leaseholder Forum



MINUTES

Meeting	Date	Time	Location
Leaseholder Forum	19/07/2022	18:00	Online
Attendees			
Residents	Councillors	Staff	
Chris Evans (CE) David Bannister (DB) Diana Bell (DB) Ivana Svabic Cannon (IS) Lyn Porter (LP) Marek Burzynski (MB) Mirka Novakova (MN) Nichola Fearon (NF) Rob Hills (RH) Stefani Cauli (SC) Suresh Moorthy (SM) Tim De La Rue (TD) Win Kennedy (WK)		Adam Davis (AD) Dave Cowley (DC) Ilona Marciniak (IM) James Bannerman (JB) Jonathan Williams (JW) Julie McKay (JM)	
Apologies		Minutes	
		Adam Davis	

Agenda items

Section 1.

The first 15 minutes will be used to ensure that all participants are able to access the meeting and have audio and video capability

- a) Welcome (Housekeeping/ Code of Conduct / Practical Matters)
- b) Discussion Topic – Presentation & Discussion and Q&A (Energy Efficiency)
- c) Discussion Topic – Presentation & Discussion and Q&A (Right-to-buy and Leasehold Service)
- d) Future Topics
- e) AOB
- f) Date of next meeting & close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
A	<p>Welcome (Housekeeping/ code of conduct)</p> <p>JM - Welcomed all attendees to the forum and highlighted the Code of Conduct to all participants.</p>	
B	<p>JW presented on energy efficiency.</p> <p>TD – stated that smart meters don't work for duplexes.</p> <p>DC – confirmed that this is the case. Confirmed that he will investigate the possibility of any solutions.</p> <p>RH – asked DC to share his email address.</p> <p>DC – agreed (dave.cowley@bristol.gov.uk).</p> <p>DB – asked whether the responsibility to insulate roofs is with leaseholders or BCC.</p> <p>DC – confirmed that the responsibility is with BCC.</p> <p>DB – asked whether the responsibility to insulate windows and boilers is with leaseholders or BCC.</p> <p>JM – explained that this is dependant on what the lease states. Asked DB to email outside of meeting and will confirm for his property.</p> <p>LP – asked if increasing temperatures are being considered with things such as installing air conditioning, feature windows etc.</p> <p>DC – advised that block design makes this challenging. One idea being investigated is heat pump cylinders which generate cold air, although this is currently only theoretical.</p> <p>LP – suggested it might be useful to look at how hotter countries approach problems.</p> <p>CE – advised that he was seeing an increase in electricity costs from £34 to £135 per month if he signs up for a fixed term contract, but it would be around £75 per month if he leaves it as a variable contract. Asked for advice on which approach would be better?</p> <p>DC – electricity prices are increasing a great deal but BCC are unable to provide this advice.</p> <p>NF – raised that she is in the same situation. Decided to stay on a variable contract for a month or two and then assess afterwards. Once you've signed a contract you're stuck with it.</p> <p>JM – raised that Centre for Sustainable Energy may be able to provide independent advice - https://www.cse.org.uk/.</p>	DC

