



Key Leaseholder Scheme
Minutes of the meeting - 27 July 2010, 7pm.

Attendance

Officers

Nesan Thevanesan, Head of Home Ownership Team; Gethin Segel, Control Centre Manager; Nick Claxton, Senior Home Ownership Officer and Paul Cox, Senior Home Ownership Officer who took the minutes.

Leaseholders

Anne Goodhew, Lynne Zilkha, Ruth Frederick, Ian Lush, Robert Towerzey, Sue Brown, Alena Breckova and Margit Danielle-Dessent

Apologies

Chiedza Basse, Steve Wood, Poorunduth Doorbeejah, Nichole Carpenter, Mary Rawitzer, Rosario Lopez-Monreal and Guy Levy.

Nick Claxton opened meeting and introductions were made.

The minutes of the previous meeting held on the 27th May 2010 were agreed and deemed to be a true record.

Ian Lush indicated that he wished to be an Estate Services Monitor.

Nick Claxton gave a brief progress report about the scheme and thanked the group for their valued input to date.

Alena Breckova highlighted certain repairs, in particular those jobs the subject of insurance claims. She has experienced difficulties in getting a response from the insurance department of Haringey Council.

Nesan Thevanesan explained the process for dealing with insurance claims.

Action

Nesan Thevanesan agreed to meet Alena Breckova on site to discuss these particular issues and the outcome of the meeting would be reported back to the group.

Mr Towerzey wanted to know the policy for dealing with insurance claims. Nesan Thevanesan explained that often issues are not reported as acts of vandalism and are simply logged as a repair. He added that it is the resident's responsibility to report crimes and obtain the appropriate Crime Reference Number (CRN). All claims involving vandalism must be supported by a CRN. He also confirmed that insurance premiums are not affected by the number of claims.

Action

Nesan Thevanesan agreed to write an article about insurance claims in a forthcoming issue of Leaseholder News. He also agreed to raise issues of Anti-Social Behaviour by tenants with tenancy management.

Gethin Segel advised that repairs will enter a property to find the source of a leak if such access is granted. In cases where access is not possible, legal action will be necessary.

Nick Claxton advised that the HOT are currently preparing the Actual Accounts for 09/10. The next repairs reports covering the period 1st April – 31st July will be despatched in September.

Mr Lush commented on his experiences of the scheme and thanked Paul Cox for dealing with his issues promptly and to a satisfactory conclusion.

Nick Claxton explained the Point of Contact process. Anne Goodhew wished to ascertain what other leaseholders expected of her as a point of contact. Nick Claxton explained that the primary purpose would be to collate and forward queries to the HOT to avoid repetition. Nesan Thevanesan also explained that she would not be expected to get involved with leaseholders individual disputes. Nick Claxton confirmed that the HOT is currently generating letters to leaseholders advising them of their Key Leaseholder who is representing their block/estate. The letter will make it perfectly clear the parameters under which Key Leaseholders will operate together with their chosen method of contact. This particular aspect of the scheme aims to identify recurring issues. Nick Claxton confirmed that contact details would not be disclosed without the prior written consent of the Key Leaseholder.

Robert Towerzey expressed his concern at the amount of queries he may receive given the number of flats on his block/estate.

Alena Breckova questioned the format of the repairs reports in terms of the information they disclosed. Nick Claxton confirmed that the format of the reports is constantly being reviewed and in fact a more detailed description is now provided. This description helps to identify the location of a particular repair.

Gethin Segel confirmed that matters are in hand to improve the data/information available. He went on to explain that the reports are generated from the council's database and the date mentioned is the date that the invoice is raised. The internal repairs database records the actual completion date depending on the nature of the job and whether it is sub-contracted.

Lynne Zilkha raised the issue of post completion inspections. Gethin Segel advised that all sub-contracted jobs over £500.00 were post inspected. Orders involving electrics will be carried out in accordance with the relevant regulations and certificates issued where appropriate. He also advised that generally speaking 5% of jobs are post inspected. Lynne Zilkha raised the topic of photographic evidence. She stated that post completion inspectors should provide photographs as a matter of course. Gethin Segel explained the cost implications in doing so.

Gethin Segel went on to explain that sub-contractors must adhere to the Schedule of Rates (SORS) and variations are only agreed if necessary. He confirmed that the SORS include a provision for labour and materials. He also confirmed that there are no call out/inspection charges save where this is carried out by a surveyor.

Anne Goodhew was concerned that jobs were allocated to the wrong block. Gethin Segel advised that this can happen as a result of human error or a lack of information being provided at the point the job is reported.

Action Point

Any revisions to recharging will be recorded on the HOT's databases to ensure accurate billing in the future.

Ian Lush stated that in it still remains the responsibility of leaseholders to bring certain issues to the attention of the HOT.

Gethin Segel informed the group that all sub-contractor post inspections are all paperwork records. He confirmed that eventually our systems will record the results.

Margit Danielle-Dessent raised the point that she was charged for two separate visits for the same job. Gethin reiterated that call outs are not charged. He explained that the SORS apply to all jobs and the costs remain the same irrespective of the number of visits.

Action Point

Gethin Segel agreed to confirm the cost of an equilibrium ball valve.

Margit Danielle-Dessent went on to explain that even though she cancelled the job in question the operatives still arrived and scaffolding was erected and immediately dismantled.

Action Point

Nick Claxton agreed to investigate the matter further.

The issue of the call centre charge (26.46%) was raised. Nesan Thevanesan confirmed that this cost was included in the charge to leaseholders. Alena Breckova wanted to know whether this charge applied to materials as well as services.

Action Point

Nesan Thevanesan agreed to clarify and will report back to the group accordingly. He also agreed to provide a breakdown of the call centre charge.

Gethin Segel went on to explain the function of the call centre. He advised that the administration team dealt with all email communications sent to the repairs inbox and is responsible for logging all repairs received by telephone. A repairs resolution team exists to deal with all issues arising from jobs that have not been completed to the requisite standard. A planning team manages surveyors and operative's diaries to ensure that their time is used effectively. There are currently 43 members of staff mainly based at the Ashley Road Depot. 3 team members are based at the Lordship Lane Depot.

The level of management fees for repairs jobs was discussed. Nesan Thevanesan confirmed that the maximum fee for major works was £375.00 per leaseholder irrespective of the cost of the work. He advised that City West charge a percentage of the invoice value.

Gethin Segel confirmed that operatives are paid a salary and their time is recorded for all jobs undertaken. As with all parts of the organisation, performance targets need to be met. He advised that the standard SORS include a certain amount of composite rates and any other preambles are incorporated.

Nick Claxton advised the group that the proposal to have a Key Leaseholder sub-group of the leasehold panel was approved by the RCF. He explained that it was necessary to elect a Chair who would be responsible for reporting matters to the panel.

It was agreed that there would be an election and all core members would be balloted by post or email. The nominations would be collated prior to the next

meeting scheduled for the 26th October 2010 and the result announced at that meeting.

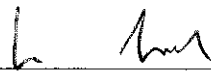
It was agreed that the revised SORS would be distributed to the group.

Action Point

Paul Cox agreed to circulate the new SORS as soon as he received the necessary authority to do so.

There being no other business to discuss, the meeting was closed at 8.30pm.

Minutes agreed as a true record



Ian Lush (Chair)

Date: 4.11.10