

# Your Home, Your Say

## Annual Leaseholder Consultation Forum

### *Minutes 25<sup>th</sup> November 2021*

<b>Present:</b>	<p>Leaseholders: Diane Best, Stan Best, Joy Cavanagh, Chris Workman, Stav Zalel, Matthew Emmerson, Martin Barrass, Jing Huang, Darren Tarrant, Leticia Summers, Rachel Rudge, Aniko, Evelyn Penfold, Lety, Christina, Colin Hazel, Shayne Mitchell, Deborah Cohen, Andrew Jordaan, Ron Taylor, Caitlin Bones, Anna Omilian, Ernst Goldbeck, M Ding, Marco Bruno, Arwa, Bob Groser, Kathy Brown, Sheridan James, Ruth &amp; Eddy Miller, Paul Nicholls, Jon Wells</p> <p>Officers: Anna Hill, Will Barfield (item 3), Will Beavitt &amp; Jamie Lambert (item 7) James Ogle (item 4), Dominic Lamch (item 6), Emily Downey, Megan Barker, Carol Amos</p>
<b>Apologies:</b>	Jonathan Keyser, Daniel Auger
<b>Copies:</b>	<p>City Homes</p> <p>Leaseholders - webpage</p> <p>Via Teams – copy of recording available to view</p>

	<b>Agenda item</b>	<b>Action</b>
<b>1.0</b>	<b>Welcome</b>	
1.1	Stan Best welcomed everyone to the meeting held via Teams.	
1.1	Emily Downey (resident Involvement Officer) outlined the general rules to be followed during the meeting and started recording the meeting – which will be available on the Council’s website next week link here: <a href="#">Leaseholder consultation meetings - Cambridge City Council</a>	
<b>2.0</b>	<b>Minutes of Last Meeting (26.11.2020)/Matters arising</b>	
2.1	Item 2.4 – Should state £1200, not £12000.	
<b>3.0</b>	<b>Future Planned Works – update from Will Barfield – Asset Manager</b>	
3.1	<b>Full power point can be found in <i>Appendix 1</i></b>	
3.2	Will Barfield works for the Estates and Facilities Team in the council who deal with repairs and maintenance. The Council takes a proactive approach to maintaining our stock i.e. we do not wait until there is an issue before carrying	

<p>3.2</p> <p>3.3</p> <p>3.4</p>	<p>out planned works. We inspect properties on a five-year rolling cycle.  The current budget for works this year is £24 million – and this does not include day-to-day works.  There have been some delays to the works programme due to covid, lock downs, EU supply chain issues.  There are 2 main contractors:  TSG – mainly do internal works, although they also do electrical works – lifts, door entry;  Fosters Property maintenance – mainly external works.</p> <p>The key areas of planned maintenance works are:</p> <ul style="list-style-type: none"> <li>• Fire Risk Assessment works – following the fire at Grenfell Tower;</li> <li>• Improving energy efficiency;</li> <li>• Structural works – as most of our blocks are now over 50 years old;</li> <li>• Communal parts – entrance doors, door entry, floor coverings;</li> <li>• Electrical testing – including emergency lighting, identifying priority areas;</li> <li>• Estate Improvement schemes;</li> <li>• External painting;</li> <li>• Street lighting – replacement LED lighting.</li> </ul> <p>The Council are looking at the procurement of Compliance and Service contracts.  <b>Structural Works include:</b></p> <ul style="list-style-type: none"> <li>• Hazelwood and Molewood Close;</li> <li>• Bemuda Terrace</li> <li>• Kings Hedges – Nicholson/Hanson &amp; Walker Courts</li> <li>• Hanover and Princess Court – essential works;</li> <li>• South Arbury – Cockerell Road, Perse Way, Rutland Close and Brackley Close;</li> <li>• Fanshawe and Davy Road.</li> </ul> <p><b>Communal and emergency lighting</b>  A programme of work is currently being developed – all new lighting will be LED.</p> <p><b>Door Entry</b>  110+ blocks where door entry systems were installed in the 80's and 90's – now need upgrading.</p> <p><b>Repairs to staircases</b>  On-going to meet the required standards.  TSG contract ends in 2022 – update Item 5 on Agenda.</p> <p><b>Questions:</b></p>	
<p>3.4</p>	<p>Rachel Rudge – Edgecombe – <i>The black floors of the flats were replaced with blue, they filled in the handrails to the staircases, there is new lighting – which did not get painted</i></p>	