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	<p>RH – asked if installing batteries in properties is allowed by BCC. This allows residents to buy electricity at cheaper times of day.</p> <p>JW – confirmed that he'll take question away and provide answer.</p> <p>LP – asked if yearly electricity and fuel charge could be changed to quarterly.</p> <p>JM – confirmed that personal heating and hot water costs are now included within the Estimate Service Charge. The personal heating and hot water costs for the year ending March 2022 are currently being looked at.</p>	JW
C	<p>JM – presented update on Neighbourhood Mapping.</p> <p>Housing Officers have undertaken over 260 inspections of estates and neighbourhoods. Of that, over 240 have been given a score of 2 or 3. Work to produce an Estate and Neighbourhood brochure which outlines the standards; what we are grading, how often and useful information for residents is on going and will added to our webpages over the coming months as will frequency of inspections and the scores of our estates and neighbourhoods. A further update will be given at the next Forum.</p> <p>JM – presented on Right-To-Buy and Leasehold Service.</p> <p>DB – asked if there are any objections to proposals and choice of contractors.</p> <p>JM – confirmed that this is not currently the case, although some feedback has been received which will be responded.</p> <p>RH – raised concerns that people don't respond to letters due to technical jargon and not understanding.</p> <p>JM – Explained that some of the letters need to be sent in a prescribed format. She suggested that she present on Section 20 at October meeting.</p> <p>RH – raised concerns that there is no explanation of how the three contractors were decided on.</p> <p>JM – leaseholders were unable to select contractors due to the size and length of contract within Section 20.</p> <p>RH – raised that there are suspicions among some residents about contracts, financial dealings and backhand payments. Asked how replacing a roof and painting can cost half a million pounds.</p> <p>JM – confirmed that residents are entitled to details of contracts affecting their property, and that she will contact RH outside of the meeting.</p>	JM

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	<p>DB – agreed with RH on the fact there is not enough detail provided on how contractors have performed.</p> <p>JM – confirmed that checks form part of the tendering process. Suggested a presentation on one specific contract at a future meeting.</p> <p>IS – raised that it would be helpful to see specific costs.</p> <p>JM – confirmed that when the Long Term Qualifying Agreements are tendered for the prices are based on a broader issue. When works are carried out at a particular block then estimates are provided as part of that process.</p> <p>Suggested that leaseholders can speak to external expert: Leasehold Advisory Service – 020 7832 2500 or info@lease-advice.org</p> <p>SC – raised that she doesn't feel equipped to express opinion due to lack of knowledge. Requested that October's meeting focus on this topic. Asked about scaffolding that was erected but not used for anything. JM to contact outside of the meeting</p> <p>JM – confirmed that the cost being charged has to be reasonable, and that they can be challenged.</p> <p>IS – asked how she can check that the amount paid is correct. JM to make contact outside of the meeting</p> <p>JM – confirmed that an 'Actual' Service Charge statement will be sent to leaseholders in September, and that an invoice or credit note will be used depending on whether there is a deficit or surplus.</p> <p>JM – advised that they had intended on issuing the Forward Maintenance Plan but there are some technical difficulties about getting the information in a usable format. This is still a work in progress</p> <p>RH – asked if plan includes existing costs.</p> <p>JM – confirmed that the plan includes works that are currently underway, and that she can answer on specific costs if people email her.</p> <p>RH – raised concerns that future works will cause issues with selling properties.</p> <p>JM – confirmed that a solicitor would ask BCC for necessary information to complete LEP1 form which contains these details. Unfortunately works can sometimes lower the value of properties but this would be the same in the private sector. It would be down to the parties involved to negotiate, BCC wouldn't get involved in</p>	<p>JM</p> <p>JM</p>

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	<p>this.</p> <p>RH – asked for more details of when works will be taking place to be provided.</p> <p>DB – raised that he is part way through major works taking place, and praised JM for her help, feels this should give other leaseholders confidence. Asked JM if he should raise the need for further works through her.</p> <p>JM – recommended using the normal process. If something is problematic then she is happy to assist.</p> <p>JB – confirmed that repairs can be reported on the BCC website, which is the same for all residents.</p> <p>NF – raised that he shares the same issues as DB, and asked to be contacted outside of the meeting.</p>	JM
D	<p>Future Topics</p> <p>Section 20 consultation</p>	
E	<p>AOB</p> <p>LP – raised that she provided information to BCC to extend lease, but nothing has happened.</p> <p>JB – confirmed that this should be with the Legal Team, and that he will chase them and contact LP.</p>	JB
F	<p>Date of next meeting & close</p> <p>The date of the next meeting is 11 October - https://www.eventbrite.co.uk/e/385644060767</p> <p>JM – thanked all for their attendance and for generating interesting discussion.</p>	