

Key Leaseholder Scheme Meeting

Date: 27 May 2010
Time: 19:00 to 21:20
Venue: Committee Room 5, Wood Green Civic Centre,
High Road, London N22 8LE

In attendance

Homes for Haringey (HFH):

Paul Cox	Senior Home Ownership Officer
Graham Budge	Surveyor Manager
Garry Blofeld	Estate Surveyor
Jennie Sami	Parking & Project Manager – Estate Services
Chris Bell	Resident Involvement Officer
Malcolm Lawrence	Home Ownership Team Leader
Tal Shaki	Senior Home Ownership Officer (Minutes)

Key Leaseholders (KLs):

Chiedza Bassey
Sue Brown
Nichole Carpenter
Margit Danielle-Dessent
Anne Goodhew
Mary Rawitzer
Peter Swales
Steven Wood
Lynne Zilkha

Apologies:

Alan Backaller
Belinda Batten
Ruth Frederick
Martin Laheen
Ian & Ceri Lush

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1) **New Schedule of Rates for Repairs**

Graham Budge explained that there will be a new schedule of rates which repairs use. This has reduced the number to between 50-60 rates from over 500. A new system has been devised that will provide for repairs to be self-inclusive. The rate for this is comprised of NAFT Schedule 5. Its aim will be to get the repair job fully completed first time as currently operatives often have to return to complete the job.

Would leaseholders be interested in coming along to a post inspection?

Issues relating to rates for repairs and general repairs

- Will a code be added to establish if a repair is communal or for a particular property?
- How do I claim for damages caused by the flat above?
- How does a surveyor know where the roof leak is if the resident does not specify this?
- A copy of the schedule of rates was requested by various leaseholders
- The issue of vandalism was raised and paying for these jobs. Jennie Sami advised to report this to TMOs and advised we can take legal action against leaseholders or their tenants who commit criminal damage and we are currently working with the legal department on this matter.
- Query about whether drainage jobs should be a block charge.
- KL stated that insurance should pay for accidental damage to glass or window which until recently they did not think was the case.
- Issue of excessive charges for minor repair jobs raised.
- Drains should be cleared at least once a year and grids to be placed on gullies.
- Action should be taken with regards to repeat repair jobs.
- Query as to whether a service level agreement for clearing the gutters. Advised none as service level agreements only exist with services that are contracted out.

GB advised that 90% of jobs raised are varied due to the codes added. On repeat repair jobs he advised that repairs will be looking at this on a regular basis and that there will be a pilot scheme regarding this to identify these jobs.

Mr Cox advised all KLs will be sent information on who their TMO and ESM is and what their estate comprises of.

2) **Key Leaseholders and Mystery Shopping**

Mr Bell advised this is a management tool which the organisation uses to see if any improvements are needed to its services and to assess the quality of service that is being provided. Are services meeting their standards? Leaseholders are welcome to become mystery shoppers and will be given training.

Information will be collated and a discussion will be made on the findings of this. Leaseholders would be contacting various departments and would not contact someone who knows them.

Issues relating to Mystery Shopping

- Can mystery shopping be done for charges?

Mr Bell advised this can happen.

3) What is a reasonable standard of repair?

Mr Blofeld advised that this should be a repair which is fit for purpose, such as paving slabs not being uneven. Has the painting been carried out to a good standard, does the door close properly, are the windows air-tight?

KLs wanted to know if we are carrying out a post inspection, do we know what should have happened? We should have details of the works undertaken and the job which was raised.

KLs wanted to know if we are aware of where a repair job was carried out, as we often can't provide this information. We can often provide which flat or the HFH employee who reported this. Mr Cox further added that Repairs are improving how they log details of jobs.

Mr Cox advised that HfH officers are working on providing KLs with information on what jobs are going to be done and when they will be carried out. He also stressed that the KLs can be a point of contact for their block & estate and we can advise LHS which blocks are covered by a KL.

KL queried whether we should recheck jobs that insurance claim can made on. Ms Sami advised the cost of a job needs to be over a certain sum has been £100.00.

4) Estate Services Monitoring

Ms Sami explained what resident monitors do, the standards of cleaning which is expected, checking on the grass cutting, shrubs, pruning once a month.

She advised that the training for this has been recently redesigned and that if KLs want to become monitors they can are welcome to join and apply for this and should contact Mr Cox if they would like to become a monitor. This training would be provided in the evening in late June or early July 2010 either on a Tuesday or a Wednesday.

Ms Sami also stated that ESOs work to a HouseMark standard.

KL mentioned that there had been complaints from monitors as no feedback to residents had been provided after they had submitted their monitoring

forms. Ms Sami advised a response needs to be provided by the ESM within 7 working days. ESMs will contact a resident if the information provided on the form is vague.

Ms Sami also advised that Peter Purdie, Head of Estate Services, is collecting information on the amount of time is being spent on cleaning.

5) Minutes of the meeting 18 January 2010

No issues raised

KLs - Are other leaseholders being informed who the KLH is in their block? Mr Cox advised we will be doing this in the near future, but did not have a date.

KLs - Can the scheme include major works? Mr Cox advised that this will be considered, but we need to further establish the current scheme before we can do this.

KLs - Are we are looking to lower service charges? Advised we are looking for value for money from our services.

KLs - Are there other KL schemes across the country? A few other ALMOS have similar schemes, but not as comprehensive. There is a lot of interest in our scheme across the country.

KLs - Can they be sent a text in advance when a repair job will be done. The call centre may be able to do this in the future.

KLs - Who authorises workman to do a repair job? The call centre books the workmen, there is a co-ordinator responsible for this.

KLs - For blocks which have had minor repairs and DHW will the repairs charge in the future be less due to this. Also if scaffolding is already up but not MW have taken place this can be used to carry out a different repair job.

6) Proposal to establish Key Leaseholders Group as sub-group of the Leasehold Panel

Mr Cox put forward the idea that KLs may want to elect a chair for the KL scheme. The chair could then take back the information discussed to the leasehold panel.

7) Forward agenda proposals

Discussing whether a KL group should have a chair.
Inviting a member of the call centre to attend the next meeting.

The meeting closed at 9:20pm.