<p>3.5</p>	<p><i>over. She is concerned about the quality of the new work being carried out – it does not look very good; and will this end up with work having to be done again?</i></p> <p>WB: This is a difficult issue around the aesthetics of a building – painting should follow on behind the work, but it does not always happen straight after. Should we take out the existing and replace with new – or repair what is already there? Sometimes there have been issues with contractors not complying with the specification. WB will check this is picked up in the specification.</p> <p>RR: <i>People live in these blocks – it is not just a building – people care about their home and that is the standard they expect.</i></p> <p>Jing Huang – Crawford Close – <i>Following issues:</i>  <i>The communal doors to the block – there are 3 families all sharing the same small area – the doors are not fit for purpose, not self-closing, locking system not good – end up with people getting in and anti-social behaviour;</i>  <i>Electrical Inspection – paid £1250 for electrical inspection – can they claim back from council?</i>  <i>Fire Safety – problems with bulky waste left under the stairs – which is definitely a fire hazard;</i>  <i>Energy efficiency – Just had EPC and the roof has minimal insulation below stand – when will this be done</i></p> <p>WB: The council are only looking at door entry systems for blocks of 4+ or over 30 years. We can inspect the communal door for a new door closure if reported to repairs.</p> <p>The Council only carry out the electrical test in the Communal Areas – the leaseholder is responsible for the electrical check in their flats. Will can check to see if the insulation is less than 200mm and add to programme if necessary.</p>	<p>WB</p>
<p>3.6</p>	<p>Aniko – Hanover Court. – <i>Concerned about the amount of works to the block – when already paid £10k + - The quality of the work is very poor. Work does not last – worried they end up paying again eg roof, lift, balconies. What has previous money paid for? This is not clear as further repairs now needed?</i></p> <p>WB: The Council have already carried out 2 phases of structural works to different parts of the building and we are just about to start the last phase. When we do a consultation letter in the future, we will make it clearer the work already done and the new work being carried out. <i>Aniko said the balcony was only just replaced 5 years ago after previously being painted – should not have to pay twice.</i></p>	<p>WB</p>
<p>3.7</p>	<p>Matthew – Lichfield Road – <i>Lots of energy efficiency work going on at the moment – including new windows – is there anyway leaseholders can get the work done by the same contractor? Also are there any proposals for solar panels to roof etc?</i></p> <p>WB: Occasionally the contractors will carry out work for</p>	<p>WB</p>

