

Key Leaseholder Scheme Meeting

Date: 18 January 2010
Time: 19:00PM to 21:30PM
Venue: Room 8, 9th Floor, River Park House, 225 High Road, London, N22 8HQ

In attendance:

Homes for Haringey: (HfH)

Nick Claxton	Senior Home Ownership Officer – Team 2
Paul Cox	Senior Home Ownership Officer – Team 1
Garry Blofeld Sarah Vincent	Estate Surveyor Resident Involvement Officer
Fiona Silic-Benussi	Home Ownership Officer – Team 1 (Minutes)

Key Leaseholders: (KLS)

Alan Backaller
Alena Breckova
Nichole Carpenter
Margit Danielle – Dessent
Roy Goodhew
Odeshea Gordon
Guy Levy
Rosario Lopez – Monreal
Veronica Meehan

Apologies: Lynne Zilkha

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1. Basic principles

- I. To be a comprehensive scheme through which KLS will be able to verify Day to Day Repairs before issue of the invoices for the Actual Accounts.
- II. The aim of the scheme is to minimise queries and mistakes relating to Day to Day Repairs and ultimately issue correct Actual Accounts.
- III. KLS can elect themselves to be a point of contact for other leaseholders in their block or estate. The individuals interested in this appointment were to notify the Home Ownership Team, by completing the application form specifying their preferred contact method (email, phone, letter, in person) and availability. Point of Contact KLS were advised to use their discretion in relation to the time they allocate to this role. Moreover, they were advised that it is possible to withdraw from the role at any stage. However, they were requested to inform the Home Ownership Team (HOT) in writing or by email if they choose to do so.
- IV. There is no limit to the number of KLS per block or estate.
- V. Currently the scheme does not include issues on Section 20, External Decorations, Major Works or the Decent Homes Programme.
- VI. KLS will be provided with periodic Repairs Reports. The first report will take into consideration the first 6 months of the financial year 2009/10. It is currently being finalised and should be ready by the middle of February 2010. A report for the second half of the year will be issued in due course, and in the future reports will be provided on a quarterly basis from December 2010. Inspected repairs are graded on a pass or fail basis. If KLS find discrepancies in the jobs reported they should feed this back via the KLS email address. If the reports and inspected repairs are approved, HOT can proceed with the billing.

2. Key Leaseholder's Introduction Pack

- I. A map highlighting representative's patches was provided. Blocks were highlighted in blue, estates were highlighted in red. A KL raised the issue of his block being an estate. Mr Cox advised that, in this instance, the estate comprised multiple blocks and only the relevant block would be recharged for its own block repairs.
- II. Sample Repair Report.

3. Repairs

Garry Blofeld led on this.

- I. Parties involved in the repairs process:

Surveyors: surveying all properties every 6 months

Tenancy Management Officers: surveying properties in their patch on a monthly basis

Estate Service Managers: inspecting properties in their patch every week

Estate Service Officers: inspecting property every 3 to 5 days
Repairs Call Centre: logging repairs
Contractors (including in house and external): carrying out the works
Home Ownership Team: billing

II. The repair process

- Repairs highlighted during estate inspections are reported to the Repairs Team. These are logged through a computer system based on codes set out by National Federation Standards.
- Each code is allocated a Priority Rate. Priority Rates run from A (extremely urgent) to W (extremely low priority) Priority codes can be changed if a job requires it.
- When a resident reports a repair by calling the call centre they are given a Job Reference No. However, they are not informed about the Priority Rate of the repair reported. Leaseholders can obtain the information on request and KLS were encouraged to do so.
- The status of the repairs raised is monitored every 3 months. Repairs that are not completed within the time scale set out by their Priority Rate are checked with the Direct Labour Office (DLO).

4. Issues raised by Key Leaseholders

I. Issues relating to repairs

- In which instances do repairs get sub-contracted?
- Are sub-contractors subject to the same Priority Rates?
- Who is responsible for coordinating and verifying repairs that have been sub-contracted?
- KLS have voiced their concerns regarding Decent Homes Works clashing with day to day repairs.
- Who is supervising that jobs are being completed to acceptable standards and within the agreed time frames. Who is checking that the same job reported by several residents is not entered twice and ultimately wrongly charged?
- Who is responsible for the implementation of services?
- How many jobs are post-inspected – 10%.
- KLS requested a detailed breakdown of all repairs, itemised and with a plain English explanation of codes.
- There is the need for a streamlined communication system.

II. Issues relating to contacts

- KLS pointed out that it is difficult to reach the right person. They requested a list of names, contact numbers and job specification / for the following: Tenancy Management Officers, Estate Service Managers and Estate Service Officers
- It has been proposed that this information be readily available either on a quarterly basis together with the Repair Reports or in periodical publications such as *The Estimated Service Charges* or *Actual Accounts*, *Homes Zone* or *Leaseholder's News*

- Mr Claxton undertook to include this in Induction Packs going forward.

III. Haringey Council vs. Homes for Haringey (HfH)

- Kls have raised the point that it is confusing to use the internet to find information as they are not sure of which issues concern Haringey Council and which concern HfH.
- What is HfH? Who appoints the board of managers? Where are the directives for jobs such as Digital TV installation or roof replacement coming from? Do Directives from the council affect Major Works?
- How are HfH performances assessed?

IV. Charges

- What is included in actual charges?
- Why is the cost of Service Charges rising above inflation?
- Apart from labour and material why are costs so high?
- Kls requested more information about Administration charges, Management fees etc. They believe some of the charges may be charged twice.

V. Complaints

- Kls asked for a comprehensive way to complain about a job without going to Complaints / Feedback. They have pointed out that it is difficult to find the right person to speak to.

VI. Miscellaneous

- Expectations for jobs to be set on paper. For example if a new cleaner comes to the block they have a comprehensive list of tasks to perform and Kls would know if cleaners do what they are supposed to. This would also make Kls aware of exceptions such as cleaning under mats or moving plants out. How many hours cleaners are supposed to be on site and what they are supposed to do in these hours with what frequency etc.
- Will Kls be invited to Estate Inspections? If so, would the times take in consideration leaseholder's needs?
- The Kls voted unanimously that quarterly meetings at the group should be held.
- Kls requested Garry Blofeld, or other representative of the Estate Surveyors Team, to attend the regular meetings.

The meeting closed at 9:30 pm