



## MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Leaseholder Forum	11/10/2022	18:00	Online
<b>Attendees</b>			
<p style="text-align: center;"><b>Residents</b></p> Janice Bohin (JB) Ben Hanrath (BH) Steve Carlin (SC) Angela Spencer (AS) David Cook (DC) Salima Garti (SG) Win Kennedy (WK) Rebecca Hertogs (RH) Steve Robson (SR) Nichola Fearon (NF) Tim De La Rew (TDL) Tom Mounter (TM) Suresh Moorthy (SM) Stefania Cauli (SC)		<p style="text-align: center;"><b>Staff</b></p> Mark Kempt (MK) Ilona Marciniak (IM) Julie McKay (JM) Mary Millington (MM)	
<i>Apologies</i>		<i>Minutes</i>	
		Mark Kempt	

### Agenda items

#### Section

1. Welcome, housekeeping and introductions
2. Action Points and updates since the previous forum (July 2022)
3. Section 20 Consultation (Julie McKay & James Bannerman)
4. Leasehold review & Transformation update (Mark Kempt & Julie McKay)
5. Future 'hot topic' ideas for the Leaseholder Forum in March 2023
6. Any other business
7. Date of next meeting 28<sup>th</sup> March 2023 and close.

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1.	<p><b>Welcome (Housekeeping/ code of conduct)</b></p> <p>JM - Welcomed all attendees to the forum and highlighted the Code of Conduct to all participants.</p>	
2.	<p><b>Action Points and updates since the previous forum (July 2022)</b></p> <p>JM – Went through the action points. Explained that any questions with regards the actuals would be dealt with outside of the meeting; details should be left in the Zoom chat or emailed to the team directly and they will receive a call back this week in response.</p> <p>Provided an update on 'You Said, we did' from July 2022. Contact had been made with all residents, there were no further comments.</p>	
3.	<p><b>Section 20 Consultation (Julie McKay)</b></p> <p>The PowerPoint presentation was shared with the forum; A copy of this is available on request.</p> <p>JM – FAQs are being produced to support Leaseholders in obtaining independent information when Section 20 Notices will be issued.</p> <p>BH – Queried the management fee costs in relation to major works.</p> <p>JM – Advised Section 20 can only charge what is stated in the lease. If the management fee was deemed as too excessive this could be reviewed. Some organisations are moving away from having a fixed management fee; BCC currently operate a percentage Management Fee. However this may be reviewed in response to the cost of living crisis.</p> <p>MM – If the costs are deemed as excessive we will reduce the management fee for major works?</p> <p>SG – Asked: Section 20 was cancelled as it did not include everything. Should we receive something in writing?</p> <p>JM – In this instance then current Section 20 overruled previous Section 20. Therefore notification wasn't required, however it would be good practice to communicate this leaseholders had Section 20 been withdrawn.</p> <p>Advised sometimes residents are unaware when works have been completed; They may have happened on the other side of the block for example. Therefore we are learning that these events need to be communicated.</p> <p>SR – Responded to the questions on 'percentage of costs.'</p> <p>JM – Explained there are many different elements which make up</p>	

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	<p>the service charge and provided a breakdown. Residents will always be consulted prior any changes to proposal. If there are any objections or disagreements we recommend they consult the leasehold team in the first instance, Alternatively they can go to the First Tier Tribunal and request an independent decision.</p> <p>More information on Service Charges and the First Tier Tribunal can be found by visiting the Leasehold Advisory Service: <a href="http://www.lease-advice.org">www.lease-advice.org</a></p>	
4.	<p><b>Leasehold review &amp; Transformation update (Mark Kempt &amp; Julie McKay)</b></p> <p>PowerPoint presentation shared with the forum this is also available on request.</p> <p>JM - Asked for comments on the recent proposals as this will enable us to learn and gauge opinion.</p> <p>BH – Queried whether it would be possible to send all future communication via email.</p> <p>JM – Advised this is not possible in some instances, as they are some documents which need to be posted to the address of the relevant property due to Legislation.</p> <p>MM – Advised that it is possible for both an email and letter to be sent if preferred; Any leaseholder wanting this should advise the team and this can be arranged.</p> <p>JM – Explained that as part of the transformation we be moving the Income Recovery department subsequently we will be asking for up to date contact details from leaseholders in due course. Further communication is to be sent in November 2022; This will help communication to be sent via the leaseholders preferred method, providing these have been advised and contact details saved.</p>	
5.	<p><b>Future ‘hot topic’ ideas for the Leaseholder Forum in March 2023</b></p> <p>JM – Asked for any suggestions for future topics? After a discussion of issues around the management of Neighbourhoods/Estates it was agreed that the Manager of the Estates team would attend to present on what their teams do. This will also include an update on the Neighbourhood Grading exercise being undertaken.</p>	
6.	<p><b>Any other business</b></p> <p>Leaseholder suggest there is a lack of Housing Officers present in the designated areas.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>Leaseholder advised that there has been very little impact since the estate grading has taken place.</p> <p>BH -asked if there are any block specific meetings?</p> <p>IM – Supplied a list of meeting opportunities and invited all leaseholders to the Next Housing Forum (12<sup>th</sup> October 1pm) and the Fire Safety Service User Groups (27<sup>th</sup> October at 7pm)</p> <p><a href="https://www.eventbrite.co.uk/e/375212660167">https://www.eventbrite.co.uk/e/375212660167</a></p> <p>JB – Advised that the itemised statement which is now received is a great improvement and very positive.</p> <p>TM – Queried how long it takes to receive a response to an email enquiry which is sent to the leaseholder team.</p> <p>JM - Advised a response will be received within 15 working days.</p> <p>AS – Raised a specific issue where she is yet to receive a response.</p> <p>MK – Advised he would call her to discuss.</p> <p>AS – Asked where she can find a copy of previous meetings.</p> <p>IM – Advised these can be found online.</p> <p><a href="http://Council leaseholders (bristol.gov.uk)">Council leaseholders (bristol.gov.uk)</a></p>	
7.	<p><b>Date of next meeting 28th March 2023 and close</b></p> <p>Date of next meeting 28th March 2023</p> <p><a href="https://www.eventbrite.co.uk/e/439806913317">https://www.eventbrite.co.uk/e/439806913317</a></p> <p>This was shared with the forum.</p> <p>JM – thanked all for their attendance and for generating interesting discussion.</p>	