	<p>leaseholders – but this is a private arrangement between the two parties. Will can check. The Council are aiming for a target of ‘C’ rated properties by 2030. Lots are currently ‘D’ rated – these tend to be houses built in the 30’s/40’s with solid walls. Wall insulation and solar panels brings some properties up to a ‘B’. There will be a pilot project next year to develop a programme of zero-rated houses – so that the Council can see how affordable this is. We will also be looking at phasing out gas boilers etc.</p> <p><i>Matthew suggested the Council advises leaseholders how much energy efficiency they can do themselves – as there are grants available.</i></p> <p>WB: Good suggestion – the Council needs to look at producing an advice note on that.</p> <p>3.8 Shayne Mitchell – <i>The quality of work has been discussed – could there not be a letter after the work to find out residents’ satisfaction?</i></p> <p>WB: Contractors should be doing this anyway – he will check this is still happening.</p> <p>3.9 Ivy Ding – Rutland Close – <i>When will work be starting on Rutland Close?</i></p> <p>WB: Currently the work is being designed, with a view to tendering in January/February 2022. The work will not be due to be paid until Actuals 2023.</p> <p>There were questions regarding works to individual blocks that Will can respond to separately.</p> <p>Reminder If any leaseholder is interested in changing their front door they should email the council in the first instance as this is a structural alteration to: <a href="mailto:leasehold.services@cambridge.gov.uk">leasehold.services@cambridge.gov.uk</a></p>	<p>WB</p> <p>WB</p> <p>WB</p>
<p>4.0</p> <p>4.1</p> <p>4.2</p>	<p><b>Building Cleaning Re-tender – update James Ogle, Project Officer</b></p> <p>The Housing contract was retendered in September – 5 tender submissions were received, and officers and resident representatives are appraising them.</p> <p>There is no preferred contractor yet – the next steps are:</p> <ul style="list-style-type: none"> <li>• Moderation to review scoring 6/12;</li> <li>• Advise tenderers of preferred supplier;</li> <li>• Complete financial checks</li> <li>• If first supplier sticks by quoted prices – leaseholders will be formally notified by a section 20 notice – probably February 2022</li> </ul> <p>The contract start date is April 2022</p> <p><b>Questions:</b></p> <p>Matthew – <i>What is the length of the contract and the quality control, as the previous contractor was not up to standard?</i></p>	

4.3	<p>JO: This is a 3-year contract, with an option to extend after 2 years, and then a further 2 years – so 7 in total. Will Beavitt confirmed that the council will be checking and measuring quality throughout. Currently, we have a series of inspections to check 1/3 of the areas every 3 months.</p> <p>Christina: <i>Is window cleaning being carried out by a different contractor?</i></p> <p>WB – Yes, the window cleaning contract started in April 2021 and is carried out every 3 months – the next clean of communal windows will be in December.</p> <p>NB: Communal windows are cleaned in <b>April, August and December.</b></p>	
5.0 5.1	<p><b>Planned Maintenance Contract Tender – Clive DeSilva, Contract &amp; Procurement Manager</b></p> <p>This is in relation to the renewal of the TSG contract, for which leaseholders have already received a Section 20 Notice.</p> <p>There has been a lot of interest from contractors on the tender – which is complex, and contractors have appreciated the time the council have allowed.</p> <p>The intention is to advertise the tender in January/February. The applicants will be reduced to 5 by March/April – with the aim of awarding the contract in around June 2022.</p> <p>The tender is being appraised on 70% quality v 30% price – and tenant and leaseholder representatives will be on the panel.</p> <p>No further questions.</p>	
6.0 6.1	<p><b>Subletting your leasehold property – Town Hall Lettings, Dominic Lamch</b></p> <p>This is a service provided by the Council – aimed at leaseholders who sublet their leasehold property.</p> <p>The Council has its own lettings agency who guarantee rents, carry out a full management service and are happy to offer free advice and support.</p> <p>Contact details are available on their website at:  <a href="https://www.townhallettings.com">https://www.townhallettings.com</a> or  01223 457920</p> <p>No further questions.</p>	
7.0 7.1	<p><b>Zero Tolerance Policy – Will Beavitt &amp; Jamie Lambert</b></p> <p>Jamie was recently appointed to this new role of Engagement, education and enforcement officer for the Council’s zero tolerance policy – in relation to fire safety in communal areas.</p> <p>He carries out visits and inspections and responds to complaints</p> <p>He has already inspected over 80% of the following areas: Trumpington, Kings Hedges, Queen Ediths, Cherry Hinton – and will be moving round to other areas to complete all areas by July 2022.</p>	

