



Key Leaseholder Scheme

Minutes of the meeting – 31 March 2011, 7pm

Attendance

Officers: Nesan Thevanesan, Head of Home Ownership Team; Nick Claxton, Senior Home Ownership Officer and Paul Cox, Senior Home Ownership Officer, who took the minutes.

Leaseholders: Ian Lush (Chair), Anne Goodhew, Mary Rawitzer, Doug Evans, Claire Lichie, Rosario Lopez Monreal, Martin Laheen, Lynne Zilkha, Mr L Panchoo, Fatma Ahmed and Alena Breckova

Apologies: Vanda Prochazka, Peter Gilbert, Belinda Batten

Ian Lush opened meeting and introductions were made.

1) Minutes of the meeting 27th January 2011

The minutes of the previous meeting held on the 27th January 2011 were agreed to be a true record. Mary Rawitzer wished to clarify that she was not questioning the accuracy of the queries figures reported but merely wanted to establish how many of those queries were of a complaint nature. Also, Anne Goodhew wished it to be recorded that she did send her apologies prior to the last meeting.

2) Matters arising

The progress of the Action Points from the previous meeting was then discussed.

Action Point

Nesan Thevanesan will provide the group with a report highlighting the number of outstanding queries to date.

Nesan Thevanesan advised the group that the Home Ownership Team had received 7,677 queries for the period ending 31st March 2011, of which 7,489 were dealt with within the corporate policy timeframe of 10 working days. He went on to explain that to date 30 queries remain outstanding of which 57% are overdue. In the main, these outstanding queries relate to issues concerning

Decent Homes which are often difficult to respond to because of the reliance upon other departments to provide the appropriate information.

3) Progress of the Key Leaseholder group

Nick Claxton reported that 470 feedback questionnaires were sent to Key Leaseholders and at the time of the meeting, 47 had been returned. Of those 47, 23 expressed an interest in attending future meetings. 10 also stated that they would be willing to participate in resident monitoring.

He went on to advise that Key Leaseholders wishing to participate in Estate Service Monitoring would be referred to the existing Resident Monitoring programme run by Resident Involvement. Key Leaseholders expressing an interest will be booked onto the training sessions scheduled for June and September 2011.

He also advised the group of the type of comments received regarding the format and the information contained within the repairs reports. A summary of the comments and the relevant statistics were produced for the group. The clarity of the information supplied appeared to be the main cause of concern/confusion. He explained that the query rate was approximately 10%. He also stated that the format of the reports is very much a work in progress and improvements will be implemented shortly.

Ian Lush suggested that the leaseholders should have the option of raising queries online. He also stated that nobody else wishes to join the scheme at the present time.

Ian Lush also reported that the newly formed Haringey Leaseholders Campaign Group (HLCG) felt that insurance issues were a major concern in terms of the clarification of what can and can't be claimed under the council's policy.

4) Update on Insurance procedures

Paul Cox advised the group that the policy for dealing with insurance issues had been drafted and was currently awaiting formal approval from the Executive Management Team. Once approved, all frontline staff will receive training on insurance procedures before being implemented.

The focus of the policy centres on identifying repairs that have been caused by malicious damage and can be claimed under the buildings insurance policy. A policy excess of £250.00 applies to all such claims and therefore there is a need to ensure that jobs exceeding this figure are referred to the insurance department within the allotted timeframe of 30 days of the incident occurring. A police Crime Reference Number is also required.

Ian Lush asked for clarification as to who leaseholders should report incidents of malicious damage to. Paul Cox confirmed that the Tenancy Management Homes for Haringey Ltd - Key Leaseholder Scheme – Minutes 31 March 2011

Officer (TMO) should be notified, and report the incident to the insurance department.

Anne Goodhew asked if it is the TMO who should report incidents to the police and obtain a CAD reference number. Mr Cox advised that leaseholders and tenants are welcome to report matters to the police themselves, and should forward CAD numbers to the TMO.

Key Leaseholders asked whether accidental damage was covered by the insurance policies. Paul Cox advised that this is not the case. Ian Lush and Mr Cox recommended to the group that if they are unsure whether damage is accidental or malicious then to refer the matter to the police.

Fatma Ahmed queried whether damage caused by adverse weather conditions was covered. Paul Cox advised that it may be depending on the cause of the damage, but that fair wear and tear is not covered.

5) Reasonable expectation of Point of Contacts

Nick Claxton advised the group that all those willing to act as a Point of Contact must be very approachable and make themselves available to all leaseholders. He reported that initially several volunteers had only been willing to make themselves available by email, but that this did not meet HfH's equality of access policies.

Ian Lush commented that essentially the process must be manageable and leaseholders must be contactable.

The question of what is reasonable in terms of expectations is down to the individual leaseholder and their preferred method of contact and availability.

The reimbursement of expenses has yet to be agreed but suggestions for consideration would be put forward shortly.

Anne Goodhew raised the point that there would be no control over how a Point of Contact can be contacted, as other leaseholders are likely to be aware of where their Point of Contact lives, and will see them around the area. Nick Claxton stated that the Point of Contact information supplied by a particular individual will only be made available to leaseholders. No other information will be divulged. The Point of Contact will have complete control over the method of contact and their availability. The required expectations will be included in a Code of Conduct.

Ian Lush suggested that a trial period should ensue for a period of six months to assess the practicability of pursuing this aspect of the scheme.

6) Mystery Shopping scenarios

Paul Cox advised the group that the HOT wished to initiate a mystery shopping exercise across the organisation to test staff on their knowledge of fundamental leaseholder issues.

He presented the group with a draft set of scenarios for discussion and consideration. He invited those present to submit any suggestions via email.

Mary Rawitzer commented that the scenarios presented contained language that some people may not apply in ordinary conversation. Nick Claxton advised that the scenarios provided will be for guidance, and that adapting the language used to suit the leaseholder asking the question would be covered as part of the training.

In view of the relatively low take up thus far with this particular aspect of the Key Leaseholder Scheme, it was agreed that a trial round would take place to assess its feasibility and the impact it would have on the organisation as a whole.

7) Any Other Business

Nesan Thevanesan advised that an update on the Decent Homes Programme was on the agenda for the next Leasehold Panel meeting on the 14th April 2011. The Head of Asset Management, Peter Maddison will attend and give a presentation.

He also advised that he would arrange for the Head of Repairs to attend a future Key Leaseholder meeting to explain the restructuring of the service and the repairs monitoring processes.

Lynne Zilkha enquired whether it would be possible for leaseholders to have sight of any building surveys conducted as part of the Decent Homes Programme. Nesan Thevanesan reiterated that Peter Maddison will attend the next Leasehold Panel meeting and will be able to deal with her query.

Ian Lush emphasised that the purpose of Key Leaseholder meetings is to deal with communal repairs issues relating to day to day repairs only, not major works.

The next meeting is scheduled to take place around 30 June 2011 (TBC).

There being no other business to discuss, the meeting was closed at 8.50pm.

Minutes agreed as a true record

Ian Lush (Chair)

Date: _____