<p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p>	<p>Jamie outlined some of the issues he has dealt with eg motor vehicles stored in the communal area. Blocked entrances and doors.</p> <p>How are the Council tackling it?</p> <ul style="list-style-type: none"> <li>• Bike storage – we are trialling different areas with different types of bike stores to see what works best;</li> <li>• Investigations of complaints – to find out the source of the dumping;</li> <li>• Community clean-up days – to encourage residents to remove items that would otherwise be stored in the communal areas;</li> <li>• Blocking up areas under the stairs to prevent bikes etc being stored;</li> <li>• Encouraging the use of the Bulky refuse collection service – which the council provides for £30 plus £5 per additional item</li> <li>• Working with the enforcement team to fine those littering and fly-tipping. (Fly-tipping occurs when there is more than 1 black bag in a public space. Fines can be issued up to £400.</li> </ul> <p><b>Questions:</b></p> <p>Jing Hoang – Crawford Close – the electrical meter cupboard is under the stairs and the door on it does not comply with the current regulations.</p> <p>Megan Barker – explained that the Fire Risk Assessment for that block is shown as ‘Tolerable’. The fire rating can range from trivial, tolerable, moderate, substantial and intolerable. Megan can provide a copy of the Fire Risk Assessment for the block you can request it from:</p> <p><a href="mailto:leasehold.services@cambridge.gov.uk">leasehold.services@cambridge.gov.uk</a></p> <p>Are the council putting in cycle storage everywhere? Will Beavitt explained that the issue is finding suitable sites. The Council has set aside £1m each year to address Estate Improvement Schemes.</p> <p>Shayne Mitchell asked if cycle storage could be looked at for Arbury Court please? Will Beavitt will ask Richard Cole, Estate Champion to investigate.</p> <p>NB You can book a <b>Bulky Refuse collection</b> by searching on the Council’s website:</p> <p><a href="#">Arrange a bulky waste collection - Cambridge City Council</a></p> <p><b>Building Cleaning:</b></p> <p>If you have a missed clean or other concern please report to <a href="mailto:helppoint@churchillservices.com">helppoint@churchillservices.com</a></p> <p>City Council will see all logs.</p>	<p>WB/RC</p>
<p>8.0</p> <p>8.1</p>	<p><b>Housing Scrutiny Committee Update – Diane Best</b></p> <p>Diane explained that she was elected as leaseholder representative in 2020 and represents leaseholders on the</p>	

<p>8.2</p> <p>8.3</p>	<p>Housing Scrutiny Committee and has update meetings with the Housing Development Agency</p> <p>There have been 3 meetings since the last Leaseholder meetings – in January, June and September 2021.</p> <p>The following issues are of interest to leaseholders:</p> <ul style="list-style-type: none"> <li>• January 21 – This was the annual budget setting. The admin charges for leaseholders were set. The tenant and leaseholder representatives were very concerned with the issue of fire safety and proposed amendments to the budget to fund the Engagement, education and enforcement officer post to deliver zero tolerance.</li> <li>• Estates and Facilities have kept the residents advised of updates on the programme of works and new build properties.</li> <li>• There was a report on the Resident Involvement Strategy.</li> <li>• Reports on the Procurement of the TSG contract and Building Cleaning Contract – which tenants and leaseholders are involved in the evaluation of;</li> <li>• Management of the car parking on housing land – to ensure arrangements are in place where car parking is a premium;</li> <li>• Another controversial issue has been the proposed Estate Regeneration Programme – that the council are considering in areas like Hanover &amp; Princess Court and Kingsway. The resident representatives ensured that a letter was sent to all residents in those estates before the Committee in September. Resident reps are now working with the Housing Development Agency on consultation with those residents.</li> </ul> <p><b>Questions:</b></p> <p><i>Matthew asked if there is a way to get Minutes of meeting – to look at car parking issue. All the committee information is available to view on the Council’s website.</i></p> <p>Diane and the other representatives can be contacted by e-mail at:  <a href="mailto:Hsc.residents@gmail.com">Hsc.residents@gmail.com</a></p>	
<p>9.0</p> <p>9.1</p> <p>9.2</p>	<p><b>Resident Involvement Update – Emily Downey</b></p> <p>A Tenant and Leaseholder satisfaction Survey was carried out in October last year and Emily has been working with the teams to look at the feedback.</p> <p>The Council use Open Door to give feedback of the issues and how they are being addressed in a You Said – We did section. There will be a new Survey in October 2022.</p> <p>The Resident Involvement Team also now produce an <b>e-letter</b> providing general updates and news between Open Door. If you are interested in receiving this – please let Emily</p>	

<p>9.3</p> <p>9.4</p>	<p>know by emailing her as below.</p> <p>Residents can get involved in various ways including:</p> <ul style="list-style-type: none"> <li>• Resident Inspectors – checking on contracts</li> <li>• Resident Panel – scrutinising policies</li> <li>• Roam and Voids meetings – looking at repairs issues with Estates &amp; Facilities</li> <li>• Estate Improvement Schemes – involved with the consultation for the £1m budget for estate improvements eg fencing, parking, cycle storage.</li> </ul> <p>The Resident Involvement Team now form part of the Policy &amp; Performance Team – following a restructure.</p> <p><b>Website:</b>  <a href="https://www.cambridge.gov.uk/resident-involvement">https://www.cambridge.gov.uk/resident-involvement</a>  Emily Downey can be contacted at:  <a href="mailto:Resident-involvement@cambridge.gov.uk">Resident-involvement@cambridge.gov.uk</a></p>	
<p>10.0</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p>	<p><b>Leaseholder Questions/Answers</b></p> <p>Questions received in advance of the meeting have been sent directly to officers to provide the answers.</p> <p><i>Electric vehicles. Martin asked if there is any update on the arrangements the Council are making to provide electric charging points for blocks of flats?</i></p> <p>The Parking Services Team are looking at this for the Council – there is no update at the moment but Emily will feed this back that residents are asking.</p> <p><i>Garden Maintenance – Jing asked what happens if a resident is not maintaining their garden. The tenant could not do the gardening – so they paid for them?</i></p> <p>Emily explained there is a scheme for tenants who are unable to maintain their garden and she can check eligibility of this case.</p> <p><i>A leaseholder arrived late to meeting – could he have an update on works for Molewood Close?</i></p> <p>Emily explained the meeting has been recorded, so any queries after watching the meeting back, please forward to Resident Involvement and Emily will get a response from Estates and facilities.</p> <p><i>Deborah Cohen explained they had previously had a problem with ASB last year – young people congregating in the communal areas. Would the Council consider proper doors for these open staircases?</i></p> <p>Emily explained that these issues are considered at the Estate Improvement Meetings – We look with the Police at a range of measures, and on this estate we added gates to the entrance which seems to have stopped the ASB. The Police have a ‘Design Out’ team – who look at the age and design of the estates to recommend alternatives.</p>	<p>ED</p> <p>ED</p>

<p>10.5</p>	<p>Questions on the chat function:</p> <p>Are there any works planned for CB1 3TX? Trevone Place? – repairs to communal staircases are planned for this year External painting and repairs – 22/23</p> <p>Are there any works plan at Edegecombe, in the next year or couple of years?</p> <p>Landlord electrical supplies will be investigated for works 2024/25 Communal entrance doors and enclosure doors will be surveyed in 22/23 – works may follow Structural survey planned 23/24 External painting and repairs planned – 22/23</p> <p>I've paid for a landlord electrical check (and the rectifications). Is this refundable? It's valid for a number of years so won't need doing twice.</p> <p>The Council carries out electrical checks of the electrical installation serving communal areas. We would not reimburse a leaseholder if they have carried out their own inspection of the communal electrical installation.</p> <p>Will mentioned some timber cladding works in Edegecombe, could you be more specific on this, please, thanks</p> <p>We know there is some timber cladding in communal areas at Edegecombe. When we next carry out painting in communal areas (planned in 22/23 ) we will either treat these with fire retardant coating or review if the cladding could be removed and replaced with alternative.</p>	
<p>11.0 11.1</p>	<p><b>Future Meeting Date:</b> The next Leaseholder Consultation Forum will be in November 2022. Look out for information on the date in Open Door and on the Council's leaseholder webpage and an email reminder will be sent prior to the meeting.</